

**ATTACHMENT 4**  
**STATEMENT OF WORK (SOW)**  
**SUSTAINMENT ENGINEERING SERVICES**

**1.0 BACKGROUND**

The United States Coast Guard (USCG) operates a fleet of HC-144 aircraft manufactured by Airbus Military. These aircraft are operated differently from those in general aviation. The USCG missions require frequent operation within salt-laden environments and conditions which accelerate the corrosive attack on the airframe structures and components of the HC-144 aircraft. Inspection of these aircraft in accordance with the Original Equipment Manufacturers (OEM) periodic requirements historically reveals corrosion damage and operational wear and tear associated with aging aircraft, which is often outside the scope of OEM published repair limits and specifications. The Sustaining Engineering Services are necessary for the continued support of the HC-144 aircraft structures and components assuring the missions and operational readiness of the USCG fleet of HC-144 aircraft.

**2.0 SCOPE**

This SOW describes the engineering services necessary to support the airframe structures, systems and components used on the USCG HC-144 aircraft. Engineering services will be requested by placing task orders in accordance with (IAW) the terms of the contract. Such task orders may be issued at any time during the period of performance of the contract provided that any task order issued shall be completed within the period specified in the order. These services may be performed at any facility, plant, or any division of the parent company. These services may also be performed at USCG units throughout the United States, Puerto Rico, or any remote deployment sites throughout the world.

**3.0 OBJECTIVES**

3.1 To obtain engineering services and documentation necessary to support and maintain, in airworthy condition, the airframe structures, systems and components used on the USCG HC-144 aircraft. These services include, but are not limited to, the following objectives:

- 3.1.1 Enable the USCG to efficiently operate the HC-144 aircraft by resolving technical questions of structural health and problems associated with structural engineering, repair of HC-144 structures and airframe systems.
- 3.1.2 Enable the USCG to optimize the utilization of airframe structures and components through inspection, evaluation and repair of those assets to serviceable and airworthy condition.
- 3.1.3 Enable the USCG to conduct preliminary engineering investigations to develop engineering change proposals for HC-144 aircraft structural configuration changes and aircraft modifications.
- 3.1.4 Enable the USCG to provide technical management and control in the administration of all types of technical efforts, which includes engineering advice and assistance to USCG approved repair facilities and product support personnel in conducting and evaluating specialized test data with regard to the HC-144 aircraft structures.

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- 3.1.5 Enable support to the USCG for the management of Routine, Urgent, and Aircraft on Ground (AoG) aircraft damage evaluation, repair plan development, and implementation.
- 3.1.6 Enable support to the USCG for field service requirements including aircraft damage evaluation, investigation, inspections (including Nondestructive testing), and repair services as required to sustain HC-144 aircraft operations.
- 3.1.7 Enable USCG access to all formal technical and service related bulletins applicable to the USCG CG01 variant of the CN-235-300. This includes but is not limited to all Service Bulletins, All Operators Transmissions, Flight Operations Briefing Notes, Operators Information Transmissions, Alert Service Bulletins, Service Information Letters, Airworthiness Directives, etc.
- 3.1.8 Enable the USCG to provide, administer, and document an active exchange of ideas and information on structural corrosion evaluations, structural health monitoring, various improvements, and maintenance topics between contractor personnel and USCG technical personnel from the Aviation Logistics Center (ALC), USCG Headquarters, and HC-144 Field Units in the form of:

HC-144 Technical Interchange Meetings and HC-144 Logistic Support Meetings.  
Meetings may include but are not limited to the following topics:

- Major Corrosion Inspection (MCI) Program.
- Aircraft Structural Integrity Program (ASIP).
- USCG Maintenance Management Issues.
- Aircraft modifications.
- Aging Aircraft Maintenance and Corrosion Control Programs.
- Logistical requirements, issues for parts procurements, interchangeability and parts substitution.
- Include Reliability Centered Maintenance data of Airframe Components to include all operators of the CN-235 300.

These meetings will be planned on a semi-annual basis and executed via separate task orders.

#### **4.0 TECHNICAL ASSISTANCE REQUIREMENTS**

- 4.1 The USCG shall submit technical inquiries for evaluation using the USCG Engineering Data Request (EDR) form. Matters submitted on the EDR form are categorized as electrical, mechanical, structural, or in service/quality issue. The USCG additionally assigns priority to the EDR as Routine, Urgent, and Aircraft on Ground (AoG). These requests are managed and funded IAW the FSR SOW as defined in the FSR Scope of work.

- 4.1.1 The contractor shall acknowledge receipt of the EDR via email to the Technical Services Distribution list ([D05-DG-ALC-MRS-TechServices@uscg.mil](mailto:D05-DG-ALC-MRS-TechServices@uscg.mil)) in alignment with delivery schedules per Section 6.5.1 below.

