

RFP #

# STATEMENT OF WORK

## Smartronix Maintenance Renewal and Engineering Support



National Aeronautics and Space Administration  
Armstrong Flight Research Center (AFRC)  
Edwards, California

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**1.0 Background**

This procurement is for the renewal of software license for Smartronix maintenance software which supports Armstrong Flight Research Center's projects. This acquisition is for an annual software maintenance agreement that consolidates all Research Engineering Instrumentation System Laboratories. The Level-II Updates and Installation and Level-III Applications & Enhancements for Series 3000R platform is a critical component to modernization/upgrade of the enhanced telemetry framework and will provide a state of the art framework towards evolving current and future instrumentation system development for pre-mission system build-up to flight readiness, calibration processing, pre/post flight for day of flight.

**2.0 Objectives**

The objective of this TO/DO is to provide NASA Armstrong with annual software maintenance agreements that consolidate all Research Engineering Instrumentation System Laboratories.

**3.0 Requirements**

QTY	DESCRIPTION	TYPE / PART NO.	POP DATE
1	Continuous Level-II : Updates and Installation for Series 3000R-0501; C17 Decom; OMEGA-BNDL-03 (SERV +DRU) Level-II warranty covers all items covered under Level-I as well as updates and installations for all deliverables. While Level-I ensures that all items are working as they were delivered, Level-II provides access to the latest hardware, firmware and software updates. It also includes online and telephone assistance for completing a software re-build of Smartronix Inc. delivered systems, installing or reinstalling repaired materials or general user access and permissions support.	Level-II Warranty Continuous Level-II : Updates and Installation for Series 3000R-0501; C17 Decom; OMEGA-BNDL-03 (SERV + DRU)	1 yr from AOO
1	Continuous Level-II : Updates and Installation for Series 3000R-0583; F15B-836 Decom; OMEGA-BNDL-03 Level-II warranty covers all items covered under Level-I as well as updates and installations for all deliverables. While Level-I ensures that all items are working as they were delivered, Level-II provides access to the latest hardware, firmware and software updates. It also includes online and telephone assistance for completing a software re-build of Smartronix Inc. delivered systems, installing or reinstalling repaired materials or general user access and permissions support.	Level-II Warranty Continuous Level-II : Updates and Installation for Series 3000R-0583; F15B-836 Decom; OMEGA-BNDL-03	1 yr from AOO
1	Continuous Level-II : Updates and Installation for Series 3000R-0593; NASA 63 Decom; OMEGA-BNDL-03 + OMEGA-CH10 Level-II warranty covers all items covered under Level-I as well as updates and installations for all	Level-II Warranty Continuous Level-II : Updates and Installation for Series	1 yr from AOO

	deliverables. While Level-I ensures that all items are working as they were delivered, Level-II provides access to the latest hardware, firmware and software updates. It also includes online and telephone assistance for completing a software rebuild of Smartronix Inc. delivered systems, installing or reinstalling repaired materials or general user access and permissions support.	3000R-0593; NASA 63 Decom; OMEGA-BNDL-03 + OMEGA-CH10 Level-II warranty	
1	Level-III : Applications & Enhancements for Series 3000R-0296; SOFIA DECOM; OMEGA-BNDL-03 Level-III warranty includes all items covered under Level-I and Level-II as well as applications support for all deliverables. This support includes telephone and e-mail assistance for applications, operational, and integration questions, including integration into non-Smartronix Inc. delivered systems.	Level-III : Applications & Enhancements for Series 3000R-0296; Omega Windows	1 yr from AOO
1	Level-III : Applications & Enhancements for G2-0179; G_III (SCRAT) G2-PBO; G2-PBO Software Level-III warranty includes all items covered under Level-I and Level-II as well as applications support for all deliverables. This support includes telephone and e-mail assistance for applications, operational, and integration questions, including integration into non-Smartronix Inc. delivered systems.	Level-III : Applications & Enhancements for G2-0179; G2-IMUX-PBO	1 yr from AOO
1	Level-III : Applications & Enhancements for Series 3000R-0340; RI Development; OMEGA-BNDL-03 + OMEGA-CH10 Level-III warranty includes all items covered under Level-I and Level-II as well as applications support for all deliverables. This support includes telephone and e-mail assistance for applications, operational, and integration questions, including integration into non-Smartronix Inc. delivered systems.	Level-III : Applications & Enhancements for Series 3000R-0340; Omega Windows	1 yr from AOO
1	Level-III : Applications & Enhancements for OC TM VAN62-PBN, G2-0180; G2-PBN Software: NExT-ADV/NET5-01, NExT-USERSTRMINPUT-01, NExT CUSTOMPROC-01 and NExT-FCONN8-01 Level-III warranty includes all items covered under Level-I and Level-II as well as applications support for all deliverables. This support includes telephone and e-mail assistance for applications, operational, and integration questions, including integration into non-Smartronix Inc. delivered systems.	Level-III : Applications & Enhancements for OC TM VAN62-PBN, G2-0180; G2-IMUX-PBN	1 yr from AOO
1	Continuous Level-III : Applications & Enhancements for S/N: X5K-0149 & X5K-0150 (Level III for material shipped 12/2013 under PO	Continuous Level-III : Applications & Enhancements for	POP 01/01/15 - 02/09/15

	NND13AD63P3) Level-III warranty includes all items covered under Level-I and Level-II as well as applications support for all deliverables. This support includes telephone and e-mail assistance for applications, operational, and integration questions, including integration into non-Smartronix Inc. delivered systems.	S/N: X5K-0149 & X5K-0150 Omega NEXT	
1	Continuous Level-III : Applications & Enhancements for X5K-0151 (Level III for material shipped 12/2013 under PO NND14AA19D) Level-III warranty includes all items covered under Level-I and Level-II as well as applications support for all deliverables. This support includes telephone and e-mail assistance for applications, operational, and integration questions, including integration into non-Smartronix Inc. delivered systems.	Continuous Level-III : Applications & Enhancements for X5K-0151 Omega NEXT	POP 01/01/15 - 02/09/15
2	Continuous Level-III : Applications & Enhancements for OMEGA-THICK License (Not Included in Total) Level-III warranty includes all items covered under Level-I and Level-II as well as applications support for all deliverables. This support includes telephone and e-mail assistance for applications, operational, and integration questions, including integration into non-Wyle TDS delivered systems.	Continuous Level-III : Applications & Enhancements for OMEGA-THICK	1 yr from AOO

#### 4.0 Deliverables

The contractor shall provide NASA Armstrong with Updates and Installation for Level-II and Applications & Enhancements Warranty coverage under Level-III as well as applications support for all deliverables. The required support is listed above. The period of performance (POP) shall be for 1 year from the TO/DO award. Continuous Level-III : Applications & Enhancements for S/N: X5K-0149 & X5K-0150 Omega NEXT and Continuous Level-III : Applications & Enhancements for X5K-0151 Omega NEXT Period of Performance shall be from 01/01/15 - 02/09/15.

#### 5.0 Period of Performance

The period of performance (POP) shall be for 1 year from the TO/DO award. Continuous Level-III Applications & Enhancements for S/N: X5K-0149 & X5K-0150 Omega NEXT and Continuous Level-III Applications & Enhancements for X5K-0151 Omega NEXT Period of Performance shall be from 01/01/15 - 02/09/15

#### 6.0 Travel

No travel is required for this requirement.

**7.0 Other Special Requirements and Considerations**

Maintenance and support renewal must be provided by Wyle Labs, Inc. (the manufacturer) or a Certified Wyle Labs Partner Network member.

**REVISIONS**

<b>Revision Number</b>	<b>Date</b>	<b>Brief Summary of Changes</b>
Base		
1		
2		
3		
4		
5		
6		
7		
8		