

STATEMENT

OF

WORK

CONSOLIDATED AIRCRAFT MAINTENANCE

(Revised as of 5 Feb 2004)

**1.0 Consolidated Aircraft Maintenance (CAM) Mission Statement.** The primary mission of the CAM program is to provide intermediate and organizational maintenance for the Air Combat Command (ACC) Companion Trainer Program (CTP) T-38 aircraft. The CAM contractor is responsible for performing the CAM contract in a safe and appropriate manner that is acceptable to the Government. ACC CTP T-38 aircraft are located at Holloman, Beale, and Whiteman Air Force Bases (AFB). Organizational maintenance shall be performed at all three locations. Intermediate maintenance shall be performed at Holloman AFB. The CAM contractor shall perform all maintenance actions in accordance with (IAW) Air Force Instruction (AFI) 21-101 and all pertinent supplements (APS). In addition to providing aircraft maintenance at Holloman, Beale, and Whiteman Air Force Bases, the CAM program provides contracted maintenance support for the 46<sup>th</sup> Test Group, NASA El Paso, GAF Tornado aircraft, US Army Air, QF-4 drone program, and Transient Alert maintenance at Whiteman AFB and Holloman AFB.

## **2.0 General Items.**

**2.1** The contractor is required to comply with the responsibilities outlined in this Statement of Work (SOW). At all times, the contractor must be able to prove to the Government that the contractor is complying with each task listed in this SOW or in the contract.

**2.2** This SOW is written in a style that simply lists tasks to be performed. The contractor shall infer that the phrase: "The contractor shall/must" is included at the beginning of each task statement.

**2.3** Unless specifically designated to an individual base, SOW policies and procedures apply to Holloman, Beale and Whiteman AFB.

**2.4** Throughout this SOW, certain paragraphs stipulate tasks and functions are to be accomplished IAW AFI 21-101 & APS. In these instances, adherence to these instructions is mandatory for the tasks and functions to be performed only. For example, these AFIs detail specific organizational structures to be utilized. This SOW does not direct the AFI specified organizational structures; this SOW requires the performance of the tasks or functions. In other words, in these instructions reference is made to creating Sections, Branches and Divisions, however this SOW does not mandate the creation of sections but the contractor must be able to depict specifically how the required tasks and functions are being fulfilled.

**2.5** The contractor is encouraged and expected to use innovative approaches to efficiently and effectively accomplish SOW or contract tasks, functions, and requirements in a quality manner, at reduced costs, and in a way which fosters pride and ownership in work performed. The contractor shall submit a waiver request to the

Government for procedures to be used in lieu of functions and tasks required IAW AFI 21-101 & APS or any other specifically mentioned AFIs. The waiver request will reference the specific AF instruction and section to be waived and provide a detailed justification and explanation of the potential benefits to the Government if the waiver is approved. The Government shall evaluate each request and only those approved in writing by the PCO will be allowed. "Test" or "trial" programs that deviate from AFIs are not authorized without prior approval. CDRL A001.

**3.0 Contractor Program Management.** At Holloman AFB, provide an on-site management function that serves as a focal point or single interface between the Government and the contractor. Contractor Program Management will exercise management and operational control for the CAM program and retain full responsibility for performance. Program Management shall identify, document, and recommend methods of process improvements and/or potential savings to the CAM program; aggressively pursue timely responsiveness to Government requests; and, closely monitor and accurately document costs, sites and Program Management expenditures/cost projections.

**3.0.1** At Holloman AFB, provide a full-time Program Manager responsible for the performance of all work required by this contract. Also, provide an alternate who shall act for the contractor when the Program Manager is absent. The program manager shall have relevant aircraft maintenance experience. The program manager must be available within one hour of notification to meet with the Government. The program manager must have full authority to act for the contractor on all matters relating to CAM program and contract execution to include the authority to negotiate agreements.

**3.0.2** At Whiteman AFB and Beale AFB, provide a qualified individual at each installation responsible for the performance of the work at that location. Individual shall have full authority to act for the contractor on technical issues relating to daily CAM execution and operation on that installation and be available within one hour of notification to meet with the Government.

**3.1 Program Accountability.** Group Commanders (Operations Group and Logistics Group CCs) and their deputies are answerable at each location to wing senior management and ACC headquarters for all on and off equipment maintenance, including contractor maintained aircraft and equipment, required to accomplish sortie production and the wing mission. As such, the contractor should expect the group commanders to be actively involved in the oversight and surveillance of contract activities. Group commander involvement includes prioritization and assessment of contractor efforts to ensure SOW tasks and functions are performed at the highest quality level possible and are accomplished in a safe, timely, and cost-effective manner.

**3.2** Comply with all security regulations and directives identified in this SOW and other security requirements included elsewhere in this contract. Comply with the DD Form

254, Contract Security Classification Specification, attached to this contract (Section J, Attachment 2).

**3.3 Hours of operation.** Operating hours established by the contractor shall be consistent with meeting the mission of ACC, and each location. Duty hours are scheduled around the flying schedule. The contractor shall operate during any hours required to support the flying schedule. Work on mid-shifts, night shifts, and weekends may be necessary and is expected if the flying schedule requires it. Night flying shall consist of approximately ten percent (10%) of T-38 annual flying hour program. Weekend maintenance shall be required, but not be limited to, support of flying schedules, deployments, off-station recovery of aircraft, air shows, and exercises. Launch and recovery of cross-country aircraft shall also be required on weekends. Emergency actions to shelter aircraft or facilitate aircraft evacuations may be required on an immediate basis.

**3.4 Management of Government resources.** Provide a budget management function to account for supply and equipment expenditures. The Government will provide the contractor with annual budget allocation information, and assign an annual budget and distribution. It is this distribution that the contractor shall manage as the contract annual operating budget. Copies of all correspondence and reports submitted to the Government Resource Advisor shall also be provided to the Quality Assurance Evaluators (QAEs) and the Contracting Officer. Resources shall be managed at the cost center level (shop level). Financial plan year (FPY) contractor inputs shall normally be submitted the second quarter of each fiscal year. Contractor input shall be coordinated through the QAEs before submittal to any other Government representative. CDRL A002.

**3.5 Monitor monthly flying hour costs.** Provide the Government with monthly flying hour cost(s) segregated by T-38 for bench stock by shop, non-kitted TCTO expenses and forecasts, and any other non-programmed expenses for each site. This information must be provided within 3 workdays after the end of each month. Identify and document potential resource problems or deficiencies to the Government. Appoint a focal point for these issues. CDRL A003.

**3.6 Contractor Personnel Qualifications.** Select and employ qualified personnel in sufficient numbers to manage, supervise, and perform all services required by this SOW. Contractor personnel must be properly trained, qualified, certified, and/or previously certified technicians capable of working on T-38A, AT-38B, aircraft, associated systems, and/or support equipment. Contractor personnel not having the above-related experience must complete a comprehensive training program on the applicable airframe, associated system, or support equipment prior to performing any SOW tasks and functions. Contractor personnel shall comply with and use existing task qualification and training standards contained in AF technical orders, regulations, instructions, and publications. However, commercial publications and manuals, as

applicable, may be substituted for Air Force standards. These commercial standards shall parallel those acceptable to the Air Force and commercial aircraft/avionics industry and are subject to Government approval. The contractor must comply with the qualifications listed in AFI 36-212 Airman Air Force Specialty Codes (AFSCs) or their equivalent commercial standards.

**3.6.1** Ensure that sufficient personnel on duty have appropriate security clearance to accomplish all tasks required by this contract prior to the contract start date at each installation. (Refer to the DD Form 254 attached to the contract in Section J) Foreign national employees of the contractor, including those possessing Canadian or United Kingdom reciprocal clearance, are not authorized access to classified information resulting from or used in the performance of this contract.

**3.6.2** Egress Personnel. The contractor shall provide sufficient egress personnel certified IAW AFI 21-112 to perform SOW tasks and functions.

