



Annex 7

Transient Aircraft Servicing (TAS)

Statement of Work (SOW)

for

INTEGRATED LOGISTIC SUPPORT (ILS)

KANDAHAR AIRFIELD (KAF)
AIRFIELD OF DEBARKATION (APOD)



AMENDMENT RECORD

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1. Scope

- 1.1. This Annex defines the services to be provided by the Contractor for the functions and activities of Transient Aircraft Servicing (TAS).
- 1.2. For the purpose of this Statement of Work, Transient Aircraft are defined as any aircraft passing through KAF that is not supported by a national element at KAF. TAS shall provide support all Transient Aircraft as requested.
- 1.3. This Annex is applicable to all NATO owned / operated and NATO-funded and contractor-provided / operated activities and services required to support TAS at KAF.
- 1.4. These TAS services / activities are required to cover the current and future configuration of KAF. The Contractor shall provide and sustain such specific services as prescribed within this schedule of requirements in order to maintain, to an acceptable standard, such services to all NATO and International Partner Forces operating transient aircraft at KAF.

2. Applicable Documents

- 2.1. In addition to guidance in the SOW Main Body, the Contractor shall provide services in accordance with applicable and relevant direction found in:
 - 2.1.1. International Civil Aviation Organisation (ICAO) standards to include, but not limited to:
 - 2.1.1.1. Airport Services Manual (Group 174 Doc 9137) Annex 2 Chapter 5 "Marshalling Instructions"
 - 2.1.1.2. Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods (Group 193 Doc 9481).
 - 2.1.2. IATA-DGR: International Air Transport Association - Dangerous Goods Regulations.
 - 2.1.3. STANAG 3113: Provision of Support to Visiting Personnel, Aircraft and Vehicles.
 - 2.1.4. STANAG 3117: Aircraft Marshalling Signals.
 - 2.1.5. STANAG 3278: Aircraft Towing Attachments and Devices.
 - 2.1.6. STANAG 3345: Data/Forms for Planning Air Movements.
 - 2.1.7. STANAG 3400: Restraint of Cargo in Fixed Wing Aircraft.
 - 2.1.8. STANAG 3430: Responsibilities for Aircraft Cross Servicing

- 2.1.9. STANAG 3465: Safety, Emergency and Signaling Procedures for Military Air Movement - Fixed Wing Aircraft.
- 2.1.10. STANAG 3632: Aircraft Ground Support Equipment (GSE) Electrical Connections for Static Grounding.
- 2.1.11. STANAG 3681: Criteria for Pressure Fuelling / Refueling of Aircraft.
- 2.1.12. STANAG 3682: Electrostatic Safety Connections Procedures for Aviation Fuel Handling during Aircraft Fuelling / Refueling.
- 2.1.13. STANAG 3698: Connections for Checking Aircraft Hydraulic Systems by Ground Appliances.
- 2.1.14. STANAG 3712: Airfield Rescue and Fire-Fighting Services Identification Categories.
- 2.1.15. STANAG 3771: Ground Security Measures Against Aircraft Sabotage / Hijacking.
- 2.1.16. STANAG 3781: Reconnaissance Cross-Servicing.
- 2.1.17. STANAG 3812: Responsibilities for ACS Ground Crew Training.
- 2.1.18. STANAG 3854: Policies and Procedures Governing the Air Transport of Dangerous Goods.
- 2.1.19. STANAG 3917: Air Conditioning Connection, Ground Connectors.
- 2.1.20. STANAG 4101: Towing Attachments.
- 2.1.21. STANAG 7009: Aircraft Electrical Hazards on the Flightline AEP-24 and AEP-24(A).
- 2.1.22. STANAG 7013: Aircraft Fuelling Hazard Zones.
- 2.1.23. STANAG 7028: Identical Aircraft for ACS.
- 2.1.24. STANAG 7073: Connections for Aircraft Electrical Services Power.
- 2.1.25. AASTP-02: Manual of NATO Safety Principles For The Transport Of Military Ammunition And Explosives.
- 2.1.26. ACO Motor Transport Management 55-1.
- 2.1.27. Transport Management Instruction (TMI) Supplements to ACO 55-1.
- 2.1.28. ACE Directive 60-80: Property Accounting and Control.

