

DRAFT**USER'S LOGISTICS SUPPORT SUMMARY
FOR THE
MARINE CORPS COMMON HARDWARE SUITE
MODERNIZATION PROGRAM – FY01**

1. **Introduction.** The Marine Corps Common Hardware Suite (MCHS) modernization program is one step in providing a Marine Corps enterprise architecture solution for information technology (IT). Program Objective Memorandum 00 provided funding to initiate centralized procurement of computer hardware. Specifically, fiscal year (FY) 00 began a planned five-year modernization cycle for commercial-grade, IBM-compatible client workstations (desktop and laptop) and file/application servers. Assets issued under this modernization project are for general-use (i.e., not application program specific). However, at the direction of higher headquarters or at local command discretion, application specific software (e.g., ATCLASS II, UDMIPS, JCALS, etc.) may be hosted on these computers. In FY02 and beyond, MCHS procurements and fielding will include computers presently planned to support application specific software programs. In other words, beginning in FY02, IBM-compatible computers will no longer be fielded specifically in support of application specific software. In the future, MCHS will include network related hardware (e.g., routers, hubs, and switches), (external) input/output peripherals, and general-use software. This document will be re-issued on an annual basis to reflect changes in MCHS IBM-compatible hardware.

Throughout this document the word “warranty” and the phrase “maintenance agreement” are used interchangeably. The word “warranty” is used because that is the word used and understood by the industry. However, this is not a “warranty” as used in the context of Department of Defense directives. There is no guarantee of equipment performance. There is a contractual requirement that the equipment must be fixed within a specified timeframe, at no additional cost, for a specified length of time. To avoid a misunderstanding, the phrase “maintenance agreement” is introduced. The details of the current maintenance agreement for IBM-compatible computers are contained in paragraph 4 and appendix K of this document.

This ULSS does not address the support of computer hardware associated with the Navy Marine Corps Intranet (NMCI).

a. **Source of Requirement.** The MCHS mission need is documented in the operational requirements document (ORD) for the Marine Corps Global Command and Control System (GCCS), Number CCC 31.1, dated 9 October 1998. The overall Marine Corps IT environment is defined by eight ORDs modeled on the Joint Defense Information Infrastructure Common Operating Environment. Four of the ORDs define the operational requirements that support the common Marine Corps Information Infrastructure and include the GCCS, the Defense Information Systems Network, the Defense Messaging System, and the GCCS ORDs. The Marine Corps GCCS deals with the warfighting applications, specifically, Defense Information System Agency registered applications, and all computer hardware, less mainframe services, in the Marine Corps. The computer hardware is defined by MCHS. The remaining four ORDs define the operational requirements that are specific to unique functional Command, Control, Communications, Computers, and Intelligence requirements.

DRAFTb. Points of Contact

<u>TITLE</u>	<u>COMMAND ADDRESS</u>	<u>TELEPHONE</u>
PROGRAM MANAGER INFORMATION TECHNOLOGY INFRASTRUCTURE (PM IT)	COMMANDER MARCORSYSCOM CODE C4IIT 2033 BARNETT AVENUE SUITE 315 QUANTICO VA 22134-5010	(703) 784-0740 DSN: 278-0740
PROJECT OFFICER MCHS MODERNIZATION PROGRAM	COMMANDER MARCORSYSCOM CODE C4IIT 2033 BARNETT AVENUE SUITE 315 QUANTICO VA 22134-5010	(703) 784-0810 DSN: 278-0810
ASSISTANT PROGRAM MANAGER FOR LOGISTICS (APML) IT	COMMANDER MARCORSYSCOM CODE C4IIT 2033 BARNETT AVENUE SUITE 315 QUANTICO VA 22134-5010	(703) 784-0826 DSN: 278-0826
MCHS INTEGRATED LOGISTICS SUPPORT OFFICER (ILSO)	COMMANDER MARCORSYSCOM CODE C4IIT 2033 BARNETT AVENUE SUITE 315 QUANTICO VA 22134-5010	(703) 784-0815 DSN: 278-0815
MCHS WEAPON SYSTEM MANAGER (WSM)	LIFE CYCLE MANAGEMENT CENTER ATTN CODE 843-3 CODE 843-3 814 RADFORD BOULEVARD ALBANY GA 31704-0320	(912) 639-6285 DSN: 567-6285 FAX: -5498

Email:

Mbmatcom843-3mchs@matcom.usmc.mil

INFORMATION REGARDING MCHS MAY BE FOUND AT THE FOLLOWING URL:

<http://buyersguide.marcorsyscom.usmc.mil>

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<u>TITLE</u>	<u>COMMAND ADDRESS</u>	<u>TELEPHONE</u>
WARRANTY HOTLINE	REFER TO WARRANTY LABEL ON EACH CENTRAL PROCESSING UNIT (CPU), MONITOR, LAPTOP	

NOTE: Repair claims, regardless of place of origin, must go through the vendor HOTLINE indicated on the warranty label. Customers may be directed to local repair centers for support. However, the initial call in each case must be to the central HOTLINE.

c. System Description. The MCHS architecture was established to provide commercial, government-off-the-shelf, and nondevelopmental common computer hardware items to program managers, functional managers, Marine Forces, and the supporting establishment. The MCHS includes both UNIX-based computers (Reduced Instruction Set Computers) and Intel-based computers (Complex Instruction Set Computers) for applications ranging from file/application servers to mobile computing assets. UNIX-based computers are not covered under this ULSS.

d. Operational Characteristics. The MCHS modernization program assets fielded annually by the PM IT will be commercial grade, Intel-based hardware. These are general-use computers. However, as noted above, the computers may be used to host application specific software. The plan, albeit funding constrained, is to replace 20 percent of the enterprise-level inventory on an annual basis. The hardware, although designed for a benign office environment, has been found cost effective for use in field operations. Given normal care and protection that is reasonable for an electronic device, this hardware will provide reliable and high quality performance under most conditions. The MCHS product list is currently limited to the following classes of computer hardware: laptops, desktops, and file/application servers. Within each class there are at least two levels of performance: 1) entry level or general purpose (GP) version; and, 2) high-end version. The laptop class has a third level of performance referred to as a Rugged Laptop computer. The server class has a third level of performance referred to as a Portable Server (an entry-level device). Entry level hardware will be replaced on a five-year cycle and high-end hardware will be replaced on a three-year cycle. After three years in-service, high-end hardware will migrate to entry level status and will be redistributed within the major command, as required, to fill GP level allowance requirements for another two years of service.

e. Replaced Equipment

(1) Computers accounted for under "H" Table of Authorized Materiel Control Numbers (TAMCN) will continue to be accounted for under "H" TAMCNs until retirement from service. There is no formal replacement plan because, from an enterprise perspective, these assets are an unknown entity. MCHS modernization program assets, accounted for under "A" TAMCNs, will replace these assets. Replacement will not necessarily be on a one-for-one basis. Assets with "H" TAMCNs should remain in service for a five-year life cycle. (The exception is non-Y2K compliant hardware; these assets should have been disposed of in accordance with current instructions.)

(2) As new computers are fielded annually under the MCHS modernization program, using units should divest themselves of "H" TAMCN computer equipment that exceeds their needs. Excess equipment with remaining service life should be redistributed within the gaining command.

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Excess equipment that has no remaining service life must be disposed of in accordance with current regulations governing the disposal of computer equipment.

2. Administrative Information

a. Nomenclature

- (1) Laptops – Multimedia, GP, and Rugged
- (2) Desktops – Technical Workstation and GP Workstation
- (3) Servers – Enterprise, GP, and Portable

b. TAMCNs

- (1) Laptops – A90002B, A91002B, and A25467G
- (2) Desktops – A92002B and A93002B
- (3) Servers – A94002B, A95002B, and A25487G

c. National Stock Number (NSN). New NSNs and associated item designator (ID) numbers will be obtained annually for MCHS hardware to coincide with the beginning of the FY.

- (1) Laptops – **TBA (cataloging action requests submitted July 2000)**
- (2) Desktops – **TBA**
- (3) Servers – **TBA**

d. ID

- (1) Laptops – **TBA**
- (2) Desktops – **TBA**
- (3) Servers – **TBA**

e. Stores Account Code: 3 (in all cases).

f. Unit of Issue. Each (in all cases).

g. Unit Cost. Current market value (in all cases).

h. Support Costs. Maintenance support costs will be covered by a maintenance agreement for the five years of the planned life cycle. The life cycle for rechargeable batteries for laptops is dependent upon use, but have a relatively long life cycle. Recordable media, floppy disks and re-writable

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compact disks, use is wholly dependent upon local tempo of operations. Therefore, annual support costs per system per year are minimal and not readily estimated except by the unit personnel. Additionally, owning units will be required to fund for all repairs resulting from misuse or abuse of the equipment.

i. Physical Characteristics

(1) The operational and storage shipping configurations are as follows:

<u>Operational Configuration</u>	<u>Storage and Shipping Configuration</u>
<u>Length:</u> The computer system setup	The computer systems may be packaged in various ways, ranging from original shipping boxes to unit provided rugged commercial containers to custom-built embarkation boxes
<u>Width:</u> in the operational environment	
<u>Height:</u> is user variable.	
<u>Square:</u>	
<u>Cube:</u>	
<u>Weight:</u>	
<u>Stowage:</u>	

(2) A listing of components of each system is presented in Appendices C through J.

j. Petroleum, Oil, and Lubricants. N/A.

k. Equipment Density. Normal density.

l. Readiness Reporting. N/A.

m. Power Requirements. Each computer has an internal keep-alive battery that is a sealed lithium carbon monofluoride button cell. Laptops have a removable sealed lithium-ion battery. In all cases, external alternating current electrical power is sourced from commercial grade, single phase, 60 cycle, pooled resources:

(1) Laptops: 100 watts nominal or rechargeable (internal) battery.

(2) Workstations: 500 watts nominal.

(3) Servers: 800 watts nominal.

n. Associated Weapon Systems and Equipment. N/A.

3. Fielding Methodology

a. General Fielding Plan. Table of equipment (T/E) allowances have been developed by Marine Corps Combat Development Command (MCCDC) (Total Force Structure Division) and entered into the Logistics Management Information System (LMIS). Annually, the PM IT staff personnel will use an automated tool to determine the quantity and type (i.e., servers, desktops and laptops) of computer hardware to be purchased. A percentage of each unit's allowance will be purchased each

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year. This percentage is based on available funding and other factors, some of which are fluid. Additionally, the MCHS Modernization Project Officer will coordinate with major command POCs to ascertain special needs (e.g., a docking station for laptops) and special distribution requirements. Fiscal 2001 fielding quantities are not included herein due to the lead-time required in publishing this document and the variables affecting the final number of systems purchased (e.g., funding levels, unit pricing, configurations, etc.). Delivery orders for new modernization hardware will be issued in at least three increments (during the first, second, and third quarters of the fiscal year). As opportunity funding permits, additional delivery orders will be issued. Fielding quantities per gaining unit and an anticipated receipt timeframe will be announced via Naval message, addressed to the major command, after each delivery order is finalized.