**3.6.3** Status of Employee Training. Provide all training required to meet the requirements of this contract unless otherwise approved by the PCO. Maintain training and qualification records for each employee in an electronic format that shows that sufficient personnel are qualified to accomplish all tasks and functions required by this contract. Provide the status of employee training no less than monthly at the Status of Training meeting in a manner acceptable to the Government. CDRL A004.

**3.6.4** The contractor shall document all procedures for training, qualification, and any required certification of employees prior to performance of assigned duties under this contract. Procedures shall include assignment of management responsibility for employee task qualification to specific positions or individuals within the contractor organization, as well as the quality control process that will be utilized to ensure compliance. CDRL 005.

**3.6.5** Formulate and provide comprehensive training, qualification, and certification procedures for employees. These procedures shall be submitted to the Government as part of the Quality Control Plan (required elsewhere in this SOW). These procedures shall include, at a minimum, the following and be updated at least monthly:

- a. A description of how the contractor will establish and ensure a fully qualified workforce throughout the life of the contract.
- b. Specific milestones, frequencies, reoccurrences, and intervals as to when training, qualification, or certification of employees will take place.
- c. Specific methods and procedures as to how training, qualification, or certification will be accomplished.

- d. Specific areas corresponding to SOW tasks and functions delineated at the lowest level necessary in which training, qualification, or certification will be accomplished.
- e. The extent or level in which the training, qualification, or certification will be accomplished.
- f. The anticipated number of personnel by position or level requiring training, qualification, or certification.
- g. The number and position of those personnel that will conduct training, qualification, and certification and the specifics on why these personnel are able to perform such activity.
- h. Lesson plans and methods that will be used.

**3.7** Provide Training Support on T-38 initial/annual aircraft maintenance training to Government personnel assigned to Holloman AFB, Whiteman AFB and Beale AFB functional areas (i.e. Crash Recovery, Fire Department, Explosive Ordnance Detonation, QAE, Life Support, Nondestructive Inspection, etc.). Training shall also be provided on aircraft systems and subsystems that have been modified or improved due to a TCTO. Approximately 200 Government personnel require training annually.

**3.8** Reserved

**4.0 CAM Administration.** The CAM contractor is responsible for any and all CAM program administration necessary to fulfill SOW and contract requirements. The contractor shall provide all data and information, including CDRL deliverables or contract requirements, to the Government in electronic format compatible with Microsoft Office software, unless otherwise directed by the PCO.

**4.1** Maintain historical files, reports, publication files, and control maintenance administrative procedures at each base. Provide all personnel, office or stationary supplies/equipment, and duplicating services, including contractor-furnished nameplates in a manner acceptable to the Government. Disposition of all records shall be IAW AFMAN 37-139, Records Disposition Schedule or as directed by the PCO.

**4.2** Record and report, on a monthly basis, the number of all personnel by Department of Labor (DOL) labor rate classifications assigned at each base in a manner acceptable to the Government. The data shall be broken out, at a minimum, by T-38 aircraft, repair shops, transient alert, and management support. CDRL A006.

**4.3** Maintain and update a master reference library that is acceptable to the Government. Procure all technical orders, manuals, publications, or other information required to perform this SOW, IAW AFI 37-160 Volume 7, Air Force Publications Management Program, or AFI 37-161 Chapters 1, 2, and 7, Procedural Guide for Customer Account Representative and Sub-account Representative, or as directed by the PCO.

**4.4** Automated Data Processing Equipment (ADPE) Management. Administer, maintain, and use computer systems as developed and/or provided by the Government. Appoint, in writing, a Communications and Computer System Security Officer (CSSO) responsible for: ADPE inventory, risk analysis/type accreditation, and maintaining application/operating system software libraries.

**4.4.1** Permit complete access to all Government ADPE hardware and software used to perform this contract to anyone designated by the PCO.

**4.4.2** Perform hardware and software maintenance of ADPE, to include preventive maintenance. Procure ADPE hardware upgrades, replacements, or augmentation as necessary to ensure successful SOW fulfillment, contract compliance, or efficient/effective CAM program execution. Procure and install software revisions, upgrades, and corrections unless otherwise directed by the PCO. All software and hardware procurements must be compatible with existing Government systems. Upload program files including Government files/programs. The contractor shall not modify or delete any Government files/programs without the approval of the PCO.

**4.5** Meetings. Attend meetings and briefings as required by the Government. Provide information and be prepared to discuss contractor activities and their impact/effect upon other operations/logistics at any requested meeting/briefing. Provide information in support of meetings and briefings in the manner requested by the Government. CDRL A007.

**4.5.1** The following meetings and briefings are the minimum requirements the contractor is expected to attend, be prepared for, and participate in during the course of the CAM program. The contractor may be directed to conduct these meetings and briefings.

Type	Frequency
Maintenance Group Staff Meeting	Weekly
Intermediate Repair Evaluation Program	Monthly
Wing Status of Training	Monthly
Wing Scheduling	Weekly

Squadron Scheduling	Daily
Maintenance Group Stand Up	Weekly
Pre Dock	As required
Wing Planning	Weekly
Group Planning	Weekly
Wing Maintenance Status Meeting	Daily
CAM Program Review	Quarterly
Wing Safety	Monthly
Group Safety	As required
Wing Foreign Object Damage	Monthly
Quality Assurance Program Meeting	Monthly
Quality Assurance Evaluators Review	Weekly

**4.5.2** When directed by the PCO, provide meeting and briefing minutes, take action items, document suspenses, record attendance, etc. Provide minutes to the PCO for approval within 4 calendar days of the meeting/brief. Distribute minutes to all attendees or as directed by the PCO. Track suspenses and action items for completion/submittal. CDRL A008.

**4.5.3** Interface through ad hoc meetings, discussions (in person and over the phone or radio), and electronic correspondence with the Government, including the Wing, Operations and Logistics Groups, and Squadrons as necessary to meet flying schedule and CAM Program requirements. The contractor should expect these communications and interfaces to occur on a daily basis.

**4.6** Labor Relations. Develop, document, execute, manage and monitor a labor relations plan. The labor relations plan must be approved by the Government. The plan must address all aspects of administering the union collective bargaining agreement (CBA) to include as a minimum: administering the current CBA, negotiating new agreements, minimizing labor disruptions, negotiating grievances, and executing labor dispute/strike contingency plans to ensure continued contract performance under these circumstance. If there is no union then the same information is required for all salaried workers. The labor relations plan shall focus on achieving a hostile-free environment that actively promotes improving all aspects of labor relations in the workplace. CDRL A009

**5.0** Government Furnished Services. The following Government services shall be provided. No other Government services shall be expected or inferred unless specifically detailed below.

**5.1** Electronic Mail Service/Local Area Network (LAN) Connectivity. The Government shall provide minimal electronic mail and LAN connectivity to facilitate communications

with Government personnel. This capability shall include connectivity that interfaces with existing Government ADPE systems and allows electronic transfer of contract and SOW CDRLs and CAM Program correspondence/documentation. The contractor shall not directly access the Government network. The current ACC standard software suite is Microsoft Office.

**5.2 Utilities.** The Government will furnish existing utilities to include electricity, water, sewer, heating, ventilation, air conditioning, and a source of compressed air, as required, for the contractor use in Government furnished facilities.

**5.3 Installation Distribution.** The Government will provide mail distribution service limited to official Government mail.

**5.4 Telephone Services.** The Government will provide Class A, Class B, and "Hot Lines" in accordance with AFI 33-111 paragraph 3.5 at each location on an as needed/justified basis and subject to Government approval.

**5.5 Refuse Collection.** The Government will provide established refuse collection service at pre-established pickup locations.

**5.6 Base Civil Engineer Services.** The Government will provide maintenance and repair of real property facilities. The Base Civil Engineer is responsible for real property maintenance. The Government will provide fire prevention/protection, inspection, and maintenance of Government furnished fire extinguishers and systems, pest control, ground and facility maintenance (outside/above that which is defined in this SOW/contract), explosive ordnance disposal, and certification of barrier arresting systems.

**5.7 Emergency Medical Service.** The Government will provide emergency medical treatment and emergency patient transportation service for contractor personnel. The contractor shall reimburse the Government for the cost of medical treatment and patient transportation service at the current inpatient or outpatient treatment rates, as appropriate.