- 2.1.29. As applicable other HQ ISAF SOPs, RC(S) SOPs and COMKAF SOPs.
- 2.1.30. Applicable COMKAF Terms of Reference (TORs), and Work Instructions (WIs) developed locally to define daily CATO operational organization, structure, duties, and responsibilities.
- 2.2. IATA / ICAO standards have primacy for civilian aircraft where they exist. For military aircraft NATO STANAGS and National military standards shall have primacy. Where there is no readily identifiable general standard of competency for a specific task a standard will be established with local SOPs.
- 2.3. Contracted support shall conform to guidance in the above standards but is not limited to these directives.

3. Command and Control

- 3.1. As detailed in the SOW Main Body and, additionally, as identified within this Annex.
- 3.2. Overall Control Authority is delegated to the Military Commander of Kandahar Airfield (COMKAF).
- 3.3. NAMSA is the contracting authority and shall provide contract oversight and execution responsibility.
- 3.4. The Contractor is responsible to COMKAF, through NAMSA, for all operational aspects whilst providing TAS at KAF.
- 3.5. Daily operational control authority for execution of services resides with COMKAF CJ3 Chief of Air Operations reporting to the COMKAF Deputy Commander for Operations (DCOM OPS).

4. Planning Factors, Constraints

- 4.1. KAF is a multi-national operation with a NATO support staff. Airfield infrastructure and daily operational support is largely a NATO function. This contract supports the NATO element with the capability to assist Troop Contributing Nations (TCN) through troop movement and equipment support.
- 4.2. KAF (International Code allocation OAKN) is listed as an ICAO level CAT 9 International Airport with surge capability for ICAO level CAT 10 activities.
- 4.3. The airfield currently encompasses an area of approximately 16 square kilometres.
- 4.4. TAS operational support requirement focus on two geographical zones:

- 4.4.1. North Side of Runway – aircraft parking ramps of mixed aircraft type, industrial activities, hot pit refuelling, Forward Arming and Refuelling Point (FARP), Dangerous Aircraft Cargo (DAC) Area, and Helicopter Sling Load Area.
- 4.4.2. South Side of Runway – aircraft parking ramps of mixed aircraft type, industrial activities, residential blocks and some administrative areas.
- 4.4.3. Transit distance between the far end of each of these zones can exceed five kilometres and consume over thirty minutes in transit time.
- 4.4.4. A second taxiway/emergency runway with a 05/23 orientation is planned for completion in Jun 2010 on the North side of the airfield.
- 4.4.5. There is helicopter activity in the far north area beyond the Wadi. Any support request to this area would be exceptional and should not be planned for or account for in the support capability.
- 4.5. TAS provides crew support and aircraft handling services to inter-theatre airlift and connecting intra-theatre airlift support to strategic and tactical aircraft types. (See Para 4.13. for definitions)
- 4.6. Airfield operational activities include but are not limited to:
 - 4.6.1. Military Fixed Wing Fighter (Fast Jet), Bomber, Surveillance, Refuelling Aircraft.
 - 4.6.2. Military, Non-Governmental Organisation (NGO), and Civilian Fixed Wing Transport Aircraft (Personnel and Cargo).
 - 4.6.3. Military Unmanned Aerial Vehicles (UAV).
 - 4.6.4. Military, NGO and Civilian Rotary Wing Aircraft (helicopter).
 - 4.6.5. Ramp / Traffic Services.
- 4.7. TAS support may be required on any or all ramps, taxiways, etc. from which aircraft could operate.
- 4.8. KAF may serve as an emergency diversion airfield for all types of aircraft.
- 4.9. The Contractor shall establish support teams based on established international standards for organization and management of supervisors, team leaders, and technicians.
- 4.10. TAS does not require contractor personnel to make-safe or arm / dis-arm munitions-loaded aircraft although it does require personnel to perform other servicing on munitions-loaded aircraft.