Appendix A of this document does not reflect planned allowances, however, current information about relevant TAMCN allowances may be found at the following Web address:

<http://www.mccdc.usmc.mil/tfsd/tfsd.html>

A materiel fielding team will not be used. Out-of-box failures will be reported via established procedures (i.e., repair claim). Non-receipt of all components of a system or receipt of an incorrect configuration will be reported to the designated command point of contact (POC) for resolution. The command POC will either direct the owning unit to coordinate directly with the hardware supplier or conduct the coordination to resolve the matter. The command POC will inform the MCHS Modernization Project Officer, refer to Paragraph 1b of this document, of the incident. A quick-reaction response team, managed by the PM IT, will be on-call to respond to unforeseen problems, on a scale as appropriate to each situation.

b. Method of Fielding. Assets will be direct-shipped from the manufacturer to unit shipping addresses reflected in the Department of Defense Activity Address Code database. Unit supply requisitions will not be submitted. Deliveries will begin in the first quarter of each FY with the preponderance being delivered the second and third quarters, finishing up early in the fourth quarter.

c. Fielding Responsibilities. N/A (because a materiel fielding team is not being employed).

4. Logistics Support

The planned life cycle for MCHS IBM-compatible hardware is five years. The equipment will be purchased with a three-year maintenance agreement. An extended maintenance agreement, centrally funded by the Commander, MARCORSYSCOM, will be established for the final two years of the life cycle. Prior to the end of the initial three-year period, the PM IT will provide details of the extended maintenance process.

Throughout this document the word “warranty” and the phrase “maintenance agreement” are used interchangeably. MCHS computers are purchased with what is known in the commercial world as a warranty. This is not a guarantee that the computers will not fail or even that there is a specified mean-time-between-failure. MCHS computers are manufactured by tier-one companies, a designation that equates to high quality products. While these products have a reputation for reliability, the computers are not expected to be failure free for their life cycle. The commercial

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warranty has been found to be a cost-effective support service. Traditionally, military items have been purchased with a performance warranty that grew out of a detailed performance specification, including specified mean-time-between-failure. Since MCHS computers are not purchased with a performance specification, it can, and at times has been, misleading to refer to a “warranty” for MCHS computers. Therefore, the phrase “maintenance agreement” is introduced. The commercial warranty varies in its make-up, dependent upon the type of MCHS product and the implementing details of the particular vendor. For MCHS Modernization program computers, the basic support services are:

- Laptops and Desktops – parts and labor at the service provider’s facility (i.e., mail-back/carry-in), in-plant turnaround time not to exceed 72-hours (excluding weekends and national holidays).
- Servers – parts and on-call labor, a field service technician is to arrive at the Government location no later than the next business day after receipt of a hotline call (excluding weekends and national holidays).

Refer to appendix K for the full-text of the maintenance-related requirements language that is part of the contract vehicle used to purchase MCHS Modernization program hardware..

Government maintenance personnel interfacing with vendors to obtain maintenance support should use the word “warranty” vice maintenance agreement.

a. Maintenance Support. The planned life cycle for MCHS Modernization products is five years. The equipment will be purchased with a three-year maintenance agreement. As presently planned, an extended maintenance agreement, centrally funded by the Commander, Marine Corps Systems Command (COMMARCORSSYSCOM), will be established for the final two years of the life cycle. The process and procedures to obtain support via the extended maintenance agreement for the final two years of the life cycle will be the same as the first three years. This method (a three-year increment, then a two-year increment) is necessitated by funding allocations.

(1) Maintenance Concept. The MCHS maintenance concept was developed using standard Marine Corps levels and echelons of maintenance. Hardware maintenance support is provided by using a mix of organic and commercial services. During the period of the maintenance agreement, any part of the system that becomes defective through normal operation should be returned to the appropriate service provider. For units of the Marine Forces, the return of the defective item must be accomplished via the supporting organic maintenance activity. A label on the major component(s) of the system identifies the source of support. Repair charges for damaged items deemed outside the coverage of the maintenance agreement will be borne by the owning unit (refer to Subparagraph (b) following). Failed hard disk drives (HDD) which contain sensitive data will not be returned to the service provider for repair. Qualified repair personnel will remove and destroy the recording platter after coordinating the advance shipment of a replacement HDD with the appropriate service provider. The carcass of the defective HDD must be returned to the service provider in the pre-paid return-shipping carton provided with the replacement part. For this instance alone, a qualified repairperson is defined as an individual who has received formal schools training on the maintenance of computers.

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Line replaceable units (LRU) are identified as system components (i.e., CPU, laptop, monitor, keyboard, mouse, cables and user-removable HDDs).

Shop replaceable units (SRU) are identified as internal circuit cards and modules that do not require soldering operations to remove.

Each CPU, laptop, and monitor has a label reflecting service provider-related information. Refer to Appendix K, Paragraph 1.7 for specific data elements on the label.

Instructions for the Operating Forces:

(a) Organizational Maintenance. The equipment operator performs care and cleaning tasks and troubleshoots the system to the LRU. Equipment record jackets should be established in accordance with current instructions. The record jacket should reflect the appropriate system components per the configuration list in the applicable Appendix C through J. An inoperative LRU, or the entire system if the defective LRU can not be isolated, is inducted into the supporting maintenance shop. Second echelon maintenance on MCHS hardware is performed by military occupational specialties (MOS) 2821, 2818, or 4066 (or the equivalent 0651 when established).

- Verify or isolate to the faulty LRU.
- Evacuate the inoperative LRU to the supporting intermediate maintenance activity.

(b) Intermediate Maintenance. At this level of maintenance, the computer maintainer: verifies LRUs and, if qualified, may repair CPUs, laptops, and monitors by removal and replacement of SRUs; and initiates repair claims to the commercial maintenance service provider. Submission of a Recoverable Item Report, document identifier code WIR, is not required when initiating a repair claim. Maintenance at this level is performed by MOSs 2821 and 2818. Repair of LRUs by removal and replacement of SRUs is authorized only for qualified personnel. Qualified personnel are those individuals who have successfully completed the original equipment manufacturer's (OEM) qualification criteria and work at an authorized self-maintenance maintenance site.

- Verify inoperative LRU.
- Initiate repair claim action (refer to paragraph 4j(6) following).

OR

If the maintenance activity is an authorized self-maintenance site¹ (NOTE: Self-maintenance sites are not an agent of the vendor, contractual response times and equipment turnaround times are not applicable to Marine Corps maintenance activities nor are they required to repair equipment for other than their mission-related customers.):

¹ For FY01, only the ELMACOs will be authorized to perform self-maintenance on MCHS hardware. The sites will be established via separate correspondence and a Self-Maintenance Guide will be published prior to implementation. In FY02 action will be initiated to certify those MARFOR maintenance activities identified in the CMC Washington DC "Interim Computer Maintenance Policy" naval message of 101235Z Dec 98. The COMMARCORSYSCOM (PM IT) will fund for and coordinate the actions necessary to achieve and maintain certification at these sites.

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- Troubleshoot the LRU to a defective SRU.
- Initiate repair claim action (the service provider will validate the diagnosis and advance ship a replacement part within 48 hours, excluding weekends and national holidays).
- As soon as possible, return ship the defective part in the pre-paid shipping carton provided with the replacement part.

MARINE CORPS RESERVE UNITS

- Using units authorized to perform communications-electronics maintenance should contact the service provider for warranty support.
- All other using units should access maintenance support via the supporting maintenance activity.

SUPPORTING ESTABLISHMENT

- The equipment operator should follow local standing operating procedures for obtaining support for computer system problems.
- The supporting information systems personnel should contact the warranty service provider for support.
- Optionally, the local information systems manager may take action to qualify individuals to perform warranty repairs. The local unit must fund for the training to qualify individuals in the performance of warranty maintenance. The local unit must fund for repairs if misuse or abuse results in non-coverage under the maintenance agreement.

THE FOLLOWING INFORMATION IS APPLICABLE TO ALL MAINTENANCE UNITS

CAUTION

Authority to access internal components (SRUs) is subject to availability of an electrostatic discharge (ESD) safe workstation. Failure to properly use ESD safe procedures may result in immediate or delayed catastrophic piece-part failure and/or degraded LRU performance detectable only during special or peak equipment performance.

NOTE

Items damaged by misuse or abuse may be returned to service by repair as required at intermediate level maintenance. Such repair would be locally funded. However, warranty eligibility may be forfeited depending on the extent of repair required, quality of the repair work performed, or if repair parts are other than those approved by the warranty service provider. The warranty service provider may be contacted via the hotline telephone number reflected on the warranty label. Repair parts may be purchased directly from the OEM or via the MCHS blanket purchase agreement (BPA) managed by PM IT.

- Refer to Appendix L for commercial maintenance support issue reporting procedures. An issue is defined as a breach of the contract warranty service provisions. For example, the contract requires the service provider to have a field service technician at the Government site no later than the next

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business day (national holidays and weekends excluded) after receipt of a repair claim on a server. If the technician does not arrive within the specified time and the Government customer has not approved a delay, a breach of the contract service provisions has occurred. The service provisions are contained in Appendix K hereto.

- Refer to Appendix M for reporting procedures concerning a disagreement with commercial maintenance support providers. A repair disagreement could occur if a Government customer submits an inoperative item for repair and the service provider subsequently notifies the customer that the required repair is not covered under the maintenance agreement. If the customer does not concur, then the process defined in the referenced appendix is to be followed.

(c) Depot Maintenance. N/A. There is no requirement for organic depot maintenance support for MCHS products.

(2) Calibration Requirements. N/A.

b. Contractor Support Requirements

(1) Interim Contractor Support (ICS). N/A.

(2) Depot Support. Depot-level repairs and refurbishment are not performed on MCHS hardware. However, under a maintenance agreement, a contractor (usually the OEM, but may be reseller or third party) performs repair actions at no additional cost to the Government at a special repair facility. Contract maintenance support provisions (refer to Appendix K) stipulate equipment repair turnaround time and on-call labor response times.

c. Manpower, Personnel, and Training

(1) Personnel Requirements

(a) Operators. MCHS computer requirements and T/E allowances have been developed by MCCDC to support existing billets.

(b) Maintainers. The fielding of MCHS computers does not create a requirement for additional maintainers or a change in the training provided to the maintainers. Although, the on-hand inventory is not well documented, the overall consensus is that a like quantity of new systems will replace existing systems. In fact, the fielding of new, more reliable, better-supported computer systems will bring the maintenance workload more in line with the occupational field capability. Further, the level of repairs being performed (from piece-part repair on currently fielded systems to assembly/module replacement on the new MCHS equipment) will additionally lighten the maintainer's workload.

(2) Training Requirements

(a) New Equipment Training. N/A.

(b) Formal Schools

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1 Operator Training. N/A.

2 Maintenance Training. MOS producing schools for computer maintainers have been in existence for several years. The periodic evaluation that is conducted to ascertain the effectiveness of course curriculum content will be used to determine the need for changes in the MOS producing school for computer maintenance.

(c) Individual Training Standards. No changes required.

(3) Training Support Items. PM IT has requested funds for FY01 to upgrade the computer systems classrooms for MOSs 2818 and 2821. If these funds are authorized, coordination will be effected with school personnel to purchase the required computer hardware.

d. Supply Support

(1) Initial Supply Support. The PM IT will not centrally purchase or catalog spares. This decision was based on factors such as the dynamics of computer technology, the density of equipment (that allows flexibility in locally reassigning assets), and non-critical employment of the equipment. However, commands desiring to purchase spares should contact the MCHS WSM listed in Paragraph 1b (of this document) for assistance. On-hand allowances of spares and accountability are a local command responsibility. A minimum 90-day lead-time is required for the purchase and delivery of spares.

(2) Follow-On Supply Support. Paragraph 4a(1)(b) authorizes items damaged by misuse or abuse to be repaired at intermediate level maintenance. System components and repair parts used for non-warranty repairs during the maintenance agreement period must be service provider-approved. Approval may be obtained by calling the applicable service provider's hotline. This process ensures that maintenance agreement remains in effect and that equipment remains reliable and performs properly.

e. Support Equipment

(1) Special Tools. N/A.