**5.8 Land Mobile Radios (LMR).** The Government will provide an LMR net and equipment.

**5.9** The Government will provide crash recovery, munitions, nondestructive inspections, test measurement diagnostic equipment support, life support, and survival equipment support. The Government will build required munitions and transport them to designated areas on the flight line for pickup and loading by the contractor.

**5.10** At Whiteman AFB and Beale AFB, the Government will provide wheel/tire buildup, egress, and minimum available back-shop support. Minimum available back-shop

support is defined as, "support provided that is within the maintenance capability of the Wing".

**5.11 Maintenance Operations Center (MOC):** The Government shall provide all MOC services at Holloman AFB, Beale AFB, and Whiteman AFB. The contractor shall provide the MOC with all the information and documentation necessary to monitor sortie production, maintenance production and execution of the flying and maintenance schedules IAW AFI 21-101 & ASP. CDRL A010

**5.12 Bioenvironmental Engineering.** The Government will provide bioenvironmental engineering services on an as available basis. These services shall be limited to evaluation of Government furnished facilities, equipment, and materials as it relates to industrial hygiene and occupational health. These services include sound level measurement data on noise sources, ventilation system data (including specific parameters which were designed for airborne contaminant control), radio frequency (RF) measurement data (during testing for various emitters) and general lighting measurements.

**5.13 Morale, Welfare, and Recreation (MWR) Facilities.** The contractor will have access to all Category C activities (Clubs, Bowling Center, Golf Course) and other Government MWR facilities if space is available as determined by the installation commander. The contractor or his employees shall pay all charges and/or user fees imposed at these facilities. MWR facilities do not include the Army and Air Force Exchange Service (AAFES) facilities or the commissary.

**6.0 Publications and/or Forms.** Publications or forms that apply to this contract and SOW shall be procured, maintained, and/or updated, as necessary. Although these documents have been written with a view towards performance by Government personnel, the contractor shall perform the required tasks set forth therein as if these directives had been written with a view toward performance by contractor personnel.

**6.1 Technical Publications Function.** At Holloman AFB, establish, within 10 calendar days of the contract start date, a master technical publications function responsible for maintaining all administrative and technical publications for contract and SOW requirements or in the Technical Order Distribution Office (TODO) account. Establish a limited technical publications function at Beale AFB and Whiteman AFB as a Technical Order Distribution Office—Alternate (TODA) responsible for maintaining only those administrative and technical publications required for the applicable installation.

**6.1.1** Technical orders, regulations, manuals, and other directives applicable to this contract and SOW are mandatory compliance documents. The contractor shall comply with all changes to AFIs, NOTAMs, ACCIs, TOs, local directives and policy changes as updates occur.

**6.2 Customer Account Representative.** Designate a primary and alternate publications Customer Account Representative (CAR) in accordance with AFI 37-161, Procedural Guide for Customer Account Representatives and the Sub-account, at each installation. Assume responsibility for, or establish where none exists, a publications customer account, determine publications requirements, requisition publications necessary to meet the requirements of this contract and SOW, and maintain the publications library current. Maintain technical order library records using the Automated Technical Order Management System (ATOMS) outlined in T.O. 00-5- 2. While ATOMS is considered a reliable software program, the Air Force assumes no responsibility for restoration of lost data at installations where ATOMS is used.

**6.3 Recompensation of Contract.** When directed by the PCO, but no later than 365 calendar days before the end of the contract, provide a copy of all documents, reports, audits, CAMS data, maintenance/logistics data, etc. pertaining in any way to the CAM Program for inclusion in the bidders library. These copies shall be "sanitized" by the contractor to remove contractor employee personal data, i.e., names, payroll/CAMS numbers, etc. Information to be removed or sanitized from the documents shall be approved by the PCO prior to removal. Provide access to all publications, T.O.(s), etc. to anyone when directed by the PCO. CDRL A011

**6.4 Contractor Phase Out/Phase In Plan.** Prepare, implement, execute, and maintain and update a phase out/phase in plan. This plan must address, at a minimum, a time-phased schedule of personnel movement by work center, a time-phased schedule of training events, base or group orientations by job classification, and a plan for the smooth/timely/professional transfer of supplies, equipment, vehicles and facilities. This requirement shall be in effect at the beginning and at the end of this contract period of performance. CDRL A012

**7.0 Contractor Logistics Services.** The CAM contractor is responsible for providing all personnel, services, supplies, and parts (those supplies/parts not available through Government channels as defined in paragraph 7.4.2) necessary to perform all logistical services on the CAM program at the previously defined locations. Develop and document all procedures in sufficient detail to demonstrate to the Government that the contractor is complying with all SOW/contract requirements. CDRL A013

**7.0.1 CAM Contractor Focus.** Provide sufficient aircraft per scheduled flying day. Configure aircraft in accordance with the daily and/or weekly flying schedule. Provide aircraft to support the training sortie requirement.

**7.1 Logistics.** The contractor shall manage an efficient and effective logistics system necessary to support all CAM locations and fulfill SOW or contract requirements. The contractor logistics support system shall utilize existing organic Government supply and transportation functions to the maximum extent possible. Integration of contractor logistics with organic Government supply and transportation capabilities will be

accomplished to provide responsive, cost-effective logistics support. Non availability of Government support shall not obviate contractor responsibilities under this SOW/contract.

7.2 Prepare and distribute the weekly flying schedule no later than the 1400 hours the Friday prior to the effective week of the schedule and the monthly flying schedule for the next month at least five working days before the end of the current month. CDRL A014

7.3 Overall Guidance. The contractor shall perform all maintenance and logistics actions IAW AFI 21-101 & APS. The contractor shall comply with all applicable and required technical orders and publications while performing logistics services, maintenance, or other services under this SOW and contract. Provide a matrix and cross-referenced indexes and tables which clearly outline contractor processes, procedures, plans and policies with the associated or applicable, AFI 21-101 & APS requirements. CDRL A015

7.3.1 Develop and maintain a non-proprietary set of procedures, policies, supplements that provide guidance and establish procedures for all contractor personnel. CDRL A016

7.3.2 Logistics Reporting. Provide a Weekly 9301 and Monthly 9302 Aircraft Logistic Indicator Report as detailed ACCI 21-118, Chapter 3 in a manner acceptable to the Government specific for each location and each type of aircraft. CDRL A017

7.4 Supply. Establish and operate a Supply Management System to control all Government Property and Contractor acquired equipment and supplies. Use the Standard Base Supply System and AFMAN 23-110, Volume 2, Part 2, and Part 13 to the maximum extent possible. The Contractor shall establish and operate a maintenance supply support IAW AFI 21-101 & APS for all CAM sites. Contractor support sections shall comply with AFI 21-101 & APS.

7.4.1 Notify the supply Equipment Liaison Office (ELO) and the Government QAE office of any Government property or equipment deployed or off-station. Upon return to its permanent location, notify the supply ELO so that they can remove deployment or off-station indicators from supply listings. Perform a complete inventory of these assets to determine its completeness and condition and provide the results to the Government.

7.4.2 The Contractor shall establish a micro-purchase program to provide and assist the government in the procurement of aircraft flying hour consumables and federal stock group (FSG) items necessary to fulfill the contract requirements as authorized in AFI 64-117. The contractor shall at a minimum adhere to the following Micro Purchase procedures:

- Provide a POC designated to act as the contractor representative in matters concerning the micro purchase program.
- Accomplish all research for the purchase of aircraft flying hour items to include and submit the purchase request to the government representative which will be designated in writing from the CO.

- a. Complete description of item
- b. Cost of item including shipment
- c. Phone number of vender
- d. Location of item to be shipped to
- e. Weapons system or equipment identification
- f. Engineer approval on aircraft or equipment related parts when required

**7.5** Monitor and report all aircraft gain/loss actions (HAF-LEY(D) 8513/7502) IAW AFI 21-103. Coordinate all gain/loss messages through the Wing Aerospace Vehicle Distribution Office (AVDO) and the Operations Group Commander.

