

PERFORMANCE WORK STATEMENT

FOR

AIRCRAFT MAINTENANCE ENTERPRISE SOLUTION

MULTIPLE AWARD CONTRACT



STATEMENT D – To Department of Defense (DoD) and DoD Contractors Only:

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20 August 2019. Other requests for this document must be referred to 338 Specialized Contracting Squadron (338 SCONS/PKC), 2021 First St West, JBSA-Randolph, TX, 78150.

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Section 1

GENERAL INFORMATION

1. **GENERAL INFORMATION:** This is a non-personal services Multiple Award Contract (MAC) vehicle to provide: comprehensive fleet management, aircraft maintenance, and site specific mission support services. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.
 - 1.1. Background: The Aircraft Maintenance Enterprise Solution (ACES) Team, located at Joint Base San Antonio (JBSA) Randolph, TX, is responsible for establishing a strategic sourcing contract vehicle for United States Air Force wide contracted aircraft maintenance. Indefinite Delivery Indefinite Quantity (IDIQ) contracts will be awarded providing a suite of contractors for Task Order competitions to meet Air Force needs, which may include customers from other agencies, within the Continental United States (CONUS), Alaska and Hawaii.
 - 1.2. Partnering: This Performance Work Statement (PWS) describes a performance based work environment. The Contractor is encouraged to strive for constant improvement and innovation in aircraft maintenance processes and procedures. Successfully identifying and applying best practices can reduce business expenses and improve customer satisfaction. The success of this contract is dependent upon a partnership and open communication between the Government and the Contractor. The ultimate goal of this PWS is for the Contractor to establish a quality-focused multifunctional team fulfilling the requirements necessary to support each individual Task Order.
 - 1.3. Description of Services: The Contractor shall perform aircraft maintenance as defined in this PWS and each individual Task Order PWS. Each individual Task Order PWS will address specific contract maintenance support requirements according to the aircraft covered, site/sites covered, and level(s) of maintenance required, along with other maintenance support activity requirements.
 - 1.4. Objectives: The Contractor shall provide all personnel, equipment, supplies, transportation, tools, materials, supervision, and other non-personal services necessary to provide safe, airworthy, mission capable aircraft and well-maintained support equipment ready to meet mission requirements. The Contractor shall accomplish contract requirements throughout the life of the contract and provide manpower capable of managing and maintaining all aircraft identified in each individual Task Order.
 - 1.5. Performance Standards: The Contractor shall meet the performance standards stated in the applicable paragraphs of this PWS and in each individual Task Order PWS.
 - 1.6. Scope: The Contractor is responsible for all Organizational level (O-level) maintenance services for all aircraft listed in each individual Task Order PWS, which can include any aircraft platform (excluding rotary wing, tiltrotor, and Remotely Piloted

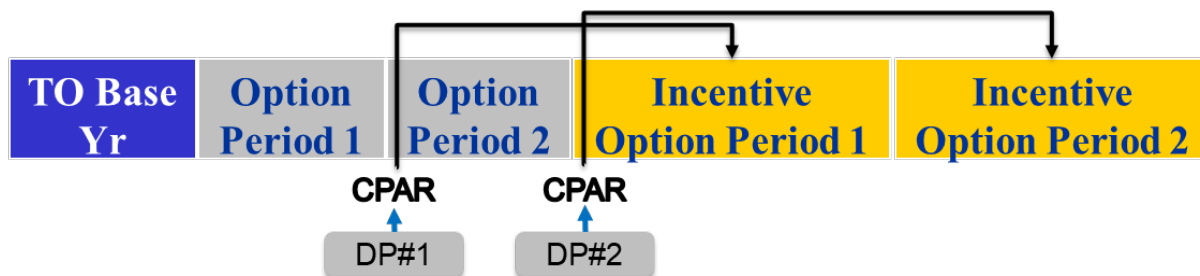
Aircraft (RPA)). Aircraft are operated under Military, Military/Commercial, and/or Federal Aviation Administration (FAA) rules and regulations. ACES also provides Intermediate-level (I-level) maintenance and Maintenance Support Activities for any aircraft platform. In addition, the Contractor may be responsible for all Aircrew Flight Equipment (AFE) and Airfield Management (AM) workload and activities as required by each individual Task Order.

1.6.1. The Contractor is not responsible for those items specified as government furnished property and services.

1.6.2. The Contractor shall be responsible for managing and maintaining multiple Mission Design Series (MDS) aircraft. The Government reserves the right to incorporate additional maintenance support into a Task Order via bilateral modification, including maintenance of other/new MDS aircraft, as well as on- and off-equipment maintenance to support evolving missions.

1.7. **Period of Performance (PoP):** The Multiple Award Indefinite Delivery Indefinite Quantity (ID/IQ) Contract (MAC) ordering period will be a five-year base ordering period with five, one-year options, for a total planned ordering period of ten years. The anticipated PoP for individual Task Orders is a one-year base period followed by two, one-year option periods. Also, each individual Task Order will have two, one-year Incentive Option Periods (IOP) available. Contractors must demonstrate Satisfactory or above performance in the Quality, Schedule, Management, Regulatory and Other (if used) assessment areas as documented on the annual Task Order Contract Performance Assessment Report (CPAR) to be eligible for the Incentive Option Periods. Eligibility for the first Incentive Option Period will be assessed at the Decision Point (DP) at the end of the first Option Period, and eligibility for the second Incentive Option Period will be assessed at the DP at the end of the second Option Period. If the Contractor is determined ineligible for the first IOP, then the Contractor is automatically ineligible for the second IOP. Total Task Order PoP cannot exceed five years.

Figure 1: Diagram of Task Order Periods



Section 2

PROGRAM MANAGEMENT AND REPORTING

- 2. PROGRAM MANAGEMENT AND REPORTING:** The Contractor shall provide a management structure that enables contractor employees to effectively perform the requirements associated with the execution of each individual Task Order.
- 2.1. Contract Management and Administration: The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of resources. They shall be responsible for the selection, recruitment, hiring, transfer, supervision, management, control, and termination of contractor employees, as well as assignment and reassignment of associated duties required for maintenance at all sites as specified in each individual Task Order.
- 2.2. Team Complement: IAW each individual Task Order requirement, the Contractor shall propose and maintain a Minimum Team Complement (MTC) of fully trained, qualified, certified, and licensed personnel (direct and indirect labor). The Contractor will be required to maintain this level of staffing throughout the duration of each individual Task Order PoP unless renegotiated via bilateral contract modification.
- 2.2.1. To assist the Contractor in developing the MTC, the Government will provide data, examples of which include: historical workload, projected government flying hour program, labor skill categories, key personnel positions, and manpower matrix template.
- 2.2.2. The Contractor shall employ qualified personnel according to the specified labor skill categories and consistent with the Department of Labor (DOL) Register of Wage Determinations issued under the Service Contract Act and Collective Bargaining Agreements (CBA) applicable to each individual Task Order location(s).
- 2.2.3. The Contractor shall be responsible for meeting all Task Order requirements regardless of the established MTC. There may be shortfalls or inefficiencies in manpower throughout the life of the contract, which the Contractor is responsible for identifying and managing.
- 2.2.4. The Contractor shall effectively utilize personnel during periods of reduced flying hour requirements, examples of which are: expanded employee training/certification events, reduction in hanger queens, process improvements, etc.
- 2.3. Staffing Reports: The Contractor shall provide MTC or minimum staffing reports as required by each individual Task Order.
- 2.4. Identification of Contractor Employees: All contract personnel attending meetings, answering government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as

such to avoid creating an impression in the minds of members of the public that they are government officials. The Contractor shall ensure all documents or reports produced by contractor employees are suitably marked as contractor products and/or that contractor participation is appropriately disclosed.