(2) Common Tools. The following item, in-use and available in sufficient quantities, is required at organizational and intermediate levels of maintenance: Tool Kit, Electronic Equipment, TAMCN A7900.

(3) Special Purpose Test Equipment. N/A.

(4) General Purpose Test Equipment. The following item, in-use and available in sufficient quantities, is required at organizational and intermediate levels of maintenance; Multimeter, TAMCN H7017. The following items, in-use and available in sufficient quantities, are required at the intermediate level of maintenance: Workstation Kit, ESD Control, TAMCN H7299 or equivalent and (at authorized warranty maintenance sites only) Computer, Test Set TAMCN H7924.

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(5) Application Program Sets and Test Program Sets. N/A.

(6) Other Support Equipment.

(a) Diagnostic Software. Per contract requirements, each MCHS Modernization computer must be delivered with a level-2 diagnostics software program installed on the HDD. This is not the most comprehensive diagnostics software available, but it is a cost-effective troubleshooting aid above the power-on-self-test.

(b) Test Aids. Pending the availability of funding, the PM IT plans to issue representative computer systems to the designated self-maintenance activities. In FY01 the assets will be issued to the Electronics Maintenance Companies. These assets will be issued to facilitate the troubleshooting of defective computer systems and components as well as to aid in the quality control process. Unit equipment allowances will be increased accordingly and a naval message will be released to the gaining command at the time of shipment from the vendors. In FY02, as other designated self-maintenance activities are activated, test aids will be issued as funding permits. The plan is to replace 20 percent of the assets each year at each activity. Replaced assets with remaining years of service will be redistributed within the major command.

f. Technical Publications. Each computer system will be delivered with a complete set of commercial documentation. Specific content varies with each vendor. These documents will not be cataloged into the publications control system. Spare publications will not be purchased for stockage. Such publications are routinely available for downloading, including updates, from the vendor's web site. It is strongly recommended that each receiving unit provide one or more set(s) of publications to their information technology support personnel. Military style technical manuals will not be produced.

g. Computer Resources Support. N/A.

h. Facilities. The MCHS fielding has no impact on Marine Corps facilities. There will be facilities impacts on the installation of the IT infrastructure backbone, however, this is covered under separate programs and projects.

i. Packaging, Handling, Storage and Transportation

(1) Packaging. Equipment evacuated to the supporting maintenance facility should be packaged to provide protection from damage in-transit. Repaired equipment being returned from the warranty service provider for immediate use shall be packaged in accordance with ASTM D 3951-98. Packaging of lithium batteries will be in accordance with Technical Bulletin (TB) 43-0134, Battery Disposition and Disposal. Electronic equipment susceptible to damage from ESD, e.g., printed circuit cards, will be stored and shipped in electrostatic free protective wrapping. The Marine Corps Supply Instruction, SI-4400-15/5, and Technical Instruction TI-4400-15/1A, provide instruction on the packaging, handling, storage and transportation of ESD sensitive devices.

(2) Handling. There are no special handling procedures for MCHS equipment.

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(3) Storage. Equipment must be stored indoors, in an environment adequate to protect electronic equipment from adverse weather and pilferage. There is no reasonable expectation of a requirement for long term storage of MCHS computers.

(4) Transportation. Individual components of the systems are man portable. There are no restrictions on methods of transportation and no special in-transit security requirements. If a computer system is used to host classified application specific software, follow local standing operating procedures for security of classified material for in-transit safeguards. When suitably packaged, the MCHS equipment is transportable worldwide by highway, rail, air, marine and amphibious shipping and landing craft.

j. Warranty/Maintenance Agreement. Throughout this document the word “warranty” and the phrase “maintenance agreement” are used interchangeably. MCHS computers are purchased with what is known in the commercial world as a warranty. This is not a guarantee that the computers will not fail or even that there is a specified mean-time-between-failure. MCHS computers are manufactured by tier-one companies, a designation that equates to high quality products. While these products have a reputation for reliability, the computers are not expected to be failure-free for their life cycle. The commercial warranty has been found to be a cost-effective insurance policy. Traditionally, military items have been purchased with at performance warranty that grew out of a detailed performance specification, including specified mean-time-between-failure. Since MCHS computers are not purchased with a performance specification, it can be, and at times has been, misleading to refer to a “warranty” for MCHS computers. Therefore, the phrase “maintenance agreement” is introduced. The commercial warranty varies in its make-up, dependent upon the type of MCHS product. The details of the maintenance agreement for MCHS Modernization computers in fiscal 2001 are contained in appendix K. Please note, when interfacing with vendors for support, use the word warranty.

(1) Type and Length. Computer systems fielded under the modernization program are supported by a maintenance agreement covering all failures that may occur during normal operation of the system. This is not a zero defects warranty. Failures are expected. However, acceptable system performance has been assured by purchasing equipment from reputable sources and by placing performance-oriented logistics support requirements in the contract. The maintenance agreement is for a three-year period. The expiration date is noted on a label placed on the CPU, monitor and laptop.

(2) Coverage. All components and accessories, including cables, keyboards, pointing devices, and batteries, of each system are covered by the maintenance agreement.

(3) Maintenance Agreement Administrator. The MCHS WSM, Code 843-3, Life Cycle Management Center, Albany, GA, administers the maintenance agreement on a day-to-day basis.

(4) Maintenance Agreement Administration Responsibilities

(a) Warranty Support Provider. For clarity, understanding, and future reference, the warranty-related requirements language that is part of each MCHS BPA (a contractual instrument)

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used to acquire MCHS products for FY01 is presented in Appendix K. The maintenance support provisions presented in Appendix K are minimum requirements. The following vendors have offered the indicated enhancements above the minimum, at no extra cost:

VALUE ADDED ITEMS TO BE INCLUDED AFTER SIGNING OF BPAs FOR FY01

(b) MCHS WSM. The MCHS WSM is responsible for coordinating unresolved issues between the organic computer maintenance activities and the commercial maintenance support provider. Additionally, the MCHS WSM will ensure that personnel at the organic maintenance activities are provided current information relative to claim procedures and related matters. The MCHS WSM will keep the APML IT informed of the status of any such issues, requesting assistance to resolve issues when necessary. Maintenance activities must report unresolved issues to:

LIFE CYCLE MANAGEMENT CENTER
ATTN CODE 843-3
814 RADFORD BOULEVARD
ALBANY GA 31704-0320
DSN: 567-6285, COM: (912) 639-6285, FAX: x5498
Email: mbmatcom843-3mchs@matcom.usmc.mil

(c) Field Units. Organic maintenance activities should attempt to resolve service issues at their level. However, the MCHS WSM should be contacted for assistance when the situation warrants.

(5) Special Handling. N/A.

(6) Maintenance Support Claim Procedures

(a) Customer

1 Maintenance activities will use the appropriate vendor HOTLINE or Web site to report equipment failures. The vendor will attempt to resolve the problem during this mandatory contact. If an item must be returned for repair, the vendor will assign a return material authorization (RMA) number for tracking and accountability purposes. The vendor will provide return shipping and marking instructions. Units are responsible for properly packaging equipment to be returned for repair. Defective items must not be submitted to the vendor for repair prior to the HOTLINE contact. Authorized self-maintenance sites must contact the appropriate vendor via the hotline or Web site to obtain a replacement SRU. The vendor will confirm the diagnosis and advance ship the replacement part within the timeframe specified in appendix K. The defective part must be returned to the vendor within the timeframe specified in appendix K in the pre-paid shipping container provided with the replacement part. Failure to return the defective item the specified timeframe will result in a charge for the full retail sale price of the item. Repeated incidence of failure to return defective parts may affect the authority of the activity to perform self-maintenance on MCHS equipment.

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2 Maintenance support claims, regardless of place of origin, must go through the HOTLINE number on the hardware label. Vendors supplying MCHS hardware have repair centers throughout the world. For example, CompUSA has over 200 CONUS retail stores that provide a warranty repair service. However, access to these stores for warranty repair service must be via the central HOTLINE vice walk-in. This process exists because of a requirement to collect data on vendor performance.

3 An Inspection/Repair Tag, Form NAVMC 1018, must accompany failed equipment submitted for repair. Symptoms of the failure presented in a clear, concise manner on the NAVMC 1018 will facilitate repair of the equipment. **THE RMA NUMBER MUST BE CITED ON THE NAVMC 1018.**

4 Customers must not “load up” one item of hardware with SRUs from other failed items. This practice prevents an enterprise-level assessment of equipment reliability and severely damages Government and vendor relationships.

5 The customer must be prepared to provide the delivery order number, machine type/model number, and equipment serial number at the time of calling the HOTLINE. This information can be found on the label affixed to the CPU, laptop, and monitor.

6 The Government (local command) is responsible for the cost of returning an inoperative item to the service provider’s repair center (when a mail-back/carry-in service is being used). When self-maintenance is performed, the vendor is responsible for the cost of shipping the replacement part and for providing a pre-paid shipping container for the return of the defective part.

7 Submission of a document identifier code WIR is not required when returning items for repair under the MCHS maintenance agreement.

(b) Commercial Maintenance Support Provider. The vendor is responsible for:

- A Marine Corps-unique telephone HOTLINE service, 24 hours per day, seven days per week.
- A Web page that addresses warranty support matters, including OCONUS HOTLINE telephone numbers and answers to frequently asked questions.
- A help desk service. The help desk service must: 1) provide answers to general hardware issues, 2) validate results of the caller’s troubleshooting efforts, 3) document the warranty claim sufficiently to provide a call log summary, 4) issue a return material incident number and a ship-to address, if required, and 5) initiate action to dispatch on-call services, if appropriate. (NOTE: The help desk services do not include support for network services or software applications.)
- Submitting problem call logs to the PM IT on a monthly basis. (NOTE: These logs will be used to monitor adverse equipment performance trends and to gauge the performance of the service provider.)
- Return transportation for repaired items using the same or faster mode and priority as the customer used to send in the item.
- Advance shipment of replacement SRUs to authorized self-maintenance activities.

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- Including a pre-paid return-shipping container for defective parts when a replacement part is shipped.

(7) Maintenance Support Issue Reporting Procedures. Refer to Appendix L.

(8) Maintenance Support Repair Disagreement Reporting Procedures. Refer to Appendix M.

(9) Maintenance Label. Refer to Appendix K, paragraph 1.7 for label data elements.

k. System Safety and Hazardous Material. System safety and health hazards have all been eliminated or reduced to a low risk level and there is no significant impact upon the environment. Each system is UL® approved and complies with applicable Federal Communications Commission rules. Disposal of keep-alive batteries and rechargeable batteries will be accomplished in accordance with the current instructions in TB 43-0134, Battery Disposition and Disposal, consistent with host-nation or federal, state, and local regulations.

(1) Waivers and Plan of Action and Milestones. N/A.

5. Actions Required to Place Equipment In-Service

a. Gaining Commands. Comply with major command guidance for placing new equipment in-service.

(1) Acceptance Inspection. An equipment record jacket should be established and maintained in accordance with current instructions. At a minimum, an inventory should be conducted to verify that all components of each system have been received. Out-of-box failures should be reported to the maintenance service provider reflected on the warranty label and to the command POC. The command POC should note the issue and when the number of issues so warrant, the POC should notify the COMMARCORSYSCOM (MCHS Modernization Project Officer) for assistance in quickly resolving the issues. Inventory discrepancies should be reported to the command POC immediately upon discovery. The command POC may initiate contact with the vendor or contact COMMARCORSYSCOM (MCHS Modernization Project Officer) for assistance in resolution of the matter.