**7.6** Engine Management/Stock Record Account Number. Provide all required documentation and daily interface as required with the engine management function IAW AFI 21-104, Selective Management of Selected Gas Turbine Engines and AFI 21-101 & APS.

**7.7** Government Furnished Tools. At the beginning of the contract the Government will furnish the common hand tools, special tools, and local manufactured special tools, as specified in GFP list. When common hand tools replacement becomes necessary, the contractor shall replace the tools with items of equal or higher quality. All contractor-acquired tools shall become and remain Government property. Any tools the contractor determines to be excess to their requirements, shall be listed on an inventory document and provided to the Government. The Government may then provide appropriate disposition instructions/directions for contractor action.

ensure average aircraft fleet times are maintained. Accomplish all applicable TCTO, One-Time inspections, and modifications as directed by the PCO. Establish, implement, execute, maintain and update the maintenance management programs IAW AFI 21-101 & APS.

**7.13 Metrics.** The following metrics shall be tracked and provided to the Government on a monthly basis. The contractor is required and responsible for meeting the following metrics on a weekly basis; however, these are not the only metrics that the Government will use to grade contractor performance. These metrics are the primary means of tracking contractor performance. The metrics below must be reported and accomplished for each of these categories discretely with no aggregation: Overall T-38, Holloman AFB T-38, Beale AFB T-38; and Whiteman AFB T-38. CDRL A020

	<b>T-38</b>
Mission Capable (MC) Rate	>84%
Average Fleet Time	225 hours
Repeat/Recur Rate	<3%/<8%
Total Non Mission Capable Rate Maintenance (TNMCM)	<10%
Abort Rate	<5%
Functional Check Flight Release Rate	>85%
Minimum Serviceable Spare Engine	>7 engines
Average Repair Cycle Days	<6
Powered Aerospace Ground Equipment (AGE) In Commission Rate	>97%*
Maintenance Deviation Rate	>98%

**7.13.1 Standard Calculation Methods.** The following methods shall be used to determine the paragraph 7.13 metrics. If the contractor methods for any specific metric are determined by the QAEs to be insufficient or inadequate, the PCO shall direct the contractor to use a calculation method determined by the Government and based upon the methods detailed below.

Mission Capable (MC) Rate: MC rates will be determined and calculated as specified in ACCI 21-118. Rate shall be rounded to the nearest one-tenth of a percent.

Fleet Time: Average aircraft fleet time (TDI) ref. AFI 21-101 & APS, will be rounded to the nearest whole hour.

Repeat/Recur shall be IAW with AFI 21-101 & APS.

Total Not Mission Capable Maintenance (TNMCM): TNMCM Rates are determined and calculated as specified in ACCI 21-118. Rate shall be rounded to the nearest one-tenth of a percent.

Abort Rate will be determined and calculated as specified in ACCI 21-118. Rate shall be rounded to the nearest one-tenth of a percent.

Functional Check Flight (FCF) Release Rate: The FCF release rate is based on the number of scheduled FCFs attempted during a month. An FCF is considered a release when an aircraft successfully completes an FCF and is released for normal mission requirements by the FCF aircrew. This may include "conditional releases" for maintenance if the repair action required corrects the condition, does not generate another FCF, and is released by the FCF pilot. Rates are determined and calculated as follows: Total number of FCF releases divided by the total number of FCF attempts by 100 = FCF release rate. Rate will be rounded to the nearest tenth of a percent and be based on the current month and the previous five months historical data.

Minimum Serviceable Spare Engine: Total number of uninstalled serviceable engines minus aircraft engine holes.

Average Repair Cycle Days Holloman AFB only: Detailed information concerning repair cycle asset time processing requirements and time limits are specified in AFI 21-101 & APS. Base supply status listings, reports and the Core Automated Maintenance System (CAMS) are used to evaluate compliance. Calculated repair cycle time will be rounded to the nearest whole day.

Powered AGE in Commission Rate: Number of serviceable powered AGE units, divided by total assigned powered AGE units. This rate will be rounded to the nearest tenth of a percent

Maintenance Deviation Rate: Monthly sorties minus maintenance deviations divided by total number of sorties. This rate will be rounded to the nearest tenth of a percent

**7.14 Maintenance Data Systems Analysis: Perform Maintenance Data Systems Analysis (MDSA) following the guidelines of AFI 21-101 & APS.**

**7.15 Planning and Scheduling:** Perform plans and scheduling functions IAW ACCI 21-101, Chapters 5 & 7 at Holloman AFB, Whiteman AFB, and Beale AFB.

**7.16** Accomplish all applicable Time Compliance Task Order (TCTO), one-time inspections, modifications, and other special maintenance items as directed by the PCO.

**7.17 Off-Station.** Support flying exercises, deployments, and static displays as directed by the PCO. Requirements will normally be provided to the contractor at the weekly flying scheduling meeting. The contractor representative at the deployment site shall work with the Government to ensure flying requirements are met for each off-station activity.

**7.17.1** The contractor shall support off station recovery maintenance for all aircraft covered by this contract, which are not mission capable maintenance (NMCM) at other air bases or locations when repair is beyond the capability of that local maintenance organization. The contractor shall dispatch a recovery team and equipment to facilitate repairs within 24 hours after notification of aircraft NMCM. Maintenance recovery teams shall remain with the off station aircraft until the aircraft successfully departs.

**7.18 Maintenance Information System (MIS).** Ensure all maintenance actions are documented in accordance with 00-20 series technical orders and AFI 21-101 & APS. Consolidated Aircraft Maintenance System (CAMS) is the current MIS data base employed. CAMS shall be used to facilitate maintenance and documentation of tasks performed throughout this SOW/contract and shall be used in accordance with all applicable Air Force directives.

**7.19 Contracted Field Teams.** Support depot and contracted field teams as directed by the PCO. Allow access to the appropriate aircraft. Provide hangar, office, and storage space as required.

**7.20** Clear and clean assigned aircraft hangars for special purpose use as directed by the PCO. Prepare, position, and remove aircraft. Clean adjacent aircraft ramp areas. Examples include change of command ceremonies, open house, Wing Commander's Calls, and morale, welfare & recreation activities. Approximately 20 occurrences of this type are estimated at each base per year.

**7.21** Support visits from dignitaries, inspection teams, depot teams and other groups as directed by the PCO.

**7.22** Support current AF Operations Plans (OPLANS) as supplemented. Examples include, but are not limited to: AF Mobility Exercises, Operational Readiness Inspections, and other AF directed exercises. Provide input on contractor perspectives and impact due to each of the listed items.

**7.23** Support and participate in studies and tests of aircraft systems upgrades, modifications, and changes as directed by the PCO.

**8.0 Intermediate Level Maintenance.** At Holloman AFB, provide on and off equipment component repair functions for T-38 aircraft/equipment assigned. Perform all required intermediate level maintenance tasks and functions IAW AFI 21-101 & APS.

**8.1 Systems and SubSystems.** Provide all necessary inspection, maintenance, and replacement/servicing for, at least, the following aircraft systems and subsystems IAW AFI 21-101 & APS and appropriate technical orders, manuals, publications, etc.:

Avionics

- Communication and Navigation Systems
- Weapons Control Systems

Accessory Maintenance

- Egress Systems
- Electro-Environmental Systems
- Battery Maintenance
- Fuel Systems
- Hydraulic Systems

Fabrication Maintenance

- Structural Repair
- Welding
- Corrosion Control
- Machine Shop

Aerospace Ground Equipment (Powered and Non Powered)

Aircraft Inspections Maintenance (Phase)

Repair and Reclamation Maintenance

Wheel and Tire Maintenance

Jet Engine Intermediate Maintenance

**8.2** Reserved

**8.3** Wash Rack. Manage the scheduling of the aircraft wash rack and perform user maintenance on the aircraft wash rack.

**8.4** Painting of AGE. Schedule and perform all powered and non-powered AGE for complete repainting every 48 months or as required. Maintain an automated log of AGE paint touchups and complete repainting by equipment ID number. This requirement is in addition to the normal corrosion prevention and treatment measures specified in the applicable technical data.