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4.2 Specific requests for engineering services by the USCG, typically fall within the scope of one or more of the USCG's objectives above and will be delivered to the contractor via Task Order with specific detailed objectives, deliverables and Scope of Work. The services rendered under this section may include but are not limited to specific engineering analyses, field repair services, specific inspection procedure development or evaluation, detailed component or system failure investigation services, Non-destructive Inspection services, or key meeting requirements under section 3.1.7.

4.2.1 The Contractor will respond to specific requests for engineering services, by providing a proposal that satisfies the following criteria as required:

4.2.1.1 Performance Work Statement (appropriately detailed), identifying what and how the Contractor intends to satisfy the request, including progress, activity, and final reports as required. Technical discussions and dialog with technical personnel may be initiated as appropriate.

4.2.1.2 Cost Proposal (sufficiently detailed) including Travel, Per diem, Materials, labor categories and number of hours. (reference cost schedule categories and requirements)

4.2.1.3 Performance Measures and Metrics Plan, including monthly progress and activity reports (if required).

4.2.1.4 Identification of Key Personnel (if required).

4.2.1.5 Identification of Deliverables (as required).

4.2.1.5.1 Data Packages (if required).

4.2.1.5.2 Plans or proposals (if required).

4.2.1.5.3 Reports, certifications, and other documentation (as required).

4.2.2 The USCG will evaluate the Contractor's proposals for specific task orders as follows:

4.2.2.1 Evaluation – Technical discussions and dialog with technical personnel may be initiated as appropriate.

4.2.2.1.1 Technical merit or applicability of the Performance Work Statement as a solution.

4.2.2.1.2 Cost/Price as fair and reasonable,

4.2.2.1.3 Performance Measures and Metrics (if required).

4.2.2.1.4 Deliverables (as required).

4.2.2.2 Acceptance - Issuance of a task order by the Contracting Officer.

4.2.2.3 Rejection - The request for services will be withdrawn or cancelled.

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**5.0 INSPECTION AND ACCEPTANCE**

5.1 Instructions for inspection and acceptance of services performed under this contract shall be specified on individual orders.

**6.0 DELIVERIES AND PERFORMANCE**

6.1 Period of Performance: The term of this contract shall be from date of award for one calendar year, with four (4) one-year ordering periods not to exceed 5 years from award date.

6.2 Place of Performance for CLINs 0001, 0006, 1001, 1006, 2001, 2006, 3001, 3006, 4001, and 4006 under this contract shall be specified in the SOW for each task order and may include any of the Airbus facilities or USCG units throughout the United States, Puerto Rico, or remote deployment sites throughout the world.

6.3 Delivery Schedule for engineering/support requests established per section 4.2: The contractor's technical and cost proposals shall be submitted to the USCG within ten (10) calendar days after receipt of the Statement of Work via email and shall include all requirements per section 9.4.1.

6.3.1 Delivery times for CLINs 0001, 0006, 1001, 1006, 2001, 2006, 3001, 3006, 4001, and 4006 will be stated in the SOW for each individual task orders.

6.4 Response time for Sustaining Engineering Services which are required immediately (typically for AoG situations): When sustaining engineering services are required immediately, the contractor shall have an initial response team (consisting of 1 or more persons) on site within 48 hours after notification by the Contracting Officer.

6.4.1 The contractor shall provide the Contracting Officer a not to exceed estimate for the cost of initial evaluation services within the 48hrs.

6.4.2 If the Contractor is unable to meet the initial response schedule, the Contracting Officer shall be contacted within 24 hours after notification to negotiate an alternate schedule.

6.4.3 Follow-on personnel requirements, cost estimates, and delivery schedules shall be coordinated with the contracting officer and in alignment with section 9.4.2.

6.4.4 If the work site is located outside of the 48 contiguous United States, the arrival times of the team shall be negotiated with the Contracting Officer.

6.5 Technical inquiries submitted via section 4.1 above are included within the services of CLIN 0002, 1002, 2002, 3002, and 4002, and shall adhere to the following schedules.

6.5.1 The FSR shall notify the USCG of an anticipated schedule timeline for each EDR within one (1) business day of receipt for ROUTINE and Urgent EDRs and within twenty-four (24) hours for AoG EDR inquiries. The purpose of this initial response is to acknowledge receipt and establish expectations as to the anticipated delivery schedule for

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each effort. The following timelines are established as the final delivery objectives for each category:

6.5.1.1 Final resolution is defined as follows:

6.5.1.1.1 For all damage repairs: receipt of a signed Repair Plan, Repair Design Approval Sheet (RDAS), and Repair Technical Approval Sheet (RTAS) as per the Airbus Design Assurance System,

6.5.1.1.2 For all other inquiries: receipt of technical response that is accepted by the USCG as sufficient to close the EDR inquiry.