(2) Notification. There is no requirement to notify the COMMARCORSYSCOM or the Commander, MATCOM when placing the equipment in-service.

(3) Obtaining Additional Equipment. N/A.

(4) Accounting for New Assets. Accounting for new assets will be performed in accordance with the requirements of Marine Corps Order (MCO) P4400.150D and MCO P4400.82F. Gaining commands in the Supporting Establishment should load these assets to their organic property accounting records or the Defense Property Accounting System.

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(5) Post-Fielding Evaluation Reporting. Post-fielding evaluation reports shall be submitted in accordance with the requirements of MCO 4105.4 and TM 4420-15/1. The Gaining Unit Fielding Evaluation Report may be submitted via the Web at:

www.marcorsyscom.usmc.mil/fielding.nsf

(6) Materiel Defects Reporting. Quality and material deficiencies will be reported using the procedures identified in MCO 4855.10B. Reports are required only in the cases where deficiencies are beyond normal wear and tear (e.g., a system component spontaneously catches on fire). Particular attention must be given to requesting and following the disposal instructions for the defective equipment. Shipping and packaging discrepancies, for the initial shipment from the manufacturer, shall be reported in accordance with SECNAVINST 4355.18, Reporting of Item and Packaging Discrepancies.

(7) Retrograde of Existing Equipment. N/A.

(8) Obtaining Supporting Consumables. Recordable media, floppy disks and compact disks, if required, must be purchased by the using unit and are available in the supply system.

(9) Security Requirements. The equipment is subject to pilferage; therefore, physical protection should be provided accordingly.

(10) Controlled Item Reporting. MCHS equipment with "A" TAMCNs is assigned allowance control code "A" and requires reporting in accordance with MCO P4400.82, Controlled Item Management Manual.

(11) Marine Corps Ground Equipment Resource Reporting. N/A.

(12) T/E Deficiencies. Unit requisitions will not be submitted to fill T/E deficiencies. Assets force-fed by the PM IT will fill allowance requirements. Under warranty, system components that become unserviceable will be repaired or replaced via the maintenance process. System components that become inoperative due to misuse or abuse will be repaired by organic intermediate level maintenance at the owning unit's expense. For assets that are lost or stolen, contact the MCHS WSM (see Paragraph 1b for the address) for guidance and assistance.

b. MATCOM, Albany. The following unique responsibilities apply.

(1) Maintenance Support-Related Data Collection. As a function of administration of commercial maintenance support, collect data on issues and repair disagreements, Appendices L and M apply, forwarded by field units. Provide data, as requested, to the PM IT.

(2) MCHS NSNs. Take action to assign an appropriate acquisition advice code to MCHS NSNs to indicate that the items are not available for requisition via the supply system.

(3) T/E Deficiencies. Reject unit supply requisitions for MCHS hardware. Validate using unit T/E deficiencies. Forward valid shortages to the COMMARCORSYSCOM for resolution.

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(4) Disposition Instructions. Replaced computer hardware will be redistributed or disposed of in accordance with current instructions. A phase out plan will not be developed.

c. MARCORSYSCOM

(1) Authorized Self-Maintenance Sites. Plan, program, and budget funding for establishing and maintaining designated self-maintenance sites.

(2) Equipment Allowance File. Ensure that owning unit reports of lost or stolen systems are entered into the equipment allowance file as planned allowances.

(3) Technical and Logistics Assistance. When requested by command POCs, provide assistance in timely and effective resolution of other than isolated cases of out-of-box hardware failures and receipt of incomplete computer systems.

(4) Life Cycle Management. Maintain life cycle management of the system per MCO 4105.4, and TM 4420-15/1 as required.

(5) Fielding Schedule. Keep major command POC informed of the status of equipment shipments from the vendors.

d. Designated Software Support Activity. N/A.

e. T/E Deficiencies. Take action, within funding constraints, to fill valid unit T/E deficiencies (due to lost or stolen incidents) that are forwarded by the MCHS WSM. Provide feedback to the MCHS WSM regarding the planned action.

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Unit-level planned allowances have been entered into the LMIS by Code TFS, MCCDC. Fiscal 2001 fielding quantities are not included herein due to the lead-time required in publishing this document and the variables affecting the final numbers of systems purchased. Delivery orders for new modernization hardware will be issued in at least three increments (during the first, second, and third quarters of the fiscal year.) As opportunity funding permits, additional delivery orders will be issued. Fielding quantities per gaining unit and an anticipated receipt timeframe will be announced by Naval message, addressed to the major command, after each delivery order is finalized.

Should T/E allowances be insufficient to meet mission requirements, submit TO&E modification requests to MCCDC (Code TFS) via the chain of command in accordance with current instructions.

Appendix B: Schedule of Events

<u>EVENT</u>	<u>DATE</u>
1 st Quarter Delivery Order Issued	Oct 00
1 st Quarter Deliveries Begin	Dec 00
2 nd Quarter Delivery Order Issued	Jan 01
2 nd Quarter Deliveries Begin	Feb 01
3 rd Quarter Delivery Order Issued	Apr 01
3 rd Quarter Deliveries Begin	May 01
Site Visits by PM IT and MCHS Project Officer (Specific schedule will be the subject of separate correspondence.)	Nov 00-Apr 01

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Appendix C: List of Components for:

Multimedia Laptop

TAMCN:A90002B

NSN:TBA

BASIC SYSTEM CONFIGURATION
(Vendor may provide a higher level of performance in any parameter, e.g., higher CPU speed.)
700 MHz Mobile Pentium III processor or greater. Intel 440 BX Chipset or equivalent. 128 MB RAM, installed. Expandable to 256 MB. One 3.5" 1.44 MB floppy disk drive (internal or external). One DVD-ROM drive w/ MPEG2 Hardware/Software Decoder (internal or external). 10 GB or greater internal EIDE hard drive, 4200 rpm or greater. 2 type II or 1 type III PCM/CIA slots. PCMCIA or internal, 56 Kbps modem. Full-duplex 10BASE-T/100BASE-TX PCMCIA NIC, RJ-45 connector, built-in or included. System OEM certified compatibility with 4/16Token Ring, FDDI, and ATM network cards. 14" or greater, TFT, 1024x768 or greater resolution. 64-bit AGP, 8 MB VRAM or greater Graphic Controller. Modular design to permit user-removable, second hard drive or battery interchangeable in same slot. Integrated Pointing Device. System must be OEM-certified to be PnP compliant, Y2K compliant, DMI 2.0 compliant, and have flash BIOS. Windows NT 4.0 compliant (include native NT 4.0 BIOS power management and PC Card software). Windows 98 compliant (include native Windows 98 BIOS power management and PC Card software). MS Windows 98, installed, include media kit and documentation. 110 v AC/with DC converter and smart Lithium battery. Three-year worldwide warranty, mail-back/carry-in with a 72-hour in-plant turnaround, parts and labor, all system components. Warranty label. Asset management file on hard disk drive (per App. B). Basic configuration, 7 lbs or less.
OPTIONS
64 MB RAM Upgrade.
128 MB RAM Upgrade.
User-removable, second hard drive.
User-removable, second battery.
Upgrade O/S to MS Windows NT 4.0, installed, current service pack, includes media kit and documentation.
Port Replicator.
Docking Station.
Carrying bag.
One year additional worldwide warranty (4 years total).
Two years additional worldwide warranty (5 years total).
Upgrade three-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade four-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade five-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade three-year worldwide warranty to on-call labor, next-business day response.
Upgrade four-year worldwide warranty to on-call labor,, next-business day response.
Upgrade five-year worldwide warranty to on-call labor,, next-business day response.
CD-RW, SCSI/EIDE >= 24X.

Appendix D: List of Components for:

General Purpose Laptop

TAMCN:A91002B

NSN: TBA

BASIC SYSTEM CONFIGURATION
(Vendor may provide a higher level of performance in any parameter, e.g., higher CPU speed.)
700 MHz Mobile Pentium III processor or greater. Intel 440 BX Chipset or equivalent. 128 MB RAM, installed. Expandable to 192 MB. One 3.5" 1.44 MB floppy disk drive (internal or external). One CD-ROM XA drive, multi-session, CD-RW-compatible (internal or external). 10GB or greater internal EIDE hard drive, 4200 rpm or greater. 2 type II or 1 type III PCM/CIA slots. PCMCIA or internal, 56 Kbps modem. Full-duplex 10BASE-T/100BASE-TX PCMCIA NIC, RJ-45 connector, built-in or included. System OEM certified compatibility with 4/16Token Ring, FDDI, and ATM network cards. 13" or greater, TFT, 800x600 or greater resolution. 64-bit AGP, 4 MB VRAM or greater Graphic Controller. Modular design to permit user-removable, second hard drive or battery interchangeable in same slot. Integrated Pointing Device. System must be OEM-certified to be PnP compliant, Y2K compliant, DMI 2.0 compliant, and have flash BIOS. Windows NT 4.0 compliant (include native NT 4.0 BIOS power management and PC Card software). Windows 98 compliant (include native Windows 98 BIOS power management and PC Card software). MS Windows 98, installed, include media kit and documentation. 110 v AC/with DC converter and smart Lithium battery. Three-year worldwide warranty, mail-back/carry-in with a 72-hour in-plant turnaround, parts and labor, all system components Warranty label. Asset management file on hard disk drive. Basic configuration, 7 lbs or less.
OPTIONS
64 MB RAM Upgrade.
DVD-ROM drive w/ MPEG2 Hardware/Software Decoder (Win 98/Win NT 4.0 Current Service Pack).
User-removable, second hard drive.
User-removable second battery.
Docking Station.
Port Replicator.
Carrying bag.
Upgrade O/S to MS Windows NT 4.0, Current Service Pack, installed, include media kit and documentation.
One year additional worldwide warranty (4 years total).
Two years additional worldwide warranty (5 years total).
Upgrade three-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade four-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade five-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade three-year worldwide warranty to on-call labor, next-business day response.
Upgrade four-year worldwide warranty to on-call labor, next-business day response.
Upgrade five-year worldwide warranty to on-call labor, next-business day response.
CD-RW, SCSI/EIDE >= 24X.

DRAFTAppendix E: List of Components for:**Rugged Laptop**

TAMCN: A25467G

NSN: TBA

BASIC SYSTEM CONFIGURATION
(Vendor may provide a higher level of performance in any parameter, e.g., higher CPU speed.)
<p>Enclosure type: Sealed magnesium alloy die-cast Environmentals: Per Mil-Std-810E 300 MHz Mobile Pentium II processor or greater. 128 MB SDRAM, installed. Expandable to 192 MB. One 3.5" 1.44 MB floppy disk drive (internal). Vibration damped, 10GB or greater internal Ultra DMA 2.5" HDD, user removable. 2 type II or 1 type III PCM/CIA slots. 12.1" or greater, TFT, 800x600 or greater resolution, sunlight readable. 32-bit PCI bus, 2 MB VRAM or greater Graphic Controller, support for DVD MPEG II, dual monitor support. Modular design to permit user-removable, second hard drive, CD-ROM drive, or battery interchangeable in same slot. Mouse or waterproof and dust proof touch pad. Windows NT 4.0 compliant (include native NT 4.0 BIOS power management and PC Card software). Windows 98 compliant (include native Windows 98 BIOS power management and PC Card software). MS Windows 98, installed, include media kit and documentation. 100-240 VAC, 47-63 Hz, 10-28 VDC, removable and rechargeable battery pack. Main battery hot swappable while 2nd or 3rd battery coexist. 3-hour operating time. Desktop port replicator. Three-year worldwide warranty, parts only, all system components On-board level-2 software diagnostics. Warranty label. Asset management file on hard disk drive. Basic configuration, 7 lbs or less.</p>
OPTIONS
Vehicle dock port replicator.
Vehicle mount
Rubber bumpers
Shock mounted display
Touch Screen
64 MB RAM Upgrade.
CD-ROM drive, internal
56K Fax/Modem
RF Modems
SCSI interface
DVD-ROM drive, internal.
User-removable, second hard drive.
User-removable second battery.
Docking Station.
External FDD.
External connections: Additional COMM, 10/100 Ethernet.
Upgrade O/S to MS Windows NT 4.0, Current Service Pack, installed, include media kit and documentation.
One year additional worldwide warranty (4 years total).
Two years additional worldwide warranty (5 years total).
Upgrade three-year worldwide warranty to mail-back/carry-in with a 72-hour in-plant turnaround.
Upgrade four-year worldwide warranty to mail-back/carry-in with a 72-hour in-plant turnaround.
Upgrade five-year worldwide warranty to mail-back/carry-in with a 72-hour in-plant turnaround.
Spares kit - purchase.
Spares kit - lease.