**8.5** At Holloman AFB, topcoat all aircraft at the Holloman AFB Heritage Park every 36 months. Repaint and maintain markings and patches as they currently exist on the aircraft. Maintain a database of the last time the aircraft was painted and the next scheduled paint effort.

**8.6 Aircraft Fleet Paint Standards.** Aircraft paint program shall require a plan to topcoat the entire fleet every 48 months or as required. Aircraft paint status shall be assessed quarterly and approved by the government. Two Static Display aircraft per Mission Design Series (MDS) are required (reference table in Section B, paragraph 2. Note: Test Group aircraft are combined with Holloman aircraft for the purposes of this paragraph only.) CDRL A021

**8.6.1** The purpose of the static display aircraft criteria is to ensure the contractor can produce a static quality aircraft in a minimum amount of time. A static display aircraft shall have:

**8.6.1.1.** No visible primer or metal on any surfaces.

**8.6.1.2.** No more than seven (7) bare fasteners on the entire top surface and/or sides of the aircraft and not to exceed 10% on any single panel or door.

**8.6.1.3.** No more than five (5) total minor discrepancies that exceed an eighth of an inch wide by one inch long each, continuous, on the entire aircraft. Excluded from these criteria are the insides of wheel/spoiler well areas. Minor discrepancies are defined as: to include, but are not limited to, scratches, nicks, gouges, and breaks/tears in decals and/or stencils. Decals and stencils criteria apply to the entire top surface and/or sides of aircraft.

**8.6.1.4.** No color variation in any single color of the camouflage pattern or paint scheme when the surface is viewed with the unaided eye. Touch-up of the paint system to correct discrepancies by the paint activity may produce some minor color variation and is acceptable

**8.6.2.** Aircraft that do not meet static display criteria shall meet the following non-static quality criteria:

**8.6.2.1.** Non-Static Cat A. Sixty (60) percent of the remaining fleet shall have:

**8.6.2.1.1.** No exposed primer/metal area exceeding eight (8) inches by ten (10) inches on more than 4 areas on the top and/or sides of the aircraft..

**8.6.2.1.2.** No more than twenty (20) bare fasteners per aircraft.

**8.6.2.1.3.** No more than twelve (12) total scratches per aircraft. As defined per paragraph 8.6.1.3.

**8.6.2.1.4.** No more than four (4) defects in decal and/or stencils.

**8.6.2.1.5.** Viewed from fifty (50) feet away and with the unaided eye, there will be no color variation in any single color of the camouflage pattern or paint scheme on the surface of the aircraft. Touch-up of the paint system to correct discrepancies by the paint activity may produce some minor color variation and is acceptable.

**8.6.2.2** Non-Static Cat B. Forty (40) percent of the remaining fleet.

**8.6.2.2.1.** Aircraft that do not meet Non-Static Cat A criteria.

**8.6.3.** The contractor shall add aircraft arriving at Holloman AFB with primed surfaces (major areas or entire aircraft) into the Corrosion Control paint schedule within seven (7) calendar days of arrival. The contractor shall appropriately paint these aircraft within 42 calendar days of arrival.

**8.6.4.** The contractor shall have seven (7) working days to appropriately cover partially primed aircraft surfaces and different colored flight control surfaces, components and/or aircraft surfaces, which resulted from Phase, TCTO and/or other major maintenance.

**8.6.5.** The contractor is responsible for aircraft appearance. The contractor shall, once a month, determine which two aircraft are static quality per paragraph 8.6.1 and present them to the Government for validation. The Government will notify the contractor of the validation date at least 3 working days prior.

**8.6.6.** Maintain a computer log, accessible to the Government, to track each aircraft, by aircraft tail number, that goes through the paint activity for complete topcoats or touch-ups. Each aircraft historical record (AFTO Form 95, for USAF aircraft) shall be annotated to reflect the date of each full topcoat.

**8.6.7.** Establish a full corrosion treatment for ACC T-38 aircraft, which includes a full strip, corrosion inspection, repair of aircraft defect, prime, and topcoating of the aircraft once every eight years IAW T.O. 1-1-4, 1-1-691 and applicable technical data. The contractor shall be responsible for coordinating the scheduling of aircraft to and from a Government approved contractor provided aircraft corrosion paint facility. Aircraft paint schedule shall be provided to the QAE one year in advance prior to accomplishment of corrosion treatment. CDRL A022

**8.7.** The contractor will perform all battery maintenance at Holloman AFB for all assigned aircraft (T-38, and F-117).

**9.0 Organizational Maintenance.** Accomplish planned sortie production and all maintenance actions as necessary to maintain aircraft and support flying schedule. All organizational (also referred to as on-equipment) maintenance shall be performed in accordance with applicable technical orders, publications, manual, etc. and AFI 21-101 & APS. Examples include, but are not limited to: scheduled maintenance per -6 technical orders, end-of-runway inspections, maintenance actions to prepare aircraft for next flight, launch and recovery of aircraft, towing aircraft, following OAP procedures, etc.

**9.1 Survival Kits.** At Holloman only, notwithstanding SOW paragraph 5.9, the contractor is responsible for installing and removing survival kits on T-38 aircraft IAW ACCI 11-301. Only qualified and certified aircrew life support personnel shall accomplish this action in accordance with ACCI 11-301.

**9.2 Aircraft Systems Specialist Maintenance.** Perform all on-equipment aircraft maintenance on aircraft systems and subsystems in accordance with applicable

technical data: Examples include, but are not limited to: Electro-environmental systems; Electronic communication/navigation systems; pneudraulic systems; aircraft guidance and control systems; weapons control systems; structural repair systems, jet engine systems.

**9.3 Engine Management.** Provide the Base Engine Manager (BEM) with engine status IAW AFM 66-279, and AFI 21-101 & APS. Inform the BEM in writing of all engine removals; furnish the aircraft serial number, engine serial number position, reason for removal, flight line support repair capability, estimated time for repair, and parts required. The contractor Engine Management function will be collocated with the military Engine Management functions. CDRL A023

**9.3.1** Prepare shipping documents and coordinate with transportation for the movement of engines (i.e. shipping and receiving). Coordinate with BEM on all engine movements, submitting one (1) copy of the shipping document to the BEM and retaining one copy for file.

**9.4 Alternate Mission Equipment.** Account for, control, and provide storage for all assigned alternate mission equipment (AME) IAW AFI 21-103, Aircraft and Missile Equipment Accountability, AFI 21-101, APS, and all other applicable technical data. Schedule all AME and ensure the required inspections are performed.

**9.5** Perform scheduled and unscheduled maintenance on all aircraft weapon systems. Examples include: troubleshoot, repair, and operationally check aircraft weapons systems; perform weapon system periodic inspections, HPO inspections, and 180-day bomb rack inspections. Perform acceptance inspections, TCTO, modifications, and repair on all assigned AME. Disassemble, repair, assemble, and functional check the assigned aircraft AME. Maintain required inert munitions items used for operation checks of assigned weapons systems.

**9.6** Reserved

**9.7 Debriefing Section.** Establish and operate a debriefing program as outlined in AFI 21-101 & APS.

**10.0 Transient Aircraft Maintenance.** At Holloman AFB and Whiteman AFB, perform transient aircraft services as detailed in AFI 21-101 & APS and T.O. 00-20-5. Provide transient aircraft support beginning 30 minutes before runways are open and continue until runways are closed. Duty hours are identified in DOD Flight Information Publication (En-route) IFR-Supplement United States, as revised every eight weeks, or as otherwise directed by the PCO. When transient aircraft departure times are planned at airfield opening, transient aircraft will be ready for launch a minimum of 30 minutes prior to airfield opening. If transient aircraft arrive prior to field closing, transient services will be performed until all transient aircraft are received, serviced, and secured.

