

Attachment 11

MAINTENANCE PLAN OUTLINE

12 June 1991

This plan is a general outline and should include at a minimum the following topics:

- 1 **Maintenance Organization.** Generally describe your maintenance organization. Address items such as size, level of expertise, and hierarchy both with itself and as it relates to the corporate structure (include an organization diagram). If you intend to subcontract the maintenance function, or any part of it, describe the subcontractors and the CLINs/SLINs for which they are responsible.
- 2 **Remedial Maintenance.** Describe how you plan to meet the maintenance requirements for this project. Separately address each required maintenance plan, i.e., PCPPM, OCPPM, OPPM, mail-back/carry-in (MBCI), etc. Include topics such as the size and proximity of the maintenance staff. Also describe your spare parts philosophy to include at a minimum the location of the distribution centers. Explain temporary replacement procedures if they are part of your plan.
- 3 **System Downtime Procedures.** Provide a description of the procedure for notification of a component failure. Also describe any telephone assistance required. Provide a list of telephone numbers that the Government can use to obtain information and maintenance assistance on all hardware and software. If separate telephone numbers are provided for hardware and software, identify them. Also state the number of telephone lines you are providing with each telephone number.
- 4 **Preventive Maintenance.** Describe the frequency and duration for preventive maintenance (PM) for each hardware item that is applicable. Address PM for each ordered plan. Also describe any PM which could be accomplished by Government personnel.
- 5 **Warranty.** Describe for each plan the type of maintenance coverage that you will provide free of charge during the warranty period.
- 6 **Technical Assistance.** Provide a description of the procedure for requesting technical assistance. Provide a list of telephone numbers that the Government can use to obtain information and technical assistance on all hardware and software and the hours of availability. If separate telephone numbers are provided for hardware and software, identify them. Also state the number of telephone lines you are providing with each telephone number.

7 Remote Diagnostics. Explain your remote diagnostic procedures. Also detail any functions which must be performed by the Government personnel to support this capability.

8 Mail-back/Carry-in Maintenance. Address the manner in which mailback/carry-in items will be handled. Include the specific addresses and telephone numbers of the MBCI locations.

9 Engineering Change Authorizations. Describe your method of implementing engineering change authorizations. Include procedures for performing software correction of errors, and for providing later versions or releases (see paragraphs C40.5 and H9).

10 Maintenance Form. If you do not plan on using the AF Form 597, ADPE Maintenance Record, provide a copy of the form that you intend to use.

11 Additional Information. Include any other information that you deem pertinent to this plan.