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Appendix F: List of Components for:

Technical Workstation

TAMCN: A92002B

NSN: TBA

BASIC SYSTEM CONFIGURATION
(Vendor may provide a higher level of performance in any parameter, e.g., higher CPU speed.)
Minimum of one 933 MHz Pentium III Xeon Processor installed or greater. Expandable to two processors. Minimum 100 MHz Front-Side-Bus (FSB). Intel 840 chipset, equivalent or better. Minimum of 256 KB Cache per CPU. Minimum 256 MB of RAM installed. Expandable to at least 1 GB. One Floppy drive, 3.5" 1.44MB, front accessible, installed. One CD-RW, SCSI/EIDE >= 24X, front accessible, installed. One 18 GB or greater HDD installed, 10,000 rpm, SCSI-3, maximum typical read/write time 6.2/6.8msec. One full-duplex 10BASE-T/100BASE-TX NIC, RJ-45 connector, built-in or installed. One 21" color monitor, <0.26mm Dot-Pitch or <0.25mm Aperture Grill Pitch, 1280 X 1024 resolution at 75Hz or greater, Plug and Play Compatible, Energy Star Compliant. One 16-bit Sound Blaster Pro compatible sound card, built-in or installed. One AGP 4X, 3-D, 64-bit, 16 MB VRAM or greater, graphic controller, installed. Five available expansion slots (PCI/ISA) and two USB Ports, minimum. Compliant, in accordance with industry standards, with DMI-2.0, PnP 1.0a, and PCI BIOS 2.1. Mini-tower chassis with at least one available 5.25" front drive bays and at least three removable media bays (inclusive of installed hot-swap drive bays). System OEM certified compatibility with 4/16Token Ring, FDDI, and ATM network cards. Keyboard & Mouse. Three-year worldwide warranty, mail-back/carry-in with a 72-hour in-plant turnaround, parts and labor, all system components, minimum. Warranty label on CPU and monitor. Asset management file on hard disk drive MS Windows NT 4.0, latest service packs, installed, include media kit and documentation.
OPTIONS
Additional Processor and cache.
256 MB RAM Upgrade.
Configure HDD as a removable device.
Front accessible 5.25" Dual PCM CIA/PC Card (Type II/III).
External speakers, 4-watt minimum.
One year additional worldwide warranty (4 years total).
Two years additional worldwide warranty (5 years total).
Upgrade three-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade four-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade five-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade three-year worldwide warranty to on-call labor, next-business day response.
Upgrade four-year worldwide warranty to on-call labor, next-business day response.
Upgrade five-year worldwide warranty to on-call labor, next-business day response.
Brackets for removable hard drive.
Upgrade HDD to 36.4 GB, SCSI-3 Hard Drive, 10,000 rpm, typical read/write time of 6.2/6.8 msec.
DVD-ROM drive w/ MPEG2 Hardware/Software Decoder (Win 98/Win NT 4.0 Current Service Pack).
Upgrade to 32 MB VRAM, Graphics Controller (upgrade or replace card).

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Appendix G: List of Components for:

General Purpose Workstation

TAMCN: A93002B

NSN: TBA

BASIC SYSTEM CONFIGURATION
(Vendor may provide a higher level of performance in any parameter, e.g., higher CPU speed.)
Minimum of one 1GHz Pentium III Processor installed or greater. 133 MHz Front-Side-Bus (FSB). Intel 820 Chipset, equivalent or better. Minimum of 256 KB Advanced Transfer Cache per CPU. Minimum of 128 MB of RAM installed. Expandable to at least 256 MB. One Floppy drive, 3.5" 1.44MB, front accessible, installed. One CD-RW, SCSI/EIDE >= 24X, front accessible, installed. One 10 GB or greater HDD installed, 7,200 rpm, EIDE, front-accessible. One full-duplex 10BASE-T/100BASE-TX NIC, RJ-45 connector, built-in or installed. One 17" color monitor, <0.28mm Dot-Pitch or <0.25mm Aperture Grill Pitch, 1024 X 768 resolution at 75Hz or greater, Plug and Play Compatible, Energy Star Compliant. One 16-bit Sound Blaster Pro compatible sound card, built-in or installed. One AGP 2X (minimum), 3-D, 64-bit, 8 MB VRAM or greater, graphic controller, installed. Three available expansion slots (PCI) and two USB Ports, minimum. Compliant, in accordance with industry standards, with DMI-2.0, PnP 1.0a, and PCI BIOS 2.1. Mini-tower chassis with at least one available 5.25" front drive bays and at least three removable media bays. System OEM certified compatibility with 4/16Token Ring, FDDI, and ATM network cards. Keyboard & Mouse. System must be OEM certified Y2K compliant and have flash BIOS. Windows NT 4.0 compliant (include native NT 4.0 BIOS power management and PC Card software). Windows 98 compliant (include native Windows 98 BIOS power management and PC Card software). MS Windows 98, installed, include media kit and documentation. Three-year worldwide warranty, mail-back/carry-in with a 72-hour in-plant turnaround, parts and labor, all system components, minimum. Asset management file on hard disk drive. Warranty label on CPU and monitor.
OPTIONS
64 MB RAM Upgrade.
128 MB RAM Upgrade.
DVD-ROM drive w/ MPEG2 Hardware/Software Decoder (Win 98/Win NT 4.0 Current Service Pack).
Upgrade HDD to 18 GB or greater.
Front accessible 5.25" Dual PCM CIA/PC Card (Type II/III).
Upgrade to 16 MB VRAM for graphic controller (upgrade or replace card).
External speakers, 4-watt minimum.
Upgrade O/S to MS Windows NT 4.0, current service pack, installed, include media kit and documentation.
Configure HDD as a removable device.
One year additional worldwide warranty (4 years total).
Two years additional worldwide warranty (5 years total).
Upgrade three-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade four-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade five-year worldwide warranty to mail-back/carry-in with a 24-hour in-plant turnaround.
Upgrade three-year worldwide warranty to on-call labor, next-business day response.
Upgrade four-year worldwide warranty to on-call labor, next-business day response.
Upgrade five-year worldwide warranty to on-call labor, next-business day response.
19" color monitor.
21" color monitor.
Brackets for removable hard drive.

Appendix H: List of Components for:

Enterprise Server

TAMCN: A94002B

NSN: TBA

BASIC SYSTEM CONFIGURATION
(Vendor may offer a higher level of performance in any parameter, e.g., higher CPU speed.)
Minimum of two 550 MHz Pentium III Xeon Processors installed or greater. Upgrade to 4-way SMP without system modification. Minimum 133 MHz Front-Side-Bus (FSB). Minimum of 256 KB Cache per CPU. Minimum of 1GB of RAM installed. Expandable to at least 4 GB. One Floppy drive, 3.5" 1.44MB, front accessible, installed. One CD-RW, SCSI/EIDE >= 24X, front accessible, installed. Three 18.2 GB HDDs installed, 10,000 rpm, hot swappable, SCSI-3, maximum typical read/write time 6.2/6.8msec. One dual-channel SCSI-3 RAID controller, installed, which supports RAID levels 0,1,3 & 5. One full-duplex 10BASE-T/100BASE-TX NIC, RJ-45 connector, built-in or installed. Two power supplies, redundant, Hot-Plug, installed. Six available expansion slots (PCI), at least two PCI Hot-Plug (1-slot 64-bit PCI), minimum. Tower chassis with at least two available 5.25" front drive bays and at least four removable media bays (inclusive of installed hot-swap drive bays). System OEM certified compatibility with 4/16 Token Ring, FDDI, and ATM network cards. Keyboard & Mouse. Hot-Plug cooling fans, installed. System must be OEM certified Y2K compliant, DMI 2.0 compliant and have flash BIOS. Three-year worldwide warranty, parts and next-business day on-call labor, all system components, minimum . Warranty label on CPU and monitor. Asset management file on hard disk drive. Network management platform to support: Web-based front ends for access from anywhere on the network. Centralized control administrative functions (remote management), including detailing operating statistics & resource Utilization, sending predictive alerts and alarms to the administrator, and logging errors and events. Maintaining an inventory of associated hardware & software, and mapping the configuration and system environment.
OPTIONS
Additional Processor and Cache.
MS Windows NT 4.0, Current Service Pack, (CD & hard copy documentation).
256 MB RAM Upgrade.
512 MB RAM Upgrade.
9 GB or greater HDD, 10,000 RPM, SCSI-3.
18 GB or greater HDD, 10,000 RPM, SCSI-3.
Front accessible 5.25" dual PCM CIA/PC Type II/III card reader.
15" Color Monitor.
17" Color Monitor.
Operating system integration service and installation of all selected FEATURES
Hot-Plug power supply.
Hot-Plug or redundant cooling fan kit.
Rack mounted form factor for industry standard frame.
One year additional worldwide warranty (4 years total).
Two years additional worldwide warranty (5 years total).
Upgrade three-year worldwide warranty to on-call labor, 365-days/year next-day response.
Upgrade four-year worldwide warranty to on-call labor, 365-days/year next-day response.
Upgrade five-year worldwide warranty to on-call labor, 365-days/year next-day response.
Upgrade three-year worldwide warranty to on-call labor, 365-days/year four-hour response.
Upgrade four-year worldwide warranty to on-call labor, 365-days/year four-hour response.
Upgrade five-year worldwide warranty to on-call labor, 365-days/year four-hour response.