- 2.5. Contractor Management Reporting (CMR): The Contractor shall annually report Air Force service requirements/manpower on each individual Task Order through the Contractor Manpower Reporting Application (CMRA) secure data website (<http://www.ecmra.mil>). User manuals are available at the CMRA link on the website. Contractors may direct questions to the CMRA help desk.
- 2.6. Personnel: The Contractor shall provide trained, qualified, and knowledgeable employees that must be able to understand, speak, read and write English.
- 2.7. Employee Training and Certification Requirements: The Contractor shall develop and execute a comprehensive master training program and perform training activities to ensure all qualification, certification, proficiency, and recurring training requirements are met IAW DCMA INST 8210.1C/AFI 10-220 *IP Contractor's Flight and Ground Operations*, and in a manner that is consistent with AFI 36-2650 *Maintenance Training*. Individual Task Orders will specify applicable certification requirements.
- 2.8. Identification and Replacement of Key Personnel: The Contractor shall provide an initial employee and key personnel listing. The listing must be updated as changes occur and maintained for the life of each individual Task Order. Examples of key personnel are: the Site Program Manager (SPM), contractor management, and all supervisory personnel who are responsible for overseeing the daily operations of the functional areas covered IAW each individual Task Order.
- 2.9. Site Program Manager (SPM): The Contractor shall provide a SPM and/or alternate(s) with 24/7 contact capability who shall be responsible for assuring services are accomplished IAW each individual Task Order PWS. Additionally, the SPM or alternate(s) shall have binding authority to act on behalf of the Contractor on all matters relating to this PWS and each individual Task Order.
- 2.10. Small Business Utilization: The Contractor shall submit a semi-annual report on small business subcontracting utilization performance. The Government will review the Small Business Utilization Report to determine if the Contractor has performed IAW the Small Business Participation Commitment Document (SBPCD) incorporated into the contract.
- 2.11. Security Requirements: The Contractor shall comply with the provisions of DoDM 5220.22, Volume 2 *National Industrial Security Program: Industrial Security Procedures for Government Activities*, DoD 5220.22-M *National Industrial Security Program Operating Manual*, DoD 5200.01 *DoD Information Security Program Volumes 1, 2, 3 and 4*, the requirements set forth in the DD Form 254 *Contract Security Classification Specification*, DoDM 5200.02 *Procedures For The DoD Personnel Security Program (PSP)*, AFD 16-14, *Security Enterprise Governance*, AFI 16-1404 *Air Force Information Security Program*, DoDMAN5200.02_AFMAN16-1405 *Air*

Force Personnel Security Program Management and AFI 16-1406 Air Force Industrial Security Program.

- 2.11.1. Facility Security Clearance Level (FCL) Requirements. An FCL is not required at the MAC Level. However, the Contractor must possess or obtain an appropriate facility security clearance at the Secret or Top Secret level, depending on each individual Task Order requirements, prior to performing work at that classification level. If the Contractor does not possess a FCL, the Government will request one. The Government assumes costs and conducts investigations for Top Secret, Secret, and Confidential facility security clearances.
- 2.11.2. Personnel Security Clearance Level (PCL) Requirements. The Contractor shall obtain a U.S. security clearance at the Secret or Top Secret level, depending on each individual Task Order requirement, for all contractor personnel required to have access to classified information. The Contractor shall request personnel security clearances, at the company's expense, for employees requiring access to classified information. All employees shall have an active or interim clearance prior to being given access to classified information or equipment. IAW each individual Task Order, personnel may be allowed on the work site (no access to classified materials) without a final or interim clearance as long as validation of the Electronic Questionnaires for Investigation Processing (E-QIP) has been submitted and the investigation opened.
- 2.11.3. The Contractor shall:
 - 2.11.3.1. Comply with all applicable physical, information and cyber security requirements.
 - 2.11.3.2. Abide by direction given by security forces or other security personnel.
 - 2.11.3.3. Adhere to installation traffic laws and other governing policies as specified in each individual Task Order PWS.
 - 2.11.3.4. The Contractor shall safeguard all government equipment, information and property provided for contractor use.
- 2.11.4. Security Representative: The Contractor shall appoint a security manager for the on-base, long-term visitor group IAW each individual Task Order.
- 2.11.5. Antiterrorism Force Protection (AT/FP): The Contractor shall implement changes in Force Protection Conditions (FPCON) and establish FPCON Measures IAW DoDIO-2000.16V1_AFI 10-245-O *Antiterrorism (AT) Program Implementation* and as required at each operating location. All Contractor personnel shall complete AT Training defined in each individual Task Orders PWS.

- 2.11.6. Communications Security (COMSEC): The Contractor shall comply with DoD and each operating location's COMSEC requirements.
- 2.11.7. Operations Security: The Contractor shall comply with AFI 10-701 *Operations Security (OPSEC) Instructions* and each operating location's OPSEC requirements.
- 2.11.8. Safeguarding Classified Information and Equipment: The Contractor shall comply with DoD 5220.22-M requirements for safeguarding classified information and equipment.
- 2.11.9. The Contracting Officer (CO) may direct the Contractor to remove an employee(s) from an assignment under this contract for reasons of security or misconduct. Where the reasons for the removal request is due solely for security or misconduct by the employee(s), the replacement shall be at the Contractor's expense and not chargeable to the Government.
- 2.11.10. Obtaining and Retrieving Identification Media: During performance of each individual Task Order, the Contractor shall obtain required identification for all personnel, and shall return all Government credentials and vehicle passes for any employee who no longer requires access to the work site. Contractors requesting a CAC IAW AFI 36-3026 *Common Access Card (CAC)* for personnel on each individual Task Order will submit on company letterhead the names and all other personnel information as prescribed by the CO to begin the identification processing effort. The Contractor shall protect personnel information IAW AFI 33-332, *Privacy Act Program*.
- 2.11.11. Security Education and Training: Contractor personnel shall participate in the Government's in-house and web-based security training program under the terms of each individual Task Order. Examples of required annual training include: Force Protection (FP), Information Protection (IP), Cybersecurity, OPSEC and the organizational Derivative Classification Training as a condition of access to government classified networks.
- 2.12. Transition In / Out Period: The Contractor shall perform Transition Phase In/Out as specified in each individual Task Order.
 - 2.12.1. In the event the follow-on contract is awarded to a contractor that is not the incumbent, the incumbent contractor shall provide reasonable support to the Government and the successful offeror to ensure an orderly transition and minimize any impact on the entire operation. With regard to the successor contractor's access to incumbent employees, a recruitment notice may be placed in each facility.