- 10.1** Library/Data. Establish and maintain a technical order library for transient aircraft IAW 00-5 series T.O.s. This library shall include, at a minimum, the technical orders/data/manuals for all currently operational USAF aircraft that normally do not carry them: preflight, post flight through flight inspection, ground handling, and servicing technical data.
- 10.2** Develop abbreviated local work cards for servicing transient aircraft when other work cards are not available for the following functions/tasks: normal preflight through-flight, BPO inspection, ground handling, and aircraft/seat/weapon safeing. Designate a single contractor POC for local work cards. Submit local work cards to the Government for approval. CDRL A025
- 10.3** Maintain an automated historical record containing the total number of aircraft per month, by MDS, that required transient maintenance support. Obtain and provide to the chief QAE billing information for non-USAF aircraft IAW T.O. 00-20-5. CDRL A026
- 10.4** Assist the base crash recovery team in crash recovery of transient aircraft in the local area as directed by the Maintenance Operations Center, the Command Post, or the PCO to the extent directed/needed (i.e.: towing TA aircraft to clear runway, etc.)
- 10.5** The contractor shall review all aircraft forms to ensure all maintenance was completed, forms were properly documented, and authorized personnel cleared discrepancies. Copies of the AFTO Form 781H shall be maintained for a period of 60 days.
- 10.6** When transient aircraft require a functional flight check, the contractor shall ensure all maintenance and inspections are completed and reviewed prior to forwarding AFTO 781 Forms to the Government for aircraft release for flight.
- 10.7** Pick up and deliver all aircraft, including F-117, deceleration chutes to the survival equipment section.
- 10.8** Ensure personnel are trained and strictly adhere to OAP requirements in accordance with aircraft specific technical data, job guides, T.O. 33-1-37-1/2/3, and AFI 21-124.
- 10.9** Provide arrival, processing and departure services consistent with T.O. requirements for aircraft type, mission, and cargo. DV, Higher Headquarters, and priority mission aircraft shall take priority over other aircraft. Develop procedures, to be approved by the Government, to ensure that priority handling of those aircraft is maintained at all times.
- 10.10** Perform all minor maintenance to include: panel removal and installation, system service, tow, tie down, snow removal from aircraft and under aircraft, and de-ice aircraft as required. Jack aircraft and change wheel and tire assemblies on transient aircraft when required and if tires are available.

**10.11** When a transient aircraft experiences a mission-limiting condition, the contractor shall notify the owning unit and jointly establish mission need and repair priority. If the capability exists, the contractor shall provide the necessary support to return the aircraft to Mission Capable (MC) status based on mission need. This requirement includes non-duty hours, weekends, and holidays.

**10.12** Park Distinguished Visitors (DV), transient fighter, and smaller cargo/transport on the transient ramp. When space is limited on the transient ramp, aircraft shall be parked only on areas designated by the Airfield Manager. Park DV aircraft in the DV welcome areas on the transient ramp unless otherwise directed by the DV escort on duty or the DV on board the aircraft.

**10.13** Aircraft Deployed to Holloman AFB. Provide maintenance support for aircraft deployed to Holloman AFB. Monthly maintenance support is estimated at four aircraft with two local sorties for each aircraft. Required support shall be performed consistent with transient aircraft arrival services, processing services, and departure services.

**11.0 Support of Tenant/Other Organizations.** Provide the following Host/Tenant support at Holloman AFB to the extent detailed below or directed by the PCO. All work shall be ordered in accordance with section H, H-711, except for the 46<sup>th</sup> Test Group, which shall be IAW their appropriate CLIN.

**11.1** 82D Aerial Targets Squadron: Tyndall AFB Florida.

**11.1.1** Provide NI-CAD and lead acid battery support for aircraft and AGE.

**11.1.2** Provide powered and non-powered AGE support whenever requested by tenant.

**11.1.3** Support touchup painting of aircraft and equipment as requested by the tenant unit. Tenant shall provide QF-4 unique Technical Orders, if necessary.

**11.1.4** Provide intermediate level maintenance support of QF-4 aircraft and support equipment components. Provide on equipment dispatch upon request.

**11.2** Air Force Material Command (AFMC) 46<sup>th</sup> Test Group (46 TG), Holloman AFB New Mexico. Provide logistic management and maintenance support for 46th TG aircraft and AGE to the same level as described in this SOW/contract.

**11.2.1** Provide PQDR reporting information copies for maintenance performed on AFMC equipment, to 586 Flight Test Squadron (FLTS), Holloman AFB NM and 46 Test Wing (TW) MA, Eglin AFB, FL. 32542.

**11.2.2** Submit monthly Aircraft Logistic Indicator Report 9302, to 586 FLTS Operations Officer/Director (DO) and 46 TW/MA, Eglin AFB FL, and the QAE.

**11.2.3** Provide NI-CAD and lead acid battery support on AFMC owned batteries.

**11.2.4** Perform on/off equipment maintenance on weapons equipment to include Upload/download travel pods on the T-38B aircraft using Government provided technical data. Other civilian contractors and Government personnel associated with special test pods and towed target rigs may need to check out their items when loaded on the aircraft. The 586 FLTS will accomplish coordination for access of other personnel to the flight line.

**11.2.5** Support occasional flights that occur outside normal operating hours. The Government will normally provide at least 72-hours notice that contractor support is required for these flights. Flight scheduling must remain flexible and the Government will try to provide 72-hours notice to the contractor for changes, whenever possible. Support is required even when 72-hour notifications have not occurred. Some flights will launch from the north ramp and must be supported to the same extent as other flights.

**11.2.6** Maintain the two AFMC T-38 aircraft paint consistent with AFMC colors and markings.

**11.2.7** Maintain AFMC AGE in accordance with the requirements of this SOW. Provide status of AGE upon Government request. Perform all required equipment custodial duties for the 586 FLTS AGE equipment accounts. Tools and equipment required to maintain AGE, over that needed to support other SOW tasks and functions, will be provided by the 586 FLTS, if the contractor can document and prove their need for such to the satisfaction of the Government. AGE support shall be required on weekends, holidays or non-duty days at least five times per year.

**11.2.8** Maintain the 46 TG Aerospace ground equipment. Stationary AGE equipment must be maintained/repared in-place. Stationary equipment is identified as: Two air conditioners located at building 1262 and one in storage; One generator at building 1025, two at building 1020, one at building 1087; one DC converter at building 1261, and one at building 1087. Maintain a "sub-pool" for the 586 FLTS on pad 16. The 746<sup>th</sup> Test Squadron (Guidance Test) will deliver their AGE to the contractor for required maintenance. Additional AGE equipment includes:

QUANTITY	EQUIPMENT TYPE
3	A/M32A-60A TURBINE GENERATOR SET
2	A/M32A-86D DIESEL GENERATOR SET
2	TRANSFORMER RECTIFIER PACKAGE FOR DIESEL GENERATOR SET
1	TTU-228/E THREE SYSTEM DIESEL HYDRAULIC TEST STAND
1	1500 POUND CANOPY CRANE "MANTIS CRANE"
2	NF-2D OR FL-1D LIGHT CART
3	A/M32C-10D AIR CYCLE MACHINE AIR CONDITIONER
<b>TOTAL 14</b>	

**11.2.9** Periodic contractor maintenance will be accomplished on two 8-bottle nitrogen carts (sub-pool pad 16 and Bldg 1020), two LOX carts, one 2-bottle aviation oxygen, and one 2-bottle nitrogen cart for the sub-pool in the secured area at hangar 1080.

**11.2.10** Use 586 FLTS OCCR supply account 167 when requisitioning parts for AGE. A job order number shall also be affixed to the supply requisition documentation.

**11.2.11** Maintain technical orders, checklists, and flight manuals for T-38, F-15, and C-12J aircraft assigned to the 46 TG.

**11.3 US Army, Air Operations Directorate (AAOD), White Sand Missile Range NM.**

**11.3.1** Provide repair and maintenance of batteries, including capacity checks. Tear down, clean, inspect, reassemble, and recharge at least 10 batteries per month.

**11.3.2** Prepare and paint Army Air Aircraft in accordance with this SOW/contract and the technical specification provided by AAOD, Appendix D.

**11.3.3** The contractor shall notify AAOD technical representatives immediately when damage or corrosion is found during painting preparations.

**11.3.4** Only AAOD personnel are allowed to accomplish the removal and reinstallation of flight controls such as elevator or ailerons at the contractor's work site.

**11.4 NASA Contract Field Team (CFT) El Paso, Texas.**

**11.4.1** Provide CFT personnel with support and access to the Quality Control technical order files.

**11.4.2** Provide AGE scheduled and unscheduled maintenance on: 20 tripod jacks, 1 axle jack, 1 hydraulic mule, 4 hydraulic lift trailers, 1 heater, and 1 cabin pressure tester.

**11.5 German Air Force (GAF) Tornado Operations.** Support GAF Tornado operations by providing technical assistance, personnel, and equipment support for fabrication/repair of GAF equipment and components that are beyond the capabilities of the Holloman GAF Tornado maintenance operations.

**11.5.1** Provide machining, welding, sheet metal, corrosion control, and battery maintenance support for Tornado aircraft and GAF support equipment.

**11.5.2** The GAF will provide all technical data, including comprehensive directions from appropriate technical orders/manuals/publications, translated into English, for work requested. In addition, the GAF will provide all parts, materials, and non-standard tools required to perform the work.

**12.0 Environmental, Safety, and Health.** Establish and implement an environmental, safety, fire prevention and health program that ensures the best practices are utilized in management, operations and maintenance of site facilities and equipment, and in other activities. The program shall include procedures to comply with all applicable Federal, State, Air Force, base, county, and local laws, regulations, standards, directives, technical orders, policy letters, agreements, regulations, operational plans (OPLANS), referenced publications, etc. Comply with the highest degree of environmental protection and safety practices where any disagreements between requirements exist.

**12.1 Environmental Requirements.** Identify and document any substandard environmental conditions or practices, and any existing contamination, in writing, to the Base Environmental Flight and the PCO within 90 days of contract award. Designate in writing to the Base Environmental Flight and the PCO within 30 days after contract award an Environmental Coordinator as the focal point for all environmental issues and within 10 days as changes occur thereafter.

**12.1.1 Environmental Protection Procedures.** Develop, implement/execute, and maintain/update Environmental Protection Procedures (EPP) for the CAM program. The Government shall approve the EPP. CDRL A027.

**12.1.2 Spill Notification.** Immediately notify within 10 minutes of occurrence the MOC, Base Hazardous Materials Response Force, QAEs, and the PCO if a spill of hazardous materials occurs. Cooperate with base officials in conducting inspections, resolving incidents, and take corrective action to prevent recurrence. The contractor shall not release any information regarding the spill or discharge of hazardous materials.

**12.2 Safety and Health Requirements.** Identify and document any substandard safety, fire prevention, health conditions or practices, in writing, to the PCO within 30 days of contract award. Recommend corrective actions or acceptable work-arounds. Provide full and open access to all areas/facilities in which CAM Program effort is performed to Wing Safety to perform safety reviews/assessments.

**12.2.1 Point of Contact.** Designate in writing to the PCO within 30 days after contract award a Safety and Health Coordinator as the focal point for all safety and health issues and within 10 days as changes occur thereafter. Forward a copy of the designation to the Wing Safety Office. The contractor safety representative, within 10 days of appointment, shall contact the Wing Safety Office for safety orientation, shall attend safety meetings, and receive annual refresher training.

**12.2.2 Safety Equipment.** Provide personal protective and safety equipment for employees as required by Technical Orders, OSHA, AFOSH, or other safety directives. Develop, implement/execute, and maintain/update safety, fire prevention, and health procedures for the CAM Program. CDRL A028.

**12.2.3 Safety Inspections.** Conduct safety inspections as required. The Wing Safety Office shall conduct work site visits to ensure Air Force facilities and equipment are used and maintained according to Air Force Instructions/Standards.

**12.2.4 Mishap Notification and Reporting.** Promptly document and report hazards involving Air Force personnel, facilities, and/or equipment to the Wing Safety Office, QAE and the PCO. Immediately report any and all injuries involving contractor, Air Force personnel, or damage to Government owned property/facilities that occur, to Wing Safety, QAE and the PCO. CDRL A029

**12.3** Cooperate fully and assist Government personnel in any investigation of any mishap. Government safety personnel shall investigate, have open access, and act IAW AFI 91-204. Contractor employees are subject to drug testing following a Class A, B, C or nuclear mishap in accordance with AFI 91-204. The contractor may accompany Air Force investigators but shall not release information regarding the mishap without written Government approval.

**12.4** Fire Prevention. Establish, implement, execute, update and maintain policies and procedures to ensure careful handling and storage of flammable and combustible products in accordance with National Fire Protection Association (NFPA) Standard 30 and National Fire Codes. Comply with all state, local, and base fire laws, codes, regulations, instructions and policies as applicable to all activities and facilities. CDRL A030

**12.5** Industrial Hygiene and Occupational Health. Establish, implement/execute, and maintain/update an industrial hygiene program in accordance with OSHA as outlined in 29 CFR 1910. Notify the PCO in writing of any Government furnish equipment or Government furnished facilities that presents a health and/or safety hazard; notification shall include copies of industrial hygiene surveys, detailed hazard assessments, cost estimate to fix, and work around to ensure safe/healthy conditions. CDRL A031

**12.5.1** Use the Government provided Material Safety Data Sheets (MSDS) to appropriately document all hazardous material(s) used by the contractor. An MSDS is available, upon written request, for hazardous material(s) procured through Government sources. Any proprietary data contained on an MSDS provided by the Government can not be released to the contractor unless the contractor signs a nondisclosure agreement. Copies of all MSDS must be maintained on file in the work center where the material is used and/or stored and shall be made available to the Government. CDRL A032

**12.5.2** Contractor Liability. The contractor is responsible and liable for all costs resulting from improper discharge and spills, failure to follow and implement any Federal, State, local, or base laws and regulations, or any fines and corrective actions assessed by any regulatory or governing agency. Contractor responsibility and liability extends to any action or omission traced or tracked in any way to the contractor regardless of the reasons, rationale or the extent of contractor involvement.

**13.0 Facility Maintenance.** Within 30 days after the contract start date at each installation, and as changes occur, designate by letter to the PCO a primary and alternate facility manager at each location. The contractor facility manager shall serve as the contractor's representatives for all facility management issues. The contractor may accomplish minor facility maintenance/repair and minor construction projects with approval by submittal of an AF 332, Base Civil Engineer Work Request through the Government Program Office, the PCO and BCE in turn. CDRL A033

**13.1** Develop and maintain facility management records. These records shall include a chronological listing of all work requests submitted to accomplish required facility repairs (i.e., a Facility Trouble Call Log) and copies of AF Form 332, Base Civil Engineer Work Request. The Facility Trouble Call Log shall include, as a minimum: date discovered, date and time reported, BCE work order number, brief description of the problem, mission impact/affect, and date completed.

**13.2** Physical Security. Safeguard all Government property provided for contractor use. At the end of each work period, all Government facilities, equipment, and materials shall be secured.

**13.3** Key Control. Establish, implement, execute, update and maintain methods of making sure all keys issued by the Government are not lost, misplaced, or used by unauthorized persons. The contractor shall not duplicate any keys.

**13.3** Facilities Access. Establish access authorization for all employees into maintenance facilities and flight line area.

**13.4** Grounding. Inspect and/or verify that facility grounding systems are adequate/inspected and documented. Perform IAW AFI 32-1065. The contractor may submit a written request to the BCE to have facility grounding systems inspections accomplished.

**13.5** Housekeeping, Janitorial, and/or Custodial Services. Maintain all on-base facilities/areas in a clean, safe, and sanitary condition. These housekeeping, janitorial, and/or custodial services pertain to all areas/facilities in which the contractor performs contract/SOW tasks and functions. Provide all housekeeping, janitorial, and/or custodial personnel, equipment, and/or services required to maintain Government furnished facilities within 50 feet of buildings to the satisfaction of the Government. Aircraft hangar floor cleaning machines are not permitted within five (5) feet of aircraft or engines. Housekeeping includes removal within 50 feet of buildings of snow, sleet, and/or ice from sidewalks, entryways, and/or parking lots adjacent to facilities solely occupied by the contractor to the satisfaction of the Government.

**13.6** Smoking. Smoking is prohibited on base anywhere except where specifically allowed/designated by the Wing Commander in writing.

# CAM PROGRAM

## SERVICE DELIVERY SUMMARY (SDS)

**1.0 Service Delivery Summary.** The contractor following the guidance contained in AFI 63-124 shall submit the SDS. Based upon the awarded contract, the SDS will be definitized at the post-award summary. The main focus of the SDS shall be SOW paragraph 7.13 (to include subparagraphs). Disagreement between the parties may result in the Government unilaterally determining the SDS. The following information is provided as additional guidance for the SDS submittal.

**1.1 Overview.** List the contract/SOW tasks/functions that the Government will surveil/review. In addition to the SOW paragraph specified above, the contractor shall review and include as applicable the following SOW paragraphs, along with associated subparagraphs, as a minimum: 3.0, 3.6, 4.0, 4.5, 7.0-7.10, 7.12, 7.17, 8.0-8.1, 9.0, 10.0, 11.0, 12.0. If the contractor has a better alternative, the contractor may provide the alternative, in addition to the approach/method detailed above, review by the Government.

**1.1.1** The absence of any contract requirement from the SDS shall not detract from its enforceability nor limit the rights or remedies of the Government for contractor non performance under any other provision of this contract, including the clauses entitled "Inspection of Services" and "Default."

**1.2 Standard.** Define in detail the standard of performance for each listed service. Specify the contractor method/manner to be used to assure compliance with the contract/SOW.

**1.3 Deviation.** Set forth the maximum allowable deviation from standard performance for that service that may occur before the Government will invoke a payment computation formula, resulting in a payment of less than 100 percent of the maximum payment for the listed service. The absence of any contract requirement from the SDS shall not detract from its enforceability nor limit the rights or remedies of the Government for contractor non performance under any other provision of this contract, including the clauses entitled "Inspection of Services" and "Default."

**1.4 Surveillance/Review.** Define the specific method/manner used as the basis for Government surveillance/review or for payment computation purposes. Set forth the surveillance/review methods the Government will use to evaluate contractor performance for the listed tasks.

**1.5 Percentage.** Set forth the percentage of the total contract price that the listed contract requirement represents.

**2.0 Government Quality Assurance.** Contractor performance will be audited to determine if it meets the contract standards. A variety of surveillance methods may be used as outlined at the pre-award conference and/or before contract start date. Government satisfaction such as appreciative or complaint shall be a method of surveillance. The contractor is advised that Government personnel other than just the assigned Quality Assurance Evaluators (QAEs) will perform quality assurance on this contract from time to time.

**3.0 Performance Evaluation.** Performance of a service will be evaluated to determine whether or not it meets the performance requirements of this contract/SOW and meets Government satisfaction. When a performance requirement is discovered to be below standard, a Contract Discrepancy Report (CDR) will be issued to the contractor by the PCO. Upon evaluation of the contractor response to a CDR, the contractor payment for the month in which the performance in question occurred may be calculated as stated in paragraph 4. The contractor shall respond to the CDR by completing the appropriate blocks of the form and returning it to the as directed.

**4.0 Contractor Payment.** For performance that meets or exceeds the performance threshold, the contractor shall be paid the percentage of the monthly contract line item price indicated in the SDS. Performance that does not meet the performance threshold will not be paid the full percentage. Even one isolated occasion or occurrence of non performance by the contractor can result in payment deductions.

**4.1 Deductions:** Payment deductions shall be taken from the payment for the month in which the PCO makes the determination that a deduction is appropriate regardless to the period in which the non performance occurred.

SERVICE DELIVERY SUMMARY					
SDS ITEM	PWS REF	REQUIRED SERVICE	PERFORMANCE MEASURE (SPECIFIC STANDARD)	METHOD OF SURVEILLANCE	MAX PAYMENT % FOR MEETING PERFORMANCE THRESHOLD
1	(1) 3.0 thru 3.8 (2) 4.0 thru 4.6 (3) 5.11 (4) 6.0 thru 6.4 (5) 7.2, 7.5, 7.11 thru 7.11.1 (6) 12.0 thru 12.5.2 (7) 13.0 thru 13.6	Program Management	(1) Single point program management. Process savings to govt. Monitor/document costs/expenditures. CW security programs. Support govt hours. Manage resources. Monitor flying hour costs. Qualified maintenance personnel. Govt access F4F WCS/INS trng. (2) Admin to fulfill contract req. MicroSoft Office format. ADPE function. Attend meetings. Labor relations. (3) Provide information to 49th MOC. (4) Forms and publications functions. (5) Ensure flying schedule publication. (6) Monitor aircraft gains and losses. (7) Develop and implement a quality control program. (8) Initiate Environmental, Safety, Fire prevention and Occupational health programs.	Quality Assurance Surveillance Program	20.00%
2	(1) 7.0 thru 7.1 (2) 7.6 (3) 7.10	Logistics Services	(1) Provide personnel, services, supplies and parts (not available through govt channels) to perform all logistical services on the CAM program. Develop detailed procedures. Provide sufficient properly configured aircraft to meet flying schedule. (2) Required documentation to base engine management (BEM). Interface with BEM as required. (3) Contractor provides vehicles, maintenance and PCL to fulfill contract. VCO assigned and identified to 49Trans Sq. Drivers qualified and certified.	Quality Assurance Surveillance Program	10.00%
3	(1) 7.3 thru 7.3.2 (2) 7.12 (3) 7.14 thru 7.23	Maintenance Management	(1) Perform maintenance IAW AFUACCI 21-101. CW applicable technical orders and publications. Develop/maintain procedures, policies, supplements for contractor personnel. Provide logistics indicator reports as required. (2) Maintenance performed in a manner to fulfill govt requirements. Accomplish TCTO, one-time insp and mods as directed by the PCO. (3) Provide maintenance data system analysis, P&S functions. Provide off station support as directed by the PCO. Deployed contractor rep ensures flying requirements are met. Utilize MIS. Support CFT's. Clean hangars and support VIP's. Support Air Force OPLANS and aircraft studies and tests of systems upgrades.	Quality Assurance Surveillance Program	10.00%
4	(1) 7.4 thru 7.4.2 (2) 7.7 thru 7.9	Supply	(1) Maximum use of SBSS. Operate maintenance support section. Notify govt of assets deployed/redeployed off/on base. Furnish MIL Spec material. (2) Assume tool responsibility and provide quality replacement tools. Excess tools listed and provided to govt. Disposition determined by govt. Manage and control govt property/parts. Classified items inventoried and receipted. Approved classified storage facility with written procedures developed/approved by govt.	Quality Assurance Surveillance Program	10.00%

SERVICE DELIVERY SUMMARY					
SDS ITEM	PWS REF	REQUIRED SERVICE	PERFORMANCE MEASURE (SPECIFIC STANDARD)	METHOD OF SURVEILLANCE	MAX PAYMENT % FOR MEETING PERFORMANCE THRESHOLD
5	(1) 7.13 thru 7.13.1 (2) 8.0 thru 8.7 (3) 9.0 thru 9.7	Metrics, Inspection, Intermediate Maintenance, Organizational Maintenance	(1) Performance measurement metrics tracked and provided to the government at least weekly. Reported as Holloman F4F, overall T-38, Holloman T-38, Beale T-38 and Whiteman T-38. (2) Provide on/off equipment component repair. Support F4F flight simulator bench check requirements. Manage wash rack. Perform painting of AGE equipment. Comply with aircraft paint standards. Maintain paint log. Accomplish aircraft battery maintenance. (3) Accomplish sortie production and organizational maintenance to meet program requirements.	Quality Assurance Surveillance Program	45.00%
6	10.0 thru 11.5.2	Transient Aircraft Maintenance and Tenant Support	At Holloman and Whiteman AFB's, provide transient aircraft services while airfields are open. Establish/maintain transient T.O. library. Develop/maintain local work cards. Maintain historical record. Assist crash recovery. Review transient acft forms. Pickup/deliver drag chutes. Provide host/tenant support, 82d ATS, 46 TG, 586 FTS, USA Air/WSMR, NASA CFT/EI Paso and GAF Tornado operations at Holloman.	Quality Assurance Surveillance Program	5.00%