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Appendix I: List of Components for:

Departmental Server
(a.k.a. General Purpose)

TAMCN:A95002B

NSN: TBA

BASIC SYSTEM CONFIGURATION
(Vendor may provide a higher level of performance in any parameter, e.g., higher CPU speed.)
Two 933 MHz Pentium III Xeon Processors installed or greater. Minimum 133 MHz Front-Side-Bus (FSB). Minimum of 256 KB Cache per CPU. Minimum of 512 MB of RAM installed. Expandable to at least 4 GB. One Floppy drive, 3.5" 1.44MB, front accessible, installed. One CD-RW, SCSI/EIDE >= 24X, front accessible, installed. Three 18.2 GB or greater HDD installed, 10,000 rpm, hot swappable, SCSI-3, maximum typical read/write time 6.2/6.8msec, matched to controller when that feature is selected. One dual-channel PCI SCSI-3 controller, built-in or installed. One full-duplex 10BASE-T/100BASE-TX NIC, RJ-45 connector, built-in or installed. Two power supplies, redundant, Hot-Plug, installed. Six available expansion slots (PCI), minimum. Tower chassis with at least two available 5.25" front drive bays and at least four removable media bays (inclusive of Installed hot-swap drive bays). System OEM certified compatibility with 4/16 Token Ring, FDDI, and ATM network cards. Keyboard & Mouse. System must be OEM certified Y2K compliant, DMI 2.0 compliant and have flash BIOS. Installations of all storage devices, RAM, peripherals, and selected features. Three-year worldwide warranty, parts and next-business day on-call labor, all system components, minimum. Warranty label on CPU and monitor (per App. B). Asset management file on hard disk drive. Network management platform to support: Web-based front ends for access from anywhere on the network. Centralized control administrative functions (remote management), including detailing operating statistics & resource. Utilization, sending predictive alerts and alarms to the administrator, and logging errors and events. Maintaining an inventory of associated hardware & software, and mapping the configuration and system environment.
OPTIONS
Dual-channel SCSI-3 RAID controller which supports RAID levels 0, 1, 3, & 5.
128 MB RAM Upgrade.
256 MB RAM Upgrade.
MS Windows NT 4.0, Current Service Pack, (CD & hard copy documentation).
9 GB or greater HDD, 10,000 RPM, SCSI-3.
18 GB or greater HDD, 10,000 RPM, SCSI-3.
Front accessible 5.25" dual PCM CIA/PC Type II/III card reader.
15" Color Monitor.
17" Color Monitor.
Operating system integration service and installation of all selected features
Hot-Plug power supply.
Hot-Plug or redundant cooling fan kit.
Rack mounted form factor for industry standard frame.
One year additional worldwide warranty (4 years total).
Two years additional worldwide warranty (5 years total).
Upgrade three-year worldwide warranty to on-call labor, 365-days/year next-day response.
Upgrade four-year worldwide warranty to on-call labor, 365-days/year next-day response.
Upgrade five-year worldwide warranty to on-call labor, 365-days/year next-day response.
Upgrade three-year worldwide warranty to on-call labor, 365-days/year four-hour response.
Upgrade four-year worldwide warranty to on-call labor, 365-days/year four-hour response.
Upgrade five-year worldwide warranty to on-call labor, 365-days/year four-hour response.

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Appendix J: List of Components for:

Portable Server
(a.k.a. Entry Level Server)

TAMCN:A25487G

NSN: TBA

BASIC SYSTEM CONFIGURATION
(Vendor may provide a higher level of performance in any parameter, e.g., higher CPU speed.)
Dual symmetric multiprocessing.
Minimum of 800 MHz Pentium III Processor with 133 MHz Front Side Bus (FSB).
512 KB Level-2 cache per CPU or 256 KB Advanced Transfer Cache.
Minimum 256 MB expandable to 2GB 100 MHz RAM with Error Checking & Correction.
One front accessible CD Read/Writer Drive (SCSI/EIDE) >= 24X.
One front accessible 3.5" 1.44 MB floppy disk drive.
One front accessible PCM CIA/PC Card - 2 type II or 1 type III.
One front accessible 4mm DDS-3 DAT drive (12/24 GB).
Rack-mount chassis 3U size or less.
Dual PCI Ultra SCSI-2 controllers integrated on the system board.
Minimum of 2 available expansion slots (PCI/ISA).
Y2K compliant, flash BIOS.
MS Windows NT 4.0 (Service Pack 5), Windows 2000 Compatible, Y2K compliant.
Hot-Swap Ultra SCSI-2 Disk Module with rugged steel carriers & receivers (minimum of 10000 RPM).
System supports auto sensing 10/100 fast Ethernet NIC.
Up to 300 W auto-switch power supply
Dual Channel Wide Ultra SCSI-2 controllers (RAID 0,1,5).
Minimum of 1 Serial Port & 1 Parallel Port.
Network management platform includes:
*Web-based front ends for access from anywhere on the network.
*Centralized control administrative functions (remote management).
1. Detailing operating statistics & resource utilization.
2. Sending predictive alerts and alarms to the administrator.
3. Logging errors and events.
*Maintaining an inventory of associated hardware & software.
*Mapping the configuration and system environment.
*Creating reports and graphs.
Three-year worldwide warranty, parts and next-business day on-call labor, all system components, minimum.
OPTIONS
800 MHz Pentium III, 256 MB RAM with 256 KB L2 Cache.
256 MB SDRAM Upgrade.
512 MB SDRAM Upgrade.
Win 2000, Y2K compliant (CD & Hard copy documentation).
DLT (Digital Linear Tape) drive.
Full-duplex 10/100 BASE-TX UTP controller.
9 GB HDD, Hot-Swap Ultra SCSI-2 Disk Module w/ rugged steel carriers & receivers.
18 GB HDD, Hot-Swap Ultra SCSI-2 Disk Module w/ rugged steel carriers & receivers.
1U Rack mounted flat panel (14" Flat Panel Display – 1024 X768) w/integrated plug-n-play keyboard & mouse trackball.
2U Rack mounted flat panel (15" Flat Panel Display – 1024 X768) w/ integrated plug-n-play keyboard & mouse trackball.
Hot-Plug Redundant Power Supply.
AC/DC Converter - Objective: Front End: 10-24 VDC (Vehicle) & 85-264 VAC/47-440 Hz.
One year additional worldwide warranty (4 years total).
Two years additional worldwide warranty (5 years total).
Upgrade three-year worldwide warranty to on-call labor, 365-days/year next-day response.
Upgrade four-year worldwide warranty to on-call labor, 365-days/year next-day response.
Upgrade five-year worldwide warranty to on-call labor, 365-days/year next-day response.
Upgrade three-year worldwide warranty to on-call labor, 365-days/year four-hour response.
Upgrade four-year worldwide warranty to on-call labor, 365-days/year four-hour response.
Upgrade five-year worldwide warranty to on-call labor, 365-days/year four-hour response.

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Appendix K: Vendor Logistics Support Performance Requirements quoted form the MCHS BPA

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MARINE CORPS COMMON HARDWARE SUITE (MCHS)****Complex Instruction Set Computers – Laptops, Desktops, and Servers****PART I**

Standard Items: The cost to provide the following services and data shall be included in the price for each basic hardware BPA Line Item Number (BLIN).

1.0 Warranty Provisions. The vendor shall provide a product warranty and warranty support services, accessible worldwide, that are responsive to the following requirements (the vendor may offer upgraded services as value-added items at no additional cost):

1.1 Length. The vendor shall provide a minimum three-year warranty. The warranty shall begin the month the equipment is accepted by the Government. The warranty shall end no sooner than the last calendar day of the month in which the hardware is shipped plus the warranty period.

1.2 Service. The service provisions for each category of hardware follows:

1.2.1 Servers. The vendor shall provide a parts and on-call labor warranty on all system components.

1.2.2 Desktops and Laptops. The vendor shall provide a parts and labor mail-back/carry-in warranty on all system components.

1.2.3 Points of Service. Due to the deployable nature of the mission of Marine Corps units, the vendor shall consider all hardware purchases as requiring worldwide warranty support. The vendor shall identify to the Government the OCONUS points of service and service coverage that are available to satisfy the requirement for worldwide warranty support. Additionally, the Marine Corps maintains major permanent installations at the following locations: Camp Lejeune, NC, Camp Pendleton, CA, Kanehoe Bay, HI, and the island of Okinawa, JA. The vendor shall identify specific points of service for each of these locations. The Government requires the points of service for Camp Lejeune and Camp Pendleton to be located in North Carolina and California respectively. Further, the points of service for Kanehoe Bay and Okinawa must be located in Hawaii and on the island of Okinawa respectively. Hotline telephone number, Web address and mailing address shall be provided when identifying points of service.

1.3 Response Time and Return to Service. The following are minimum requirements.

1.3.1 On-Call Labor for Servers. For CONUS, a field service representative shall arrive at the Government installation no later than the next business day after receipt of a service call (excluding

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weekends and local national holidays). For OCONUS, a best effort to achieve a similar timeframe is required.

1.3.2 Mail-Back/Carry-In for Desktops and Laptops. For CONUS and OCONUS, a not-to- exceed 72-hour in-plant turnaround is required (excluding weekends and local national holidays).

1.4 Transportation of Equipment for Warranty Repair. Whenever the mail-back warranty service is used, the cost of transporting defective equipment to the vendor's service facility will be the responsibility of the Government. The mode and priority of shipment is at the direction of the Government. The vendor shall bear the cost of returning the repaired or replaced equipment the Government's location via like transportation and priority.

1.5 Warranty Claim Administration. The vendor shall provide help desk services with access via the Web and a Marine Corps-unique, toll free telephone hotline to facilitate the administration of warranty claims. These services shall be available 24 hours per day, year around.

1.5.1 Help Desk. The help desk must: 1) provide answers to general hardware issues, 2) validate results of the caller's troubleshooting efforts, 3) document the warranty claim sufficiently to provide the call log report required in paragraph 1.6, 4) issue a return material authorization and a ship-to address, if required, and 5) initiate action to dispatch on-call labor services, if appropriate. Help desk support service for network operations is not required. The use of an existing, commercial help desk is permitted, however the telephone number shall be Marine Corps-unique.

1.5.2 Web Site. A Marine Corps-unique Web site to access hardware maintenance support information (including OCONUS hotline telephone numbers for points of service) and frequently asked questions shall be provided. Additionally, a function to enable the Marine Corps customer to initiate a warranty claim shall be provided. The vendor reply to the warranty claim shall be no greater than one hour. The Web site shall not present product promotion or sales information.

1.5.3 Telephone Hotline. The telephone number shall be Marine Corps-unique. The telephone hotline service shall not rely on an automated answering service with menu selections. The telephone shall ring at the help desk and shall be answered by someone who immediately recognizes the caller as a Marine Corps customer.

1.6 Warranty Help Desk Call Log Report. The vendor shall log all warranty calls, track all problems until resolution, and reply to the originator. The vendor shall provide problem call logs, to include summary actions taken, to addressee in paragraph 8.2 on a monthly basis. Negative reports are required. The report is due to the Government within 10 calendar days following the month covered in the report. At a minimum, the following information shall be provided in an Excel spreadsheet via e-mail in the following format:

Column A: Caller Name

Column B: Caller Location

Column C: Date of Call (MM/DD/YYYY)

Column D: Date of Resolution (MM/DD/YYYY)

Column E: Type of System (List by BLIN or model name of system)

Column F: System Serial Number

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Column G: Brief Description of the Problem

Column H: Resolution

1.7 **Warranty Label.** The vendor shall provide a plastic or plastic like label, sufficiently sturdy to last through the expected system life, containing specified information that is printed and bar coded according to common commercial standards. The font size on the label shall be readable by the human eye. Each laptop shall have one label affixed to an external location. Each desktop system shall have labels affixed to external locations on the central processing unit (CPU) and on the monitor. Each server shall have a label affixed to an external location on the CPU and, when included, to the monitor. In all cases, the label shall be visible and bar code accessible in the unit's normal operating position. The following information, in the order specified, shall be reflected on each label:

Warranty Hotline Telephone Number:

Web address for Product Support Information:

Delivery Order Number:

Warranty Expiration Date: (MM/YYYY format)

Reseller/Distributor Name:

OEM System Serial Number/CAGE Code:

OEM System Serial Number/CAGE Code: (Bar coded)

TAMCN: (Government provided via Delivery Order, alphanumeric 5 characters)

TAMCN: (Bar coded)

NSN: (Government provided via Delivery Order, numeric 16 characters)

NSN: (Bar coded)

1.8 **Warranty Registration.** The vendor shall register items into their warranty database prior to shipment to the customer. That is, submission of a warranty registration card shall not be required to obtain warranty service.