4.11. Service requirements are measured by a Maximum Number of Aircraft of the Ground (MoG) within a specified timeframe that the Contractor shall be capable of supporting. Although actual MoG numbers may differ, the resource requirements (manpower, equipment, infrastructure and CIS) are to be based upon the current MoG supported as listed in the table below. Actual MoG, shift-schedules and handling activities can differ from the table and shall be tailored accordingly to meet operational requirements.

4.12. MoG support levels are defined into a number of Support Tiers.

- 4.12.1. Each Support Tier represents a contracted level of performance based on current known requirements.
- 4.12.2. Support Tiers establish minimum hourly support levels augmented by increased support for peak hours. Peak hours should not exceed 12 hours within a 24 hour period.
- 4.12.3. Changes in Support Tiers shall be coordinated with NAMSA, COMKAF Staff and the Contractor.
- 4.12.4. The Contractor must provide plans with timelines for implementing increases and / or decreases in Support Tiers.
- 4.12.5. Support Tier Table:

Transient Aircraft Servicing Levels				
Support Tier	Steady State Minimum Simultaneous Aircraft Servicing Required	Peak Period Minimum Simultaneous Aircraft Servicing Required	Number of Additional Task ¹ Requiring Support	Minimum Number of Aircraft Supported ² Within a 24 hour Period
1	2 x Strategic and 2 x Tactical	4 x Strategic and 4 x Tactical	3	60
2	2 x Strategic and 3 x Tactical	5 x Strategic and 5 x Tactical	4	80
3	3 x Strategic and 5 x Tactical	5 x Strategic and 8 x Tactical	6	100
4	4 x Strategic and 6 x Tactical	6 x Strategic and 8 x Tactical	8	120
5	5 x Strategic and 6 x Tactical	6 x Strategic and 9 x Tactical	10	140

Note 1: Additional task are defined as short-term activities such as an aircraft tow or 'Follow-Me' that is not an integral part of an aircraft recovery or launch cycle.

Note 2: The term supported refers to an aircraft whose servicing functions / requirements have been fully met and completed.

- 4.13. Aircraft type is loosely grouped into categories of tactical and strategic for defining support timing and requirements. For the purposes of this work statement aircraft are defined as follows:
- 4.13.1. Tactical – aircraft type such as C-160, C-130, AN-12, C-27, DC8, L-1011, Dash aircraft or equivalent.
 - 4.13.2. Strategic – aircraft type such as C-17, B-747, AN124, C-5 or equivalent aircraft.
- 4.14. The airfield may contain a total mix of aircraft exceeding 400 aircraft.
- 4.15. The Contractor shall be required to support surge operations to support emergency or operational necessity.
- 4.15.1. Surge support is defined as an airfield throughput exceeding paragraph 4.12. requirements.
 - 4.15.2. Surges shall not be sustained for any more than 14 peak days within 30 days without additional resources.
 - 4.15.3. The contractor shall identify surge support capabilities within formal plans. Planning shall include organic capability and identify thresholds for surge support requiring additional resources (equipment and personnel). Surge support plans shall define capabilities in regard to throughput, duration, limitations and considerations required.
 - 4.15.4. Surge support plans shall consider use of resources from other contracted operations. Effectively cross train personnel and identify personnel and resources available to support surge operations.
 - 4.15.5. Surge support operations shall only be activated with the explicit approval of NAMSA as coordinated with COMKAF.
 - 4.15.6. COMKAF and NAMSA shall coordinate surge requirements with the Contractor as far in advance as possible.
 - 4.15.7. The Contractor shall not increase personnel or equipment levels for the purpose of providing surge capability.
 - 4.15.8. Surge planning and support shall not replace or supplement transition to a higher tier level due to increased long term support requirements.

- 4.16. Establish a recall capability to recall personnel within 30 minutes to support exceptional circumstances.
- 4.17. The airfield support host nation commercial activities to include annual support for the Hajj Muslim Pilgrimage and other such events as requested.
- 4.18. The Contractor shall provide plans to support current operations and facilities with capability to expand into new facilities or support airfield activity growth.
- 4.19. Planning factors must also be considered and presented for eventual troop draw down and / or transfer to local nation.
- 4.20. The contractor shall not be required to leave the airfield physical compound as defined by fences, gates, and lines of demarcation.