6.5.1.2 Final resolution for ROUTINE inquiries shall be provided to the USCG within fourteen (14) calendar days of receipt of the initial EDR

6.5.1.3 Final resolution for URGENT inquiries shall be provided to the USCG within seven (7) calendar days of receipt of the initial EDR

6.5.1.4 Final resolution for Fleet AoG inquiries shall be provided to the USCG within seventy-two (72) hours (including weekends/holidays) of receipt of the initial EDR.

6.5.1.5 If at any point, it becomes evident that these objective delivery timelines cannot be met, the FSR shall communicate the delays, and provide an updated expected delivery schedule at that time.

6.5.2 It is understood that in some cases, the effort associated with EDR resolution may reach a threshold requiring a specific SOW development in alignment with sections 4.2 and 6.3. This threshold is established as those efforts requiring greater than 30 hours of Engineering effort.

6.5.2.1 To the greatest extent possible, when responding to the initial EDR submission, the contractor shall notify the USCG if it is expected that the effort will exceed this threshold.

6.5.2.2 If in the course of work on an EDR it becomes clear that the threshold will be exceeded, the FSR shall notify the USCG as soon as possible.

6.5.2.3 In these cases the FSR, USCG contracting and USCG engineering personnel will coordinate to establish appropriate SOW for task order assignment. In this case the EDR process reverts to funding and scheduling per sections 6.3 or 6.4 above as applicable.

6.6 Provide for the requirements, services and deliverables as delineated in the Field Service Representative SOW of this contract.

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6.7 An original of the monthly progress reports (CLINs 0007, 1007, 2007, 3007, 4007) shall be delivered to the Contracting Officer on or before the 15<sup>th</sup> of each month following the month being reported. Reports shall commence after contract award and continue for the life of the contract.

**7.0 CONTRACT ADMINISTRATIVE DATA**

**ADDRESS FOR CORRESPONDENCE:**

All correspondence, except as otherwise specified, shall be directed to the following address:

USCG, Aviation Logistics Center  
Attn: MRS Contracting Section  
Heavy Maintenance Facility #2  
1060 Consolidated Road  
Elizabeth City, NC 27909-5001

Contract No. \_\_\_\_\_  
(Assigned at time of award)

**8.0 SPECIAL CONTRACT REQUIREMENTS**

8.1 Travel as required for specific requests for engineering services. Note this section does not apply to the FSR. Travel for the FSR is covered specifically in FSR portion of this contract.

8.1.1 Necessity for travel will be determined by the Contracting Officer in conjunction with the Contracting Officer's Representative (COR), as required per individual task orders generated under sections 4.2 and in alignment with section 6.

8.1.2 All travel, lodging, meals, car rental and incidental expenses incurred by the contractor shall be reimbursed based on actual costs in accordance with FAR 31.205-46, Travel Costs and the Joint Travel Regulations. Actual paid receipts shall support commercial transportation and other travel expenses itemized for each individual traveler.

8.1.3 The Contracting Officer may direct the utilization of USCG aircraft for travel, as appropriate, to any location including remote deployment sites, where commercial air travel is not appropriate, available, or timely.

8.2 Wage Determination - Department of Labor Wage Determinations Nos. 2005-2009 (Rev 16) and 2005-2543 (Rev 14) or current revisions applicable to this solicitation and the appropriate Wage Determination relating to the contract location is available at <http://www.wdol.gov/wdol.gov>. Current Revisions will be included at contract award.

8.3 Coast Guard Regulations: In the event services will be performed on Government property, the Contractor and all employees shall obey applicable USCG Regulations, including fire prevention. The RAPID ID system is utilized to vet all government issued form of ID, therefore any negative returns in the system may result in entry denial and/or detention for LEO. It shall be the

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responsibility of the Contractor to familiarize all of their employees with the USCG regulations such as speed limits, parking regulations, pandemic requirements etc., in force during the contract term.

**8.4 Placement of Task Orders:**

8.4.1 When routine sustaining engineering services are required under the Technical Assistance Requirements of section 4.2 above, Task orders will be placed with the Contractor utilizing the following procedures:

8.4.1.1 A statement of work will be forwarded to the Contractor who must reply with a technical and price proposal including incidental materials and number of hours for each labor category listed in the schedule to accomplish the task within ten (10) calendar days per section 6.3.

8.4.1.2 The Contractor's proposal shall include delivery schedule, estimated travel, per diem costs, and any other pertinent information.

8.4.1.3 After evaluation of the technical/price proposal by the USCG, a decision will be made whether to negotiate and issue a task order.

8.4.1.4 The Contractor is advised that the USCG is under no obligation to procure any of the tasks identified under this contract.