1.9 **Warranty Administration Point of Contact.** The vendor shall provide the name, telephone number, and Web address for the individual(s) to whom warranty administration issues may be escalated for quick resolution. This point of contact shall be at a higher level of management in the vendor's organization than the help desk. The information shall be provided to the addressee in paragraph 8.2 below.

2.0 Desktop Management Interface (DMI) Compliant. All laptop and desktop systems delivered under this contract shall be DMI compliant.

3.0 Asset Management Data Insertion. Each computer shall have resident on the C:\ drive a text file named "sernum.txt" with the following, comma-delimited data elements: System serial number (alphanumeric), manufacturer's name (alpha numeric), model (alpha numeric), and date of delivery (MM/YYYY).

4.0 On-Board Diagnostics Software. The vendor shall provide a comprehensive level 2 (L2) diagnostics software package pre-loaded on each system delivered under this contract. (For information, the power-on-self-test feature is considered a level 1 diagnostic aid.) The Government

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will use L2 diagnostics to streamline end-user support and service while decreasing the likelihood of product returns and time spent handling technical support issues. The objective of this requirement is to enable end-user support personnel to quickly identify and resolve problems caused by hardware failures and software conflicts. The diagnostics software shall 1) feature non-interactive (automated) and interactive (requiring user input) tests, 2) be capable of running in the background of normal system operations, and 3) seamlessly share data with other applications and tools. The Government has no plans to integrate other diagnostics test tools into the vendor furnished diagnostics software.

5.0 Restore Compact Disk. The vendor shall provide a compact disk containing all operating system and commercial software loaded on the original hard disk drive. This requirement does not apply to server operating systems. This compact disk simplifies re-installation of the original software image in the event of disk corruption or hard drive failure.
(NOTE: This disk is usually provided by the OEM to every commercial customer and is packed in one of the system component boxes.)

6.0 Documentation. The vendor shall provide a user's manual for each item ordered (hardware and software).
(NOTE: This manual is usually provided by the OEM to every commercial customer and is packed in one of the system component boxes.)

7.0 Media Retention. The vendor shall waive the requirement to return a complete failed hard disk drive on which classified information is stored. A no additional cost provision is required that permits the user to destroy the recording platter and ship the hard disk drive carcass to the warranty provider. The user may take this action only after making a warranty claim call to the telephone hotline. The replacement hard disk drive shall be advance shipped within 24 hours of the warranty claim call.

8.0 Asset Information Report. The vendor shall provide the data specified below in an Excel spreadsheet format, via e-mail, within one business day of completion of shipping **all** assets for a particular Delivery Order. (Do not send a report on a partial shipment of assets.) A report is required for each Delivery Order issued. (Do not combine Delivery Order reports.) Using a specialized software program, the Government will extract the data from the e-mail to populate an asset information database. The e-mail shall be sent to the addressee in paragraph 8.2 below.

8.1 Required Information. The spreadsheet shall contain one row for the table heading and a row for each computer system shipped. The following data is required on each computer system shipped:

Column A: System Serial Number – CAGE Code (maximum of 30 characters, left adjusted)

Column B: BLIN (Government provided via the Delivery Order, maximum of 20 characters, left adjusted)

Column C: Delivery Order number (Government's, left adjusted)

Column D: Ship Date (in the form MM/DD/YYYY, right adjusted, enter without spaces)

Column E: Warranty Expiration Date (in the form MM/YYYY, right adjusted, enter without spaces)

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Column F: Ship to Address (Government provided via the Delivery Order, maximum of 255 characters, left adjusted)

Column G: TAMCN (Government provided via the Delivery Order, left adjusted)

Column H: NSN (Government provided via the Delivery Order, left adjusted)

Column I: Target Site (Government provided via the Delivery Order, name of USMC installation to which the asset is shipped, i.e., Camp Lejeune NC, Cherry Point NC, Parris Island SC, Beaufort, SC, Albany GA, , Blount Island FL, Quantico VA, Barstow CA, Camp Pendleton CA, MCAS Miramar CA, San Diego CA, Hawaii, Okinawa JA, and Iwakuni JA; if other than one of the preceding, leave blank: maximum of 35 characters, left adjusted)

Column J: Option Data: (the option items associated with each system serial number, list by BLIN option number, separate by a comma if multiple options are purchased: maximum of 255 characters, left adjusted)

Column K: Comments (maximum of 255 characters, left adjusted)

To avoid errors during the import of the data, ensure the following requirements are met:

- All alpha characters shall be in upper case.
- Each spreadsheet shall contain one row with the column headings provided above.
- All data for each serial number shall be included in only one row.
- All fields shall be completed for each serial number, i.e., do not use a ditto mark.
- Do not use formulas to populate fields.
- Do not use hard returns in any data field.
- Do not use text wrap in any field.

8.2 E-Mail Address. Reports shall be sent to the following e-mail address:

COMMANDER

ATTN C4IIT (APML-ASSET TRACKING)

MARCORSYSCOM

2033 BARNETT AVE. SUITE 315

QUANTICO, VA 22134-5010

Phone: (703) 784-5610

Email: TrackingMA@mcsc.usmc.mil

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PART II

Options: Priced Separately

1.0 Warranty Enhancements

1.1 Warranty Extensions. The vendor shall offer alternatives to extend the initial warranty period for year four (4) and year five (5). If not selected at the time of hardware purchase, the option to extend the warranty shall be available at any time prior to the expiration of the initial warranty period. Year 4 and year 5 warranty extensions shall be priced in the contract. The level of service (e.g. response time) shall be the same as provided in the initial period unless upgraded.

1.2 Warranty Service Upgrade – Servers. The vendor shall offer the following features:

1.2.1 On-Call Labor: Return to service within 24 hours from the time of the hotline call, 365 days per year.

1.2.2 On-Call Labor: Return to service within 4 hours from the time of the hotline call, 365 days per year.

1.2.3 Parts Only: Advance ship replacement parts within 24 hours of hotline call, 365 days per year, include a pre-paid shipping container to return the defective part.

1.3 Warranty Service Upgrade – Desktops and Laptops. The vendor shall offer the following features:

1.3.1 Mail-Back/Carry-In: In-plant turnaround not to exceed 24 hours (weekends and local national holidays excluded).

1.3.2 On-Call Labor: A vendor field service technician to arrive at the Government location no later than the next business day after hotline call: no restore-to-service time guarantee is required.

2.0 Warranty Self-Maintenance - Site Certification. The Government requires the capability to perform warranty self-maintenance on all computers purchased via the MCHS BPA, including those purchased in FY00. The vendor shall price start-up costs per site and annual recurring costs per site. Within 14 calendar days of signing the BPA, the vendor shall provide an operating guide for the Marine Corps warranty self-maintenance program. The vendor's proposal shall define how credits (for warranty labor reimbursement) are awarded and define the purchasing power of a credit (see paragraph 2.3 below).

2.1 Sites. The following Marine Corps activities shall be certified to perform warranty self-maintenance in the Government's fiscal year (FY) 01:

- Electronics Maintenance Company (ELMACO), 1st Force Service Support Group (FSSG), at Camp Pendleton, CA, (target activation 6 November 2000).
- ELMACO, 2nd FSSG, Camp Lejeune, NC (target activation 5 February 2001).

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- ELMACO, 3RD FSSG, Okinawa, JA (target activation 1 May 2001).

While the above maintenance activities are quartered at the indicated locations, personnel are often deployed to remote sites. Therefore, a requirement exists for a system or method to authorize access to vendor maintenance support services while deployed, for example, a block of personal identification numbers (PIN) for each site.

In the Government's FY02, another 24 sites will be added to the list of activities authorized to perform warranty self-maintenance.

2.2 Requirements. Following are the Government's requirements for the warranty self-maintenance program:

- Site certification versus individual technician certification for the authorization to perform warranty self-maintenance.
- While not desirable, the Government will accept that (no more than) two technicians per site will require OEM certification.
- Certification without testing for all remaining technicians to be authorized to perform warranty self-maintenance on desktops and laptops.
- While not desirable, the Government will accept the requirement that a technician must be OEM certified to perform warranty self-maintenance on servers².
- No additional requirement for A+ certification of technicians.
- No requirement for an open charge account or credit line.
- With the exception of submission of a claim for labor reimbursement, no additional administrative workload for the maintenance facility to attain, maintain, or manage site certification.
- Advance shipment of replacement parts within 24 hours (including weekends and holidays) of receipt of a warranty claim. Parts shall be shipped via the most expeditious means of transportation available.
- Return shipment of defective parts will be via a pre-paid shipping container furnished by the vendor when the replacement part is provided.
- Return time of 45 days for defective parts.
- The capability to initiate a warranty claim via the Web and telephone hotline. Vendor response to Web warranty claim submission shall one hour maximum.
- Web-based access to service manuals, parts listings, troubleshooting aid, and service tips.
- Credits for labor reimbursement.
- Use of credits to purchase additional computer systems, computer system components, peripherals, or to pay for defective parts not returned within 45 days.

2.3 Credits. Warranty maintenance labor actions shall be reimbursed to the Government in the form of credits. No cash reimbursements are allowed. Credits will be centrally managed by the activity issuing this BPA (i.e., the Marine Corps Systems Command). The Government will use

² The vendor shall provide a computer based instructional tool for individualized training. The training shall be Web-based or CD-ROM based. The end result of this training is that the individual will be qualified to perform warranty maintenance.

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credits to obtain spares (as defined in paragraph 3.0 below), peripherals, or to pay for defective parts not returned to the vendor within 45 days. The Government may use credits remaining at the end of the fiscal year to purchase computer systems.

The vendor shall provide a monthly “credit status” summary to the organization identified in paragraph 8.2 of Part I hereto. The report is due to the Government no later than the 10th of each month. A negative report is required. The monthly reports shall contain the following data elements:

For Each Site:

- Number of Credits Generated During Reporting Period:
- Total Credits Generated to Date:

For All Sites:

- Number of Credits Generated During Reporting Period:
- Total Credits Generated to Date:

Credits Used to Date:

How Credits were Used: (e.g., 1000 for spares, 2000 for peripherals, 1000 for failure to return³ defective parts)

2.4 Background Information. Certification authorizes the performance of maintenance without voiding the warranty. (The previous statement does not obviate the necessity of addressing misuse, abuse, or improper maintenance actions should they occur.) Maintenance herein is defined as isolating a malfunction to a system component (i.e., CPU, monitor, or laptop) and isolating a malfunction within a system component and restoring that component to an operational condition by removing and replacing a module or assembly (e.g., a power supply module) from within that component.

Government computer technicians at authorized self-maintenance sites will provide the labor to perform warranty repairs. The repairs are performed in concert with a hotline telephone call or Web access to the vendor’s help desk. The help desk operator is responsible for confirming the diagnosis and initiating action to advance ship (via the most expeditious means of transportation available) a replacement part within 24 hours. When necessary, the vendor’s help desk shall act as a source of remote technical support for problem resolution. Replacement parts shall be provided at no additional expense to the Government. The Government will return ship the defective part to the

³ The contracting officer shall be notified prior to deducting credits for late or no return of defective parts. The vendor shall notify the contracting officer of the offending maintenance activity and identify the parts not returned and the associated return material authorization number. Credits may be deducted by the vendor when the contracting officer acknowledges receipt of the correspondence.

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vendor within 45 calendar days in a pre-paid container furnished by the vendor with the replacement part.

3.0 Spares Kits. The vendor shall configure and price a spares kit for each hardware BLIN item. Prices shall be provided for purchase as well as for lease. Spares are defined as modules, assemblies, and subassemblies (e.g., power supply module or network interface circuit card) that are internal to the CPU or monitor and do not require desoldering to remove. CPUs and monitors shall not be considered as spares. Accessories may also be considered as spares if they are critical to the operation of the computer system. Spares kits shall be configured to provide a projected 80 to 90 percent availability for a 60-day sustainment support period for a quantity of 100 computer systems operating 24 hours per day. The makeup of the spares kits shall be specified in the vendor's offer.

3.1 Lease. The vendor shall offer priced options to lease a spares package for one, two, or three years for each hardware configuration BLIN on the BPA. The one-year lease shall be renewable in yearly increments. All of the components in the spares kit shall be warranted for the period of the lease. Replacement parts shall be the latest component configuration. A requirement exists for replacement parts to be shipped worldwide via the most expeditious means available. The destination location shall be coordinated at the time the warranty claim is made. Replacement parts shall be shipped within 24 hours of the warranty claim. There shall be no requirement to return defective parts with a retail cost of \$500 dollars or less. When return of the defective part is required (i.e., retail cost is more than \$500), a pre-paid return shipping container shall be provided with the replacement part. Spares kit components shall be packaged in a rugged container suitable for field operations and appropriate for air, rail, or ship transport. The rugged container shall be labeled to indicate:

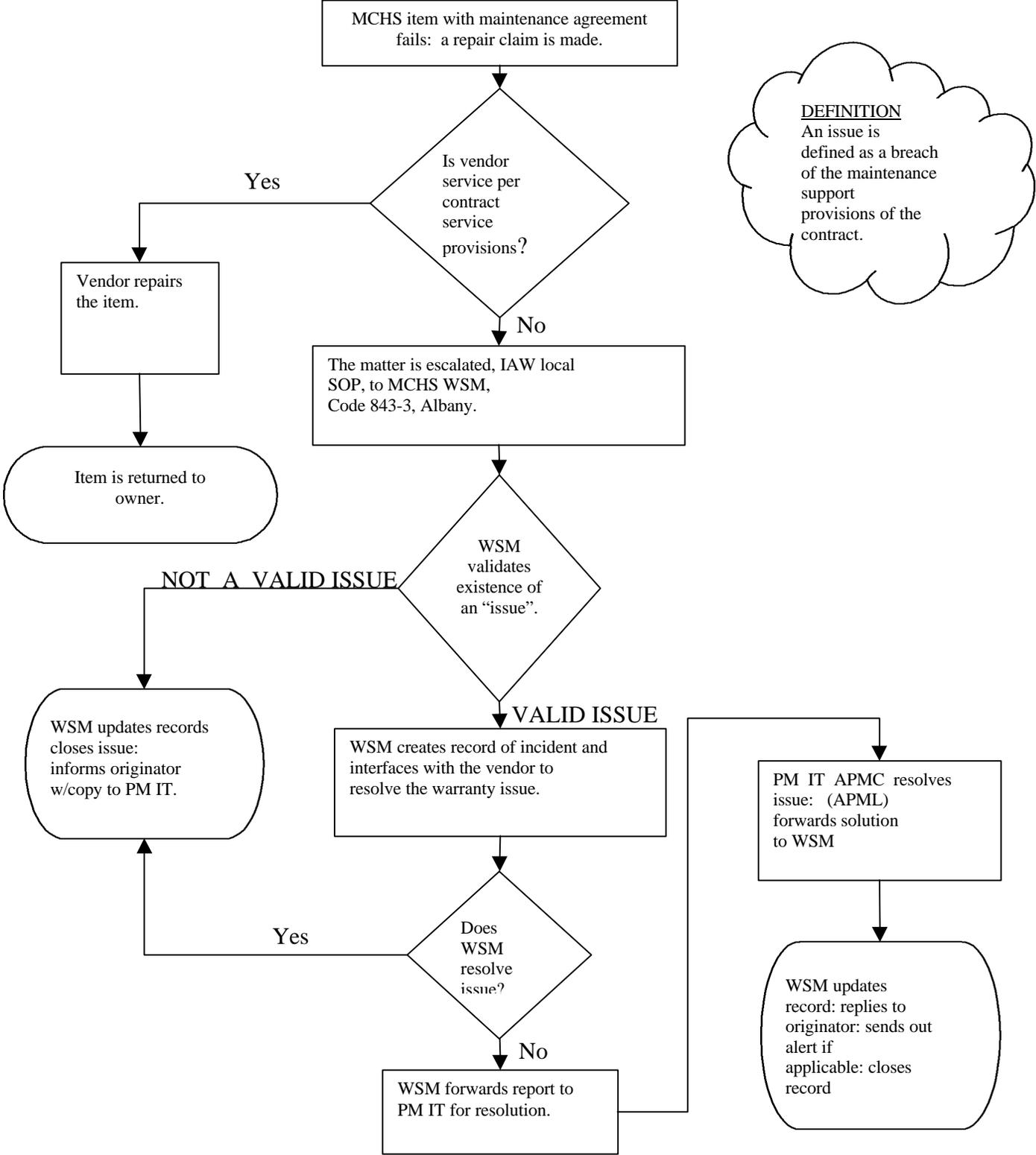
- The contents are under a lease agreement.
- The lessor's name, warranty support hotline telephone number and Web site.
- The lease period. (A new label must be provided if a one-year lease is renewed.)

3.2 Purchase. The vendor shall offer a priced option to purchase a spares kit for each hardware configuration BLIN on the BPA. The components of the spares kits shall be warranted for a three-year period. A requirement exists for replacement parts to be shipped worldwide via the most expeditious means available. The destination location will be coordinated at the time the warranty claim is made. There shall be no requirement to return defective parts with a retail cost of \$500 or less. When return of the defective part is required (i.e., retail cost is more than \$500), a pre-paid return shipping container shall be provided with the replacement part. Spares kit components shall be packaged in a rugged container suitable for field operations and appropriate for air, rail, or ship transport. The rugged container shall be labeled to indicate:

- The contents are under warranty.
- The support provider's name, warranty support hotline telephone number and Web site.
- The warranty end date.

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Appendix L

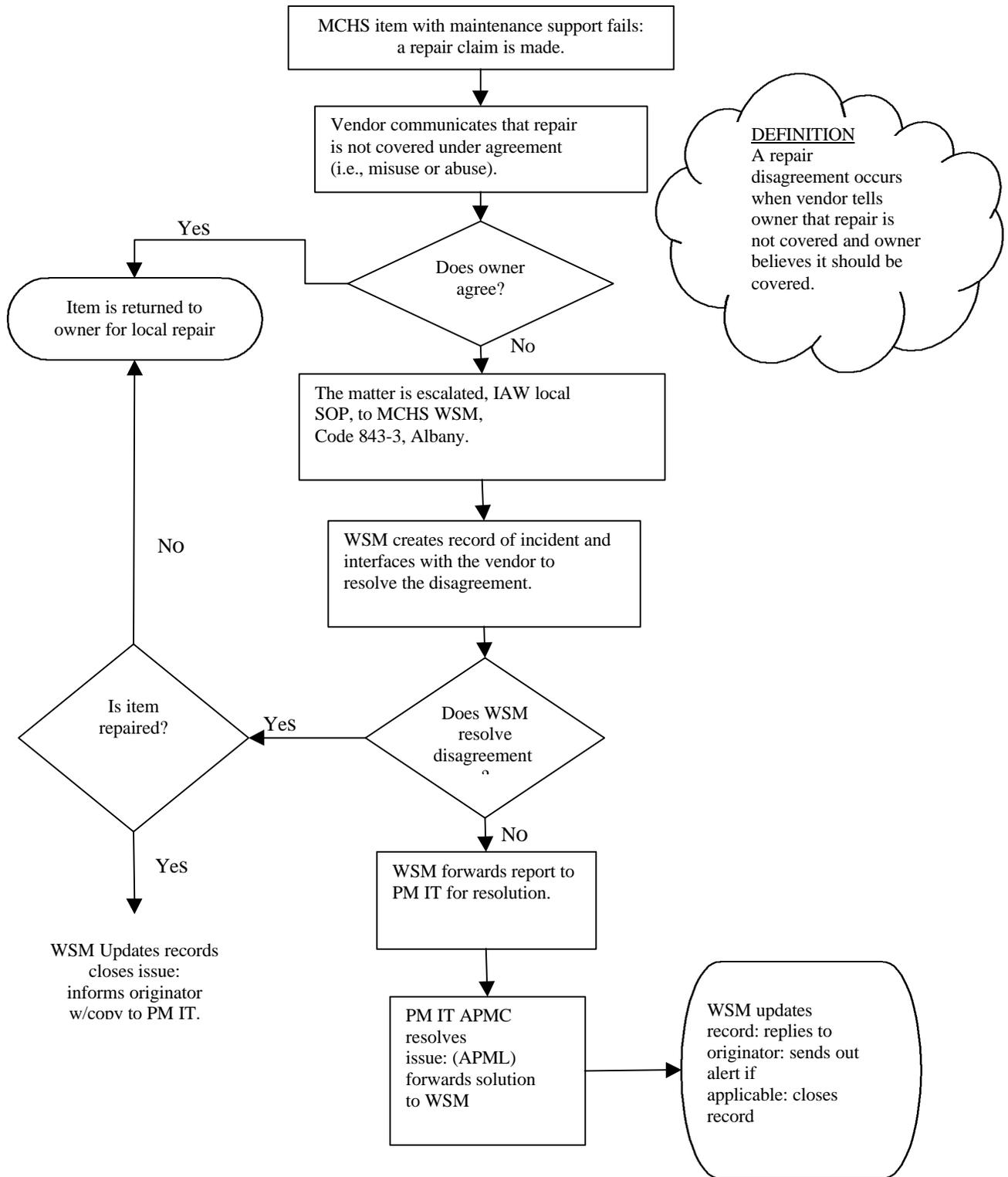
COMMERCIAL MAINTENANCE SUPPORT ISSUE
ESCALATION AND RESOLUTION PROCESS FOR MCHS EQUIPMENT



DEFINITION
An issue is defined as a breach of the maintenance support provisions of the contract.

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Appendix M

COMMERCIAL MAINTENANCE SUPPORT REPAIR
DISAGREEMENT



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Acronym List**

APML	Assistant Program Manager Logistics
BLIN	BPA Line Item Number
BPA	Blanket Purchase Agreement
CPU	Central Processing Unit
COMMARCORSYSCOM	Commander Marine Corps Systems Command
CONUS	Continental United States
DMI	Desktop Management Interface
DODAAC	Department of Defense Activity Address Code
ESD	Electrostatic Discharge
FY	Fiscal Year
GCCS	Global Command and Control System
GP	General Purpose
HDD	Hard Disk Drive
ID	Item Designator
ILSO	Integrated Logistics Support Officer
IT	Information Technology
L2	Level 2
LMIS	Logistics Management Information System
LRU	Line Replaceable Unit
MCCDC	Marine Corps Combat Development Command
MCHS	Marine Corps Common Hardware Suite
MCO	Marine Corps Order
MOS	Military Occupational Specialty
N/A	Not Applicable
NMCI	Navy Marine Corps Intranet
NSN	National Stock Number
OCONUS	Outside Continental United States
OEM	Original Equipment Manufacturer

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**Appendix L
Acronym List (Cont'd)**

ORD	Operational Requirements Document
PM IT	Program Manager Information Technology Infrastructure
POC	Point of Contact
RMA	Return Material Authorization
SRU	Shop Replaceable Unit
TAMCN	Table of Authorized Materiel Control Number
TB	Technical Bulletin
T/E	Table of Equipment
TFS	Total Force Structure
UL	Underwriter's Laboratory
WSM	Weapon System Manager