5. Description of the Services Required

- 5.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 5.2. The Contractor shall:
 - 5.2.1. Provide servicing for all transient aircraft on all airfield operating services.
 - 5.2.2. Coordinate servicing requirements with the appropriate airfield agencies to include notification of Fire Crash Rescue Services as needed.
 - 5.2.3. During airfield attacks take immediate actions to provide maximum possible safety to exposed aircrew and passengers and support airfield activities as soon as immediate attack has ceased (which may be prior to receiving an all clear notification).
- 5.3. Servicing Requirements:
 - 5.3.1. Marshalling by use of both a 'Follow Me' vehicle and ground marshallers.
 - 5.3.2. Ground power provisioning.
 - 5.3.3. Air / engine start provisioning.
 - 5.3.4. Removing and disposing of waste from transient aircraft and toilet servicing.
 - 5.3.5. Aircraft Servicing (excluding fuelling/defuelling).
 - 5.3.6. Towing and push-back.

- 5.3.7. Transportation of crewmembers.
- 5.3.8. Ability to take appropriate first response action and make notifications as required to aircraft operational emergencies, such as fuel spills, fires, hydrazine spills, etc.
- 5.4. The Contractor shall:
 - 5.4.1. Be able to operate concurrently on multiple ramps across the airfield within defined MoG capabilities.
 - 5.4.2. Provide adequate personnel to staff the duties / positions outlined at all times, providing adequate consideration for rest and recuperation cycles, personnel illness and other overhead staff positions required. The Contractor shall immediately notify NAMSA and COMKAF CJ3 should unforeseen personnel shortfalls occur. These shortfalls shall be documented in a coordinated “get well” plan with established timelines for correction and mitigating actions.
 - 5.4.3. Ensure that NATO provided facilities and equipment are properly operated and maintained. This includes assisting military members in accomplishing routine / general grounds and facilities house keeping chores.
 - 5.4.3.1. The Contractor shall maintain a clean and safe work environment.
 - 5.4.3.2. The Contractor shall participate in flightline foreign object damage policing (FOD Walks) as directed by Air Field management and COMKAF CJ3.
 - 5.4.4. Operate and perform user maintenance on Material Handling Equipment (MHE) and Air Cargo Handling Equipment (ACHE).
 - 5.4.5. Report MHE and ACHE problems to the Airfield Equipment and Vehicles Maintenance service provider in a timely manner.
 - 5.4.6. Follow all reported MHE and ACHE maintenance issues to resolution.
 - 5.4.7. Coordinate activities with appropriate airfield agencies including:
 - 5.4.7.1. Air Operations Centre / Base Operations Centre (BOC).
 - 5.4.7.2. Air Traffic Management.
 - 5.4.7.3. Motor Pool Dispatch.
 - 5.4.7.4. Fire crash Rescue Services.
 - 5.4.7.5. Fuels.

5.4.7.6. Combined Air Terminal Operations (CATO).

- 5.5. Provide technical guidance and expert knowledge to support Kandahar Airfield operations.
 - 5.5.1. Develop and maintain relevant emergency response plans to support contractor activities.
 - 5.5.2. Support COMKAF Staff in developing contingency, crisis response and emergency action plans and checklist.
 - 5.5.3. Participate in airfield meetings.
 - 5.5.4. Participate in, and support the development of, the airfield parking plan.
 - 5.5.5. Support COMKAF Staff in general accident reporting.
- 5.6. The Contractor shall provide on-site equipment and TAS procedure training to all assigned personnel. This does not replace the requirement to hire properly trained, qualified and experienced personnel.

6. Schedules, Milestones and Operating Hours

- 6.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 6.2. The Contractor shall:
 - 6.2.1. Provide services 24 / 7.
 - 6.2.2. Not schedule individuals for standard duty schedules in excess of an average of 56 hours per week or in excess of 84 hours per week during surge support.
 - 6.2.3. Maintain a capability to recall management in exceptional circumstances.
- 6.3. Provide flexibility to meet mission changes.