8.4.2 When sustaining engineering services are required immediately under the Technical Assistance Requirements of section 4.2, orders will be placed with the Contractor utilizing the following procedures:

8.4.2.1 After notification by HC-144 Engineering, the Contracting Officer shall notify the contractor via telephone to proceed.

8.4.2.2 The contract shall provide the Contracting Officer with a NTE and shall have personnel in place to render immediate evaluation services within the delivery requirements delineated in section 6.4.

8.4.2.3 Verbal notification will be followed by a written confirmation order, which will include the negotiated NTE price. Should it become evident that the NTE price will be exceeded, it is the Contractors responsibility to renegotiate the price prior to incurring cost above the NTE amount.

8.4.2.4 Following the initial evaluation, or as soon as practical, the Contractor shall submit the full extent of the effort necessary to support the full resolution of the Technical Assistance Requirements. This shall include delivery schedule, estimated travel, per diem costs, and any other pertinent information.

8.4.3 NOT TO EXCEED (NTE) - The NTE price for all time and material services, reimbursable travel and reimbursable materials to be performed under task orders will be

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established by the Contracting Officer in writing at the time of award of each task order, or verbally when services are rendered per sections 4.3 and 6.4. The Contractor shall notify the Contracting Officer when costs reach 85% of the NTE price and provide information as to whether funding is sufficient to complete the task. If the Contractor does not believe the effort can be completed within the NTE price, a revised estimated total cost shall be provided with this notification, prior to incurring cost beyond the negotiated NTE.

8.4.3.1 The Contractor must obtain the Contracting Officer's written approval prior to exceeding established NTE prices. The Contractor shall not accept any task order(s) when the established NTE for the proposed task order plus the aggregate cost of all previous task orders and other services under the contract exceeds the established contract NTE price of \$\_\_\_\_\_ (TO BE DETERMINED AT CONTRACT AWARD).

8.5 Commencement of Work: The Contractor, shall have all of the necessary tools/equipment and qualified personnel ready to perform all work listed in the SOW. Personnel in the various categories and to the extent set forth in each order at the time specified times and places designated in each order. All work shall be performed utilizing those personnel qualified to perform the work and having the lowest rate of cost to the government.

8.6 Materials :Materials invoiced under this contract shall be limited to incidental materials used during the course of the task order. In the event parts are required for services under this contract, the contractor shall submit a proposal for the parts that include: nomenclature, part numbers, cost and quantity of part(s) and any markups applied. If requested by the government, the Contractor shall provide backup documentation to support the cost of the parts such as invoices or catalogs. Transportation charges over \$100.00 for parts must be supported by a copy of the actual freight bill. Rental charges for material/equipment used during performance of a task order issued under this contract must also be supported by a copy of the actual receipt.

Materials furnished by the Contractor in the performance of services shall include but is not limited to the monthly and/or final progress reports on each task order.

Monthly and/or final progress reports shall be delivered to the Contracting Office on the 15<sup>th</sup> day of each month for each delivery order during the life of the contract.

Time and place of delivery for materials or performance of services under this contract shall be designated in each task order issued against this contract.

8.7 Computer Time: Any work requested by the USCG that requires EADS-CASA computer time shall be included in the proposal for that work (i.e. research, reports, etc.)

8.8 Rights in Data: It is anticipated that performance of this contract will require some developmental work. Data first procured in the performance of this contract shall be subject to unlimited rights as defined in the Rights in Data-General, FAR 52.227-14 Clause, Rights in Data-General, of this contract. Such data procured in support of Coast Guard requirements shall be prepared and



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submitted in accordance with Airbus Standard which meets current type certificated approval. The Airbus standard is in agreement with the U.S. Federal Aviation Administration (FAA), Spanish Ministry of Defense National Institute for Aerospace Technology (INTA) and Spanish General Directorate of Civil Aviation (DGAC). Engineering drawings and associated lists shall be acquired as Repair and Modification drawings. In the event, the USCG requires Airbus's Production Drawings, these drawings will be acquired for use in accordance with parameters contained in the task order as agreed to by the USCG and Airbus. These production drawings shall not be subject to the Rights in Data General, FAR 52.227-14.

8.9 Additional Labor Classification Rates: In the event a labor classification not included in the contract is required to accomplish the statement of work task, the contractor shall propose the new labor classification and hourly rate. If the rate is determined to be "Fair and Reasonable" the contract will be modified to include the new labor classification.

8.9.1 GFE may be issued by the government or requested by the contractor if specialized or limited equipment owned by the government would reduce hardships encountered by the contractor or if the government directs use of same. The contracting officer shall authorize any such issuance of GFE prior to its release.

8.9.2 Personal Protective Equipment (PPE): The contractor shall provide all PPE for their employees or subcontractors for all task orders placed against this contract.