Section 3

AIRCRAFT MAINTENANCE

3. AIRCRAFT MAINTENANCE

- 3.1. Basic Services: The overall maintenance concept shall be implemented IAW AFI 21-101, *Aircraft and Equipment Maintenance Management* and supplements and DCMA INST 8210.1C/AFI 10-220_IP. Per each individual Task Order, the Contractor shall perform aircraft maintenance and equipment services that include:
- 3.1.1. Organizational (O)-Level Maintenance activities include, but are not limited to: scheduled and unscheduled maintenance, aircraft ground handling, launch and recovery, pre-flight, thru-flight, basic post flight, hourly post flight, debrief, periodic and phase inspections, and Crashed, Damaged or Disabled Aircraft Recovery (CDDAR). In addition:
 - 3.1.1.1. The Contractor shall perform Time Compliance Technical Orders (TCTOs), Time Change Items (TCIs), and One Time Inspections (OTIs) on aircraft and support equipment.
 - 3.1.1.2. The Contractor shall perform aircraft fleet management IAW each individual Task Order. In general, the Contractor shall effectively utilize available resources to ensure a disciplined and prioritized planning, scheduling and analysis effort is used to optimize aircraft availability to satisfy operational requirements; i.e., flying/operational events, ground training events, scheduled maintenance inspections, aircraft/system configuration control, aircraft/system modification schedules, aircraft/system recovery maintenance across each weapons system platform.
 - 3.1.2. Intermediate (I)-Level (Backshop) Maintenance activities include, but are not limited to:
 - 3.1.2.1. Perform all on- and off-equipment maintenance on Electrical and Environmental (E&E), Egress, fuel, and hydraulics systems and associated equipment.
 - 3.1.2.2. Perform maintenance on avionics systems components and perform authorized equipment repairs, to include any required functional checks and inspections following maintenance activities.
 - 3.1.2.3. Manage and implement a comprehensive Aircraft Structural Maintenance (ASM) program to include Metals Technology, Nondestructive Inspection and corrosion control for the prevention, early detection, and repair of corrosion and structural damage on all assigned aircraft, engines, and equipment. Perform corrosion control on aircraft and support equipment for detecting and treating aircraft

- and equipment corrosion, applying surface protective coatings, paint, and media blast.
- 3.1.2.4. Maintain aircraft engine propulsion units, propulsion components and propellers.
- 3.1.2.5. Maintain, calibrate, and certify Test, Measurement, and Diagnostic Equipment (TMDE).
- 3.1.2.6. Manage the build-up, repair, test and storage of wheel and tire assemblies.
- 3.1.2.7. Cabinetry Shop: If required by each individual Task Order, perform maintenance, modification and repair of furnishings, cabinets, tables, bulkheads, wood trim and other interior components in aircraft.
- 3.1.2.8. When required, the Contractor shall develop and submit to the Government standard operating procedures (SOPs) for internal policies, local operating instructions (LOI), flight and ground operating procedures (FOP and GOP), as well as detailed procedures for inspections, repairs, and records maintenance as specified in each individual Task Order.
- 3.1.3. Maintenance Support Activities: Per each individual Task Order, the Contractor shall perform maintenance support activities that include, but are not limited to:
 - 3.1.3.1. Maintenance Operations Center (MOC): Monitor and coordinate sortie production, maintenance production, and execution of the operations and maintenance schedules while maintaining visibility of fleet health indicators.
 - 3.1.3.2. Maintenance Recovery Team (MRT): Provide aircraft maintenance repair/support for off-station Local and Regional aircraft recovery.
 - 3.1.3.3. Aerospace Ground Equipment (AGE): Provide powered and non-powered AGE as defined in Technical Order (TO) TO 00-20-1 Technical Manual: Aerospace Equipment Maintenance Inspection, Documentation, Policy and Procedures to support both aircraft and non-aircraft weapon systems. Support will consist of AGE movement as required as well as service, repair, corrosion control, modifications and inspection of assigned AGE.
 - 3.1.3.4. Munitions Management and Storage: Controls, accounts for, stores, ships/receives, inspects, maintains, assembles, and delivers munitions. Manages and maintains all assigned tools, test and munitions handling equipment.
 - 3.1.3.5. Armament: The Contractor shall perform armament functions as defined in AFI 21-101 for all assigned aircraft. The Contractor shall

perform scheduled and unscheduled maintenance inspections and repairs.

- 3.1.3.6. Transient Alert (TA) Services (only available to those organizations exempt from using an established mandatory-use contract and which are not being performed by a small business): Establish procedures and furnish necessary personnel for handling transient aircraft to ensure that servicing, inspection, and maintenance are consistent with the mission of each transient aircraft.
- 3.1.3.7. Maintenance Documentation: Contractor shall follow each individual Task Order's specific Maintenance Documentation requirements. Perform accurate maintenance documentation to include data inputs into the approved Maintenance Information Systems (MIS), as well as aircraft, engine, and equipment records. Documentation shall be accomplished IAW AFI 21-101 and DCMA INST 8210.1C/AFI 10-220_IP, the objectives and responsibilities outlined in the publications cited in this PWS and the TOs associated with the MDS aircraft assigned to the base. The Contractor shall obtain and maintain technical data, maintenance publications, and subscriptions for support of aircraft and related systems.
- 3.1.3.8. Quality Management System (QMS): IAW each individual Task Order and AS 9110, *Quality Management Systems – Requirements for Aviation Maintenance Organizations*, the Contractor shall develop a Quality Control Plan (QCP) to establish procedures to maintain a formal "compliance-oriented" QMS in order to ensure the requirements of each individual Task Order are provided as specified, and ensure contractor compliance with aircraft and equipment technical data and applicable Air Force directives.
- 3.1.3.9. Static Display aircraft: The Contractor will be responsible for all maintenance performed on historic static display aircraft as specified in each individual Task Order.
- 3.1.3.10. The Contractor shall provide Consolidated Tool Kit (CTK) support IAW AFI 21-101.
- 3.2. Health of Fleet Report: The Contractor shall report on the health-of-the-fleet metrics IAW each individual Task Order.
- 3.3. Logistics Management: IAW each individual Task Order requirement, the Contractor shall provide and manage an efficient and cost effective logistics system that includes all materiel management, property control, and vehicle and transportation functions necessary to support the operating locations.

- 3.4. Supply Support: As specified in each individual Task Order, the Contractor shall obtain, establish, manage, maintain, ship, receive, handle, and warehouse spare parts to maintain aircraft, AGE, tools and support equipment at established levels.
- 3.5. Material, Equipment, and Facilities: Each individual Task Order will include material, equipment, tools, and facilities requirements and accountability, documentation, reporting, and tracking requirements. The Contractor will be required to comply with security and environmental requirements at the federal, state, and local levels, as well as other requirements listed in each individual Task Order.
 - 3.5.1. Warranty: Items acquired under each individual Task Order may require warranty protection. When applicable, the Contractor shall maintain warrantied items per the accompanying warranty and guidance in each individual Task Order.
- 3.6. Deployment Liaison: The Contractor shall perform duties as the maintenance liaison for in-coming Temporary Duty (TDY) units as required per each individual Task Order PWS. The Deployment Liaison shall coordinate with all TDY aviation units for all logistics resources and communications requirements. The Contractor shall also provide TDY units work space in government furnished facilities, operating work stations in the MOC, and base orientation as required IAW each individual Task Order PWS.
- 3.7. Ensure all aircraft maintenance activities and operations are conducted in compliance with government directives listed in each individual Task Order, i.e., FAA, DoD, Air Force, MAJCOM, and local policies.

Section 4

MISCELLANEOUS REQUIREMENTS

4. ADDITIONAL REQUIREMENTS.

4.1. Duty Hours, Operating Location, and Installation Closure.

- 4.1.1. Hours of Operation: The Contractor shall establish a work schedule based on the requirements listed in each individual Task Order. The Contractor may be required to perform services on shifts, weekends and/or holidays.
- 4.1.2. Primary Place of Performance: The work to be performed under this contract will occur primarily at government facilities according to each individual Task Order.
- 4.1.3. Each individual Task Order may address the following: Procedures to follow during installation closure; rescheduling of tasks due to lost hours; work requirements related to weekends, holidays, and night operations; as well as overtime, surge, and over and above work.

4.2. Technical Guidance: Applicable government directives, instructions, publications, TOs and accepted contractor directives and/or instructions will be the basis for inspection and surveillance of all areas identified in the Quality Assurance Surveillance Plan (QASP).

4.3. Environmental Management: IAW each individual Task Order, the Contractor shall meet environmental management requirements, to include establishing and maintaining a Hazardous Waste Management Program that ensures compliance with all applicable federal, state, and local laws and regulations; Executive Orders; DoD and Air Force policies and is documented in a Hazardous Waste Management Plan.

4.4. Occupational Safety and Health Agency (OSHA): The Contractor shall comply with the OSHA Public Law 91-596 *Occupational Safety and Health Act of 1970*, and the resulting standards, OSHA Standard 29 CFR 1910 *Occupational Safety and Health Standards, National Electrical Code, National Fire Codes*, DoDD 4715.1E *Environment, Safety, and Occupational Health (ESOH)*, AFD 90-8 *Environment, Safety, and Occupational Health Management and Risk Management*, and AFMAN 91-203 *Air Force Occupational Safety, Fire and Health Standards*.

- 4.4.1. Safety: The Contractor shall be responsible for the safety and accountability of all its employees, and shall ensure all safety requirements, equipment, and training are met and provided to their employees. The Contractor shall comply with the safety program, host base safety requirements, Environmental Protection Agency (EPA) instructions and Public Law 91-596, as well as safety provisions listed in each individual Task Order.

- 4.4.2. Personal Protective Equipment (PPE): The Contractor shall ensure employees are issued PPE required for the work they are expected to perform IAW AFMAN 91-203, as specified in each individual Task Order.
- 4.5. Mishap Investigation: The Contractor shall assist the applicable unit/installation Safety Office in the investigation and reporting of mishaps IAW AFI 91-202 *The US Air Force Mishap Prevention Program*. Mishap investigation and reporting of accidents involving only contractor personnel shall be the responsibility of the Contractor. Per each individual Task Order, the Contractor shall immediately notify the Contracting Officer Representative (COR), the appropriate Wing/installation Safety Office, Wing/Unit Command Post, and CO of any serious injury or an on-the-job death of contractor personnel.
- 4.5.1. Protection of Safety Information Resulting from Investigations of Air Force Mishaps: The Government may provide to the Contractor sanitized safety information from previous mishaps as reference material. The Contractor shall ensure personnel receiving and/or utilizing this information comply with restrictions on handling and releasing information in the safety investigation reports IAW AFI 91-204 *Safety Investigation and Hazard Reporting*.
- 4.6. Government Owned Contractor Operated (GOCO) facilities and equipment: The Contractor shall maintain and operate GOCO facilities IAW OSHA, DoD, and Air Force health and safety standards. Additional requirements may be listed in each individual Task Order (e.g., Sun Shade/shelter maintenance).
- 4.6.1. Facility Standards. The Contractor shall keep GOCO facilities and areas clean, orderly, and in sanitary condition IAW 29 CFR 1910.22, *Occupational Safety and Health Standards, Walking-Working Surfaces*, and AFMAN 91-203, *Air Force Occupational Safety, Fire and Health Standards*. Additional requirements may be listed in the each individual Task Order.
- 4.7. Records Management: The Contractor shall ensure all official government-owned records received and created for the Government are maintained IAW established Federal Records Act, Public Law 81-754, AFI 33-322 *Records Management*, and AFI 33-364, *Records Disposition—Procedures and Responsibilities*. Air Force directives listed in each individual Task Order.
- 4.7.1. For Official Use Only (FOUO). The Contractor shall mark, maintain and protect FOUO material IAW DoDM 5400.7_AFMAN 33-302 *DoD Freedom of Information Act Program*.
- 4.7.2. The Contractor shall mark documents meeting the requirements identified in DoDM 5400.07 and DoDM 5200.01-Volume 4, Enclosure 3, as “For Official Use Only”.
- 4.7.3. The Contractor shall provide capability to retrieve, send, and account for mail from the Official Mail Center.

- 4.7.4. Contractor directives/instructions/regulations. The Contractor shall ensure aircraft maintenance and supply operations are accomplished IAW the instructions, standards and procedures contained in applicable TOs. In the absence of published guidance, the Contractor shall follow internal written procedures, directives, instructions to include maintenance, supply, flight operations, and ground operations instructions. All contractor directives/instructions/regulations shall be submitted to the Government for acceptance and shall be reviewed and/or updated annually or within 30 calendar days of an identified deficiency. For surveillance purposes, the Government will have full access to the Contractor directives/instructions/regulations.
- 4.7.5. Correspondence. Proprietary markings shall be limited to that produced at private expense and shall be justified.
- 4.8. Mission Essential Contractor Service Plan: The Contractor shall provide and maintain, IAW each individual Task Order PWS, a written plan describing how it will continue to perform the essential contractor services and to address continuation of services in the event of a crisis.
- 4.9. Management Plan (Strike Plan and Labor Dispute): The Contractor shall develop and maintain a contingency strike or labor dispute plan at the Task Order level that establishes procedures and specific guidance to ensure uninterrupted operations of contracted services, in the event of a breakdown in labor relations leading to work slow-down and/or work stoppage. The plan(s) shall also address any other criteria the Contractor believes to be critical to continuance of the contracted services, and address measures necessary to ensure the security of government property.
 - 4.9.1. If contractor employees performing on an individual Task Order are covered under a collective bargaining agreement (CBA), the Contractor shall provide a Strike Plan.
 - 4.9.2. If contractor employees performing on an individual Task Order are not represented by a union and not covered under a CBA, the Contractor shall provide a Contractor Labor Dispute Plan.
- 4.10. Vehicles: The Contractor shall provide and maintain all general-purpose vehicles required to perform services IAW each individual Task Order PWS.
- 4.11. Vehicle and Equipment Operation: Contractors shall comply with vehicle and equipment operation requirements listed in DoDM 4500.36, *Acquisition, Management, And Use Of DoD Non-Tactical Vehicles*.
 - 4.11.1. Requirements relative to what equipment requires certification to operate will be specified in each individual Task Order. When equipment requires certification to operate, the Contractor shall provide a listing of all contractor personnel, along with certifications, who are approved to operate government owned or leased equipment as specified in each individual Task Order.

- 4.12. Ground and Flight Operating Procedures: The Contractor shall develop flight and ground operating procedures and provide them to the Government Flight Representative (GFR)/Ground GFR (GGFR) (who is responsible for the oversight and enforcement of contractor compliance for flight and ground operations, as applicable, IAW DCMA INST 8210.1C/AFI 10-220_IP, for acceptance at the beginning of the Task Order transition start date.
- 4.13. Emergency Procedures: For work being performed at government facilities, the Contractor shall follow Government emergency response procedures (i.e., fire, tornado, active shooter, and bomb threats). The Contractor shall account for their employees following an emergency situation. Contractor employees shall participate with government personnel in all emergency response procedures or drills IAW each individual Task Order.
- 4.14. Common Access Card (CAC) Requirements: CAC's are issued IAW AFI 36-3026 and AFMAN 16-1405. In order to obtain a CAC, a previous valid clearance or fingerprints must be verified with favorable results.
- 4.14.1. Automated Information Systems (AIS): Access will be prohibited until either a valid clearance or temporary waiver is issued by the Trusted Agent. An access request will be initiated after an investigation has been verified or a new investigation has been initiated by OPM. Each individual Task Order will identify additional clearance levels and specific training requirements. Note: government AIS require a CAC.
- 4.14.2. Contractors Not Requiring a CAC but Requiring Access to a DoD Facility or Installation: The Contractor and all associated subcontractor employees shall comply with applicable installation or facility access policies and procedures provided by the Government as specified in each individual Task Order.
- 4.15. Associate Contractor Agreements (ACA): The Contractor shall establish ACAs, IAW each individual Task Order, as required to fulfill the terms of the proposed subcontracting plan.
- 4.16. Award Conference/Periodic Progress Meetings: The Contractor shall attend a Post Award Conference convened by the contracting activity; each individual Task Order may also require the Contractor to attend a post-award conference convened by the contracting activity or contract administration office. In addition, the CO, COR, and other government personnel, as appropriate, will meet periodically, as defined in the Task Order, with the Contractor to conduct Program Management Reviews (PMR), review the Contractor's performance and discuss any issues that are hindering contractor performance. The Contractor shall participate in these meetings, provide feedback, and work with government representatives to resolve outstanding issues.
- 4.17. Contractor Travel: The Contractor may be required to travel off-site in support of each individual Task Order requirements.
- 4.17.1. Contract personnel may be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation

of funds specified in this contract. All reimbursable travel requires government approval/authorization prior to starting the travel except as identified in each individual Task Order.

- 4.17.2. When contract employees are on TDY status, each individual Task Order may authorize government provided transportation within the limits specified in the JTR. Use of government transportation by contractor personnel will be restricted to the conduct of official business and transportation of team personnel to/from worksite and lodging. Costs for transportation may be based on mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge.
- 4.18. Data Rights: IAW each individual Task Order, the Contractor will be provided access to information required to accomplish assigned tasks commensurate with security clearance and on a need-to-know basis. During any Task Order PoP, all data pertaining to each individual Task Order shall be returned to the Government or destroyed upon Task Order expiration. The Contractor shall not retain classified or unclassified material generated or received under this contract and any resultant contract action after each individual Task Order ends without approval of the appropriate office of primary responsibility.
 - 4.18.1. The Government has purpose rights to all technical data related to the maintenance of the particular aircraft (e.g. flight hours, supply time for replacement parts, monthly maintenance plans, and maintenance material data). For all other data, the software and data rights clauses included in the contract apply. The Government will retain custody and exclusive control of all records associated with contractor deliverables and their distribution.
- 4.19. Delayed Reporting Requirements: The Contractor shall ensure employees comply with base closure or delayed reporting procedures, IAW each individual Task Order.
- 4.20. Service Delays: The Contractor shall notify the assigned government representative of any condition that may delay a contractor's performance. Each individual Task Order will include the method of reporting, to include how quickly and whether the notification should be written or verbal.
- 4.21. Export Control: The Contractor shall comply with all laws and regulations regarding export-controlled information and technology and shall not use, distribute, transfer, or transmit technology (even if incorporated in products, software, or other information) except in compliance with such laws and regulations. The Contractor shall plan for, obtain, maintain, and make available to the Government any export licensing as required to perform requirements of each individual Task Order.
- 4.22. Contractor Data Requirements Lists (CDRLs): Additional CDRLs will be specified in each individual Task Order.
- 4.23. The Contractor shall support non-recurring events that involve aircraft flying; for example, off-station static display flights, air shows, flyover and incentive flights IAW each individual Task Order.

Section 5

GOVERNMENT FURNISHED ITEMS AND SERVICES

- 5. GOVERNMENT FURNISHED ITEMS AND SERVICES:** For every location identified in each individual Task Orders, the Government may provide necessary facilities, common tools, specialized tools, support equipment, office space, required office equipment and supplies, and access to telephones and FAX machines for official business in addition to logistics support.

5.1. Government Furnished Property (GFP) and Government Furnished Information (GFI):

5.1.1. The Contractor, in conjunction with the Government Property Administrator and incumbent Contractor, upon issuance of each individual Task Order award, shall conduct an initial inventory of all GFP. In addition, the Contractor shall conduct a yearly inventory of all GFP or shall conduct an inventory of all GFP at the completion of each individual Task Order, whichever comes first. Results of the GFP inventory shall be uploaded IAW FAR 52.245.1 *Government Property* and Defense Pricing and Contracting (DPC) website located at <https://www.acq.osd.mil/dpap>.

5.1.2. GFI includes technical data or computer software provided to the Contractor as specified in each individual Task Orders. The Government may subject GFI to restrictions on use, modification, reproduction, release, performance, display, or further disclosure as specified in each individual Task Orders.

5.1.3. The Contractor, in conjunction with the Government Property Administrator and incumbent Contractor, upon issuance of each individual Task Order award hereunder, shall conduct an initial inventory of all GFI. In addition, the Contractor either shall conduct a yearly inventory of all GFI or shall conduct an inventory of all GFI at the completion of each individual Task Order, whichever comes first. Data shall be submitted IAW GFI reporting, as specified in each individual Task Order. The Contractor may be required to dispose of GFP IAW DoD 4160.21-M *Defense Materiel Disposition: Disposal Guidance and Procedures* and as specified in each individual Task Order.

- 5.2. Logistics Support: Contractor personnel will not be furnished government quarters, messing, or other forms of logistics support except for emergency medical care (resuscitative and stabilization care only), unless specifically authorized in each individual Task Orders.

Section 6

CONTRACTOR FURNISHED ITEMS AND SERVICES

6. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

- 6.1. General: The Contractor shall acquire materials per the instructions listed in each individual Task Orders.
 - 6.1.1. Each individual Task Order will define contractor obtained or provided material, equipment, hardware, software, and facilities. Only material, property, equipment, or facilities necessary to perform services required in the individual Task Orders shall be obtained or leased. The Contractor shall ensure applicable purchasing requirements follow DoD and local policy. The Contractor shall maintain software per the licensing agreement or until delivery to the Government occurs or until the Government directed disposal concludes. Unless directed otherwise, any purchased material shall become the property of the Government upon completion of the individual Task Order.
 - 6.1.2. Each individual Task Order will specify all leased equipment, property, or other material that is obtained by the Contractor to support a contract Task Order.
- 6.2. Contractor Acquired Property (CAP) and Services: The Contractor shall obtain Government approval for any CAP and Services not specified in the Task Order.

Section 7

GOVERNMENT OBSERVATION

7. **GOVERNMENT OBSERVATION:** The Government will evaluate the Contractor's performance and compliance, IAW each individual Task Order, using:
 - 7.1. ACES MAC contract and attached clauses.
 - 7.2. Government surveillance techniques.
 - 7.3. Each individual Task Order PWS, primarily QASP and Performance Standards.
 - 7.4. Government publications (or portions thereof) listed in each individual Task Order PWS.
 - 7.5. Contractor approved and implemented Regulations and Operating Instructions (OI).
 - 7.6. Contractor QMS Plan used to integrate the two key quality functions* of Quality Control (*Inspections and Follow-Up), and the two key quality functions* of Quality Assurance (*Analysis and Corrective Actions).

Section 8

AIRFIELD MANAGEMENT (AM)

8. **AIRFIELD MANAGEMENT (AM):** The Contractor shall subcontract AM requirements to small business. The Contractor shall ensure safe, effective, and efficient airfield operations by maintaining situational awareness of airfield activities and proficiency in the use of AM related equipment. Per each individual Task Order, the Contractor shall perform AM services IAW AFI 13-204 Volume 2 *Airfield Operations Standardization and Evaluations*, AFI 13-204 Volume 3 *Airfield Operations Procedures and Programs* that include, but are not limited to:
- 8.1. Opening and closing the primary and alternate airfield locations.
 - 8.2. Conduct airfield checks on runways, taxiways and any other required AM tasks prior to opening the airfield.
 - 8.3. Conduct AM support activities in strict compliance with DoD, Air Force, and FAA standards mandating safety requirements for military air operations.
 - 8.4. Support Special Events and Contingencies (e.g., local airshows, Armed Forces Day, fly-ins exercises, flight checks).
 - 8.5. Manage and maintain facilities and equipment, Flight Planning Room, Airfield Driving Program, Vehicle Support, determining and reporting Runway Surface Condition (RSC), Airfield Restrictions and closure procedures, and training requirements.
 - 8.6. Coordinate with airfield support agencies such as civil engineering, safety, maintenance, transportation, command and control, air traffic control and emergency response agencies to support aircraft operations and correct deficiencies on the airfield.
 - 8.7. Coordinate and maintain aircraft parking plans for compliance with planning and design criteria.
 - 8.8. Perform Bird Aircraft Strike Hazard (BASH)/Wildlife responses, RSC determinations, Notice To Airmen (NOTAM) determination, review of events logs, serving on boards and other airfield-related forums, and briefing AM Services as required.
 - 8.9. Perform self-assessment IAW AFI 13-204 Volume 2, AFI 13-204 Volume 3, and AFI 90-201 *The Air Force Inspection System* IAW each individual Task Order.
 - 8.10. Provide all vehicles needed for performance of AM Services IAW each individual Task Order PWS, such as those required for: airfield inspections, emergency response, aircraft mishaps, runway surface condition checks, airfield construction, BASH/Wildlife Response, aircrew support related situations and transit to alternate location in support of the monthly inspections, construction projects, and any required emergency response.
 - 8.11. Establish a comprehensive training program and perform training activities to ensure qualification, proficiency and recurring training requirements IAW AFI 13-204.

Section 9

AIRCREW FLIGHT EQUIPMENT (AFE)

- 9. AIRCREW FLIGHT EQUIPMENT MANAGEMENT (AFE):** The Contractor shall subcontract AFE requirements to small business. The Contractor shall ensure all AFE personnel comply with all applicable guidance required for repairs, inspections, and documentation. The Contractor shall ensure the quality of service and workmanship is completed to meet the mission requirements. The Contractor shall perform AFE management and services IAW AFI 11-301 Volume 1 *Aircrew Flight Equipment (AFE) Program*, per each individual Task Order that include, but are not limited to:
- 9.1. Provide testing, troubleshooting, inspections, cleaning, local-manufacturing and repair of all life sustaining equipment, examples of which include but are not limited to: helmets, oxygen masks, Emergency Escape Breathing Devices (EEBD), Emergency Passenger Oxygen System (EPOS), parachutes, survival kits, life preservers, life rafts, harnesses, and anti-g suits) IAW technical data listed in each individual Task Order.
 - 9.2. Conducting effective aircrew continuation training to all assigned flight crew members, in support of flying operations.
 - 9.3. Fitting, inspecting, and repacking various types of AFE issued to assigned flight crew members.
 - 9.4. Sewing wings, name, rank and patches on aircrew flight clothing and NOMEX jackets.
 - 9.5. Responding to all AFE related aircraft malfunctions requiring immediate maintenance actions to ensure sortie success (Red-Ball).
 - 9.6. Issuing and maintaining minimum quantities of flight-gloves, alkaline batteries, alcohol wipes, skull caps, relief bags, motion sickness bags, and flashlights within the AFE section.
 - 9.7. Supporting non-recurring incentive flights by outfitting and properly issuing all passengers and incentive flyers appropriate flight clothing and AFE.
 - 9.8. Ensure all AFE activities and operations are conducted in strict compliance with DoD, Air Force, and MAJCOM directives listed in each individual Task Order.
 - 9.9. Establish a comprehensive training program and perform training activities to ensure qualification, proficiency and recurring training requirements IAW AFI 11-301 V1.

ATTACHMENT A

APPLICABLE PUBLICATIONS

ATTACHMENT A: APPLICABLE PUBLICATIONS

A.1. IAW each individual Task Order, the Contractor shall abide by all applicable regulations, publications, manuals, local policies and procedures. The Contractor may be required to use one or a combination of aircraft, aviation maintenance, industry standards or maintenance programs listed in the performance of each individual Task Order.

A.2. Access Air Force publications through approved military web site (www.e-publishing.af.mil). Any reference to a publication is meant to include both the basic, supplements or amendments.

A.3. Publications: Applicable publications are listed in Task Order attachments. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract and must be followed if the publication is listed as mandatory. Upon receipt of Supplements or amendments, the Contractor shall notify the CO in writing prior to implementing those changes. Additional requirements are listed in each individual Task Order.

<i>AFMAN 16-1405, Personnel Security Program Management</i>
<i>29 CFR 1910.22 Occupational Safety and Health Standards, Walking-Working Surfaces</i>
<i>AFI 10-220 Contractor's Ground and Flight Operations</i>
<i>AFI 10-701 Operations Security (OPSEC) Instructions</i>
<i>AFI 11-301 Volume 1 Aircrew Flight Equipment Program</i>
<i>AFI 13-204 Volume 2 Airfield Operations Standardization and Evaluations</i>
<i>AFI 13-204 Volume 3 Airfield Operations Procedures and Programs</i>
<i>AFI 16-1404 Air Force Information Security Program</i>
<i>AFI 16-1406 Air Force Industrial Security Program</i>
<i>AFI 21-101 Aircraft and Equipment Maintenance Management</i>
<i>AFI 33-322 Records Management</i>
<i>AFI 33-332, Air Force Privacy and Civil Liberties Program</i>
<i>AFI 33-364, Records Disposition—Procedures and Responsibilities</i>
<i>AFI 36-3026 Common Access Card (CAC).</i>
<i>AFI 90-201 The Air Force Inspection System</i>
<i>AFI 91-202 The US Air Force Mishap Prevention Program</i>
<i>AFI 91-204 Safety Investigation and Hazard Reporting</i>
<i>AFMAN 17-1302-O Communications Security (COMSEC) Operations</i>
<i>AFMAN 91-203 Air Force Occupational Safety, Fire and Health Standards</i>
<i>AFPD 16-14, Security Enterprise Governance</i>
<i>AFPD 90-8 Environment, Safety, and Occupational Health Management and Risk Management</i>
<i>AS 9110, Quality Management Systems – Requirements for Aviation Maintenance Organizations</i>

DCMA INST 8210.1C/AFI 10-220_IPContractor's Flight and Ground Operations
DoD 4160.21-M Defense Materiel Disposition: Disposal Guidance and Procedures
DoD 5220.22-M National Industrial Security Program Operating Manual
DoDM 5220.22, Volume 2 National Industrial Security Program: Industrial Security Procedures for Government Activities
DoDIO-2000.16V1_AFI 10-245-O Antiterrorism (AT) Program Implementation
DoDD 4715.1E Environment, Safety, and Occupational Health (ESOH)
DoDM 4500.36, Acquisition, Management, And Use Of DoD Non-Tactical Vehicles
DoDM 5200.01 Volumes 1, 2, 3 and 4 DoD Information Security Program
DoDM 5200.02 Procedures For The DoD Personnel Security Program (PSP)
DoDM 5400.7_AFMAN 33-302 DoD Freedom of Information Act Program
DoDMAN5200.02_AFMAN16-1405 Air Force Personnel Security Program Management
FAR 42.5 Post Award Orientation
FAR 52.204-9 Personal Identity Verification of Contractor Personnel
FAR 52.245.1 Government Property
Joint Travel Regulation (JTR)
OSHA Public Law 91-596, Occupational Safety and Health Act of 1970
OSHA Standard 29 CFR 1910 Occupational Safety and Health Standards, National Electrical Code, National Fire Codes
Technical Order (TO) TO 00-20-1 Technical Manual: Aerospace Equipment Maintenance Inspection, Documentation, Policies, and Procedures

ATTACHMENT B

DEFINITIONS

ATTACHMENT B: DEFINITIONS:

AIRCRAFT. The two main types of aircraft categories are manned or unmanned fixed/swing aircraft and rotary-wing aircraft. An airplane is the most recognizable fixed-wing aircraft that is powered by propellers or jet engines. Helicopters are aircraft whose flight is made possible by rotors (rotary-wings) on top of the vessel.

AEROSPACE GROUND EQUIPMENT. Consists of both powered electrical, hydraulic cooling air, and non-powered equipment, i.e., stands, oil carts, landing gear jacks, support equipment used to support aircraft and non-aircraft weapons systems.

AIRCRAFT MAINTENANCE. The function of retaining material in or restoring it to a serviceable or airworthiness condition. Aircraft maintenance includes servicing, repair, modification, modernization, overhaul, rebuild, test (verification), reclamation, inspection, and condition determination of an aircraft or aircraft component. Aircraft maintenance may also include ensuring compliance with Technical Directives, Airworthiness Directives or Service Bulletins.

AIRCREW. Personnel that either operate the aircraft or serve the passengers and provide minor aircraft maintenance while airborne or on the ground.

AIRWORTHINESS. The property of a particular air system configuration to safely attain, sustain, and terminate flight IAW the approved usage and limits.

ASSOCIATE CONTRACTOR AGREEMENT (ACA). An agreement between contractors working on government contract projects that specify requirements for them to share information, data, technical knowledge, expertise, or resources.

AVIATION PLATFORM. An aviation end item that can be used directly to carry out an assigned mission such as various Mission Design Series (MDS) aircraft.

CRASH DAMAGED OR DISABLED AIRCRAFT RECOVERY (CDDAR). The capability to respond to an incident and recover assigned host, tenant, and transient aircraft consistent with the following considerations: (1) urgency to open the runway for operational use; (2) prevention of secondary damage to the aircraft; and (3) preservation of evidence for mishap or accident investigations.

CONTRACTOR ACQUIRED PROPERTY (CAP). Property acquired by a contractor on behalf of the Government for use in the performance of a contract, and to which the Government has title. CAP that is subsequently delivered and accepted by the Government for use on the same or another contract is considered GFP.

CONTRACTING OFFICER REPRESENTATIVE (COR). An individual who is designated and authorized in writing by the CO to perform specific technical or administrative functions on contracts or orders. COR encompasses any individual (military or civilian) that performs

technical or administrative functions on contracts regardless of the term used to describe their position, specialty or assignment (e.g., alternate CORs, assistant CORs, Task Orders monitors or managers, performance assessment monitors, etc.). A COR is not authorized to direct contractor performance, obligate the Government, or further delegate any responsibility.

CONTRACTED MAINTENANCE. Maintenance performed by a contractor that includes Organizational (O) and Intermediate (I) level maintenance as well as maintenance support activities per DoD, Air Force, MAJCOM or FAA directives within the CONUS, Alaska, and Hawaii.

DIRECT PARTS AND MATERIAL. Parts or materials such as sweeping compounds and equipment, normal washroom supplies, lighting supplies and fixtures, utilities, bits, files, masking tape, government forms and other similar support.

FIELD LEVEL MAINTENANCE. Field-level maintenance consists of two levels, Organizational (O-level) and Intermediate (I-level).

FOREIGN OBJECT DAMAGE. Any damage to an aircraft, engine, aircraft system, component, tire, munitions, or support equipment caused by a foreign object(s) (FO) which may or may not degrade the required safety and/or operational characteristics of the aforementioned items.

GOVERNMENT FLIGHT REPRESENTATIVE (GFR) (Aircraft Flight and Ground Operations): A rated US military officer, or government civilian in an aviation position, to whom the approving authority has delegated responsibility for approval of contractor flights, procedures, crewmembers, and ensuring contractor compliance with applicable provisions of DCMA INST 8210.1C/AFI 10-220_IP/NAVAIR INST 3710.1G/AR 95-20/COMDTINST M13020.3A *Contractor Flight and Ground Operations*.

GOVERNMENT FURNISHED PROPERTY (GFP). Property in the possession of, or directly acquired by, the Government and subsequently furnished to the Contractor (includes subcontractors and alternate locations) for performance of the contract. Categories of GFP include government-furnished equipment and government-furnished material.

GROUND GOVERNMENT FLIGHT REPRESENTATIVE (GGFR). A US military aircraft maintenance officer or noncommissioned officer (Grade E-7 or above), or government civilian equivalent, to whom the approving authority has delegated responsibility for approval of procedures related to aircraft ground operations. The GGFR ensures contractor compliance with applicable provisions of "" instructions: DCMA INST 8210.1C/AFI 10-220_IP/NAVAIR INST 3710.1G/AR 95-20/COMDTINST M13020.3A *Contractor Flight and Ground Operations*. The approving authority may appoint an alternate.

HANGAR QUEEN. A unit-possessed aircraft that has not flown for at least 30 calendar days. Hangar Queen aircraft are further defined by the following three categories:

- Category 1: Aircraft that have not flown for 30 to 59 calendar days.
- Category 2: Aircraft that have not flown for 60 to 89 calendar days.
- Category 3: Aircraft that have not flown for 90 or more calendar days.

INTERMEDIATE LEVEL (I-Level) MAINTENANCE. Maintenance that is the responsibility of and performed by designated maintenance activities for direct support of using organizations. Samples include calibration, repair, or replacement of damaged or unserviceable parts, components, or assemblies; the emergency manufacture of non-available parts; and providing technical assistance to using organizations.

MAJOR ALTERATION. An alteration not listed in the aircraft, aircraft engine, or propeller specifications; (1) that might appreciably affect weight, balance, structural strength, performance, powerplant (engine) operation, flight characteristics, or other qualities affecting airworthiness; or (2) that is not done according to accepted practices or cannot be done by elementary operations.

MAJOR REPAIR. A repair; (1) that, if improperly done, might appreciably affect weight, balance, structural strength, performance, powerplant operation, flight characteristics, or other qualities affecting airworthiness; or (2) that is not done according to accepted practices or cannot be done by elementary operations.

METRICS. Critical tools to be used by maintenance managers to gauge an organization's effectiveness and efficiency. Metrics are formulas that an organization uses during the execution of a service contract to identify positive or negative contractor performance, schedule, and cost trends.

MINIMUM TEAM COMPLIMENT. The MTC is the minimum amount of fully trained, qualified, certified, and licensed Direct and In-Direct staffing, as proposed by the Contractor, to meet the baseline flying level and all requirements established by the Government in each individual Task Order PWS.

MINOR ALTERATION. An alteration other than a major alteration.

MINOR REPAIR. A repair other than a major repair.

MODIFICATION. The physical alteration of an end item or component to change its designed capability or characteristics. Includes incorporating Technical Directives (TD), Service Bulletins (SB), or approved Engineering Change Proposals (ECP). Any post production alteration of a permanent nature done to an end item, component, assembly or support equipment.

ORGANIZATION. A government element to which the Contractor is assigned to perform the contractual requirements.

ORGANIZATIONAL LEVEL (O-Level) MAINTENANCE. Maintenance that is the responsibility of and performed by a using organization on its assigned equipment. Samples include: inspecting, servicing, lubricating, and adjusting, as well as the replacing of parts, minor assemblies, and subassemblies.

QUALITY MANAGEMENT SYSTEM (QMS). In order to meet the Government's quality requirements, a contractor's QMS should be robust enough and resourced adequately to execute four key quality functions: 1) Detection of quality program problems and defects; 2) Identification of root causes for quality related problems/defects; 3) Correction of root causes related to detected problems/defects; and, 4) Follow-up to ensure quality related

problems/defects do not recur. Furthermore, a mature QMS requires the Contractor be the proactive party on quality issues. The goal is to obtain performance reflective of continuous improvement and risk management, with no reliance on COR's surveillance to detect problems/defects, determine root causes, or ensure quality related problems/defects do not recur.

RELATED SYSTEMS AND SERVICES. Aircraft related systems may be standalone or a combination of parts or support equipment that may be mounted (or not mounted) on vehicles or vessels and operated by Government entities in support of airborne warfare, antisubmarine warfare, assault, tactical, unmanned aviation, strike weapons, adversary, Joint Services, and training missions. Aircraft related systems include commercial and non-commercial systems. Related services may be a combination of support activities necessary to operate, maintain, and sustain aircraft related systems.

SERVICEABLE. The condition of an end item in which all requirements for repair, bench check, overhaul, or modification (as applicable) have been accomplished making it capable of performing the function or requirements for which originally designed. The fact that signs of previous use are apparent does not necessarily mean it is unserviceable. When appearance is not a primary consideration, and the condition of the item meets all safety and performance requirements, it will be processed as serviceable.

ATTACHMENT C

ACRONYMS

ATTACHMENT C: ACRONYMS

ACRONYM	TITLE
ACA	Associate Contractor Agreement
ACES	Aircraft Maintenance Enterprise Solution
ACO	Administrative Contracting Officer
AETC	Air Education and Training Command
AFMAN	Air Force Manual
AFI	Air Force Instruction
AFE	Aircrew Flight Equipment
AFOSH	Air Force Occupational Safety and Health
AGE	Aerospace Ground Equipment
AIS	Automated Information Systems
AM	Airfield Management
AT	Antiterrorism
BASH	Bird Aircraft Strike Hazard
CAC	Common Access Card
CAP	Contractor Acquired Property
CBA	Collective Bargaining Agreement
CDRL	Contract Data Requirements List
CCI	Controlled Classified Information
CFR	Code of Federal Regulations
CLIN	Contract Line Item Number
CDDAR	Crash Damaged or Disabled Aircraft Recovery
CMR	Contractor Management Reporting
CMRA	Contractor Manpower Reporting Application
CONUS	Continental United States
COMSEC	Communication Security
COR	Contracting Officer Representative
CPAR	Contractor's Performance Assessment Report
DCMA	Defense Contract Management Agency
DCMA INST	Defense Contract Management Agency Instruction
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense

ACRONYM	TITLE
DoDI	Department of Defense Instruction
DoDM	Department of Defense Manual
DoL	Department of Labor
DPC	Defense Pricing and Contracting
EPA	Environmental Protection Agency
E-QIP	Electronic Questionnaires for Investigation Processing
ESOH	Environment, Safety, and Occupational Health
FAA	Federal Aviation Administration
FAR	Federal Acquisition Regulation
FOD	Foreign Object Damage
FOP	Flight Operating Procedures
FOUO	For Official Use Only
FP	Force Protection Plan
GFI	Government Furnished Information
GFP	Government Furnished Property
GFR	Government Flight Representative
GGFR	Ground Government Flight Representative
GOCO	Government Owned Contractor Operated
GOP	Ground Operating Procedures
HRH	Hand Receipt Holders
IAW	In Accordance With
I-Level	Intermediate Level
INST	Instruction
JBSA	Joint Base San Antonio
JTR	Joint Travel Regulation
LOI	Local Operating Instructions
MAJCOM	Major Command
MAC	Multiple Award Contract
MDS	Mission Design Series
MICT	Management Internal Control Toolset
MIS	Maintenance Information System
MOC	Maintenance Operations Center
MRT	Maintenance Recovery Team
MTC	Minimum Team Complement
NOTAM	Notice To Airmen
NSA	National Security Agency

ACRONYM	TITLE
OL	Operating Location
O-Level	Organizational level
OPM	Office of Personnel Management
OPSEC	Operations Security
OSHA	Occupational Safety and Health Act
OTI	One Time Inspections
PCO	Procuring Contracting Officer
PII	Personally Identifiable Information
PoP	Period of Performance
PPE	Personal Protective Equipment
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
QMS	Quality Management System
RPA	Remotely Piloted Aircraft
RSC	Runway Surface Condition
SAC	Self-Assessment Checklists
SBPCD	Small Business Participation Commitment Document
SOP	Standard Operating Procedures
SPM	Site Program Manager
TA	Transient Alert
TCI	Time Change Items
TCTO	Time Compliance Technical Order
TDY	Temporary Duty
TO	Technical Orders
US	United States