7. Contractor Human Resources Required and Qualifications, Language Skills

- 7.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 7.2. Provide an adequate number of personnel trained, qualified, licensed and / or certified to safely perform required tasks in accordance with referenced standards in paragraph 2 of the SOW Main Body and this Annex.
- 7.3. Personnel operating all vehicles (general and special purpose) and equipment shall be trained, qualified and deemed medically fit to perform

required task in accordance with standards referenced in paragraph 2 of the SOW Main Body and this Annex.

- 7.4. Personnel operating vehicles on aerodrome surfaces within restricted areas shall be qualified by COMKAF authorities in accordance with current standards.
- 7.5. Personnel operating equipment shall do so in accordance with standards referenced in paragraph 2 of the SOW Main Body and this Annex.
- 7.6. Personnel operating equipment to handle dangerous and hazardous cargo (including explosives and ammunition) shall do so in accordance with air, sea, and surface regulations and standards listed in Chapter 2 of the SOW Main Body and this Annex.
- 7.7. Provide a TAS Manager holding a valid NATO Secret Security Clearance to liaise directly with the CATO military staff. This Manager shall be experienced in military air cargo operations and personnel supervision to a level commensurate to the task required in this work statement.
- 7.8. A copy of all Managers and Team Leaders CVs and qualifications shall be provided for NAMSA to review prior to personnel deployment.
- 7.9. Training records of all personnel shall be maintained on site, updated as changes occur and available for review upon request by NAMSA or NAMSA appointed QMS auditors.
- 7.10. The Contractor shall obtain all needed security clearances and validate individual clearance status with NAMSA prior to personnel mobilization. Contractor personnel requiring NATO Secret Security Clearances shall have a clearance issued by their National Security Authorities based on their duty position. No waiver to this requirement shall be granted.
- 7.11. The Contractor shall provide advance written proof of the ability to assign fully cleared personnel prior to deployment to KAF. Failure to provide such a clearance for contracted personnel will result in non-allowance to commence work until that time when they can provide an appropriate security clearance. At no time is NATO to be held responsible for the provision of such a Personnel Security clearance for contractor personnel.
- 7.12. Train all personnel working on or around aircraft to take appropriate first response action and make notifications as required to aircraft operational emergencies, such as fuel spills, fires, hydrazine spills, etc.
- 7.13. All staff shall be fluent in English to a minimum of ICAO Level 3 / STANAG 6001 proficiency level 3310.
- 7.14. Key supervisors must be fluent in English to a minimum of ICAO Level 4 / STANAG 6001 proficiency level 3333.

8. NATO/NAMSA Furnished Infrastructure and Equipment, Tools and Provisioning of Supplies

- 8.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 8.2. The Contractor shall assume the existing NATO Furnished infrastructure (NFI), equipment and vehicles (NFE) listed in Attachment A to this Annex. Comply with procedures listed in the SOW Main Body.

9. Contractor Furnished Infrastructure and Equipment, Tools and Provisioning of Supplies

- 9.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 9.2. Supplement NFE / NFI with Contractor Furnished Infrastructure (CFI) / equipment and vehicles (CFE) as required to meet contracted capability requirements.
- 9.3. Provide additional infrastructure (permanent or non-permanent) to protect personnel and MHE / ACHE from the elements at dispersed ramp locations or in support of surge operations and or rotations in personnel.
- 9.4. The Contractor shall review the list of NFE and suggested CFE attached to this Annex and submit any suggestions for modification to NAMSA with the contract technical Proposal. This suggestion will be reviewed by NATO and NAMSA for negotiation prior to final contract agreement. Once agreed upon, the equipment within the list shall be provided and maintained in such a serviceable state as to maintain full operational capability throughout the term of contract.
- 9.5. The Contractor shall furnish all required spare parts, direct and indirect material necessary for the performance of the service required.
- 9.6. The Contractor shall be a Memorandum Receipt Account Holder (MRAH) for all NFE.

10. CIS Requirements

- 10.1. As detailed in the SOW Main Body and, additionally, as identified within this Annex.
- 10.2. The Contractor's TAS Manager and on duty Team Leaders shall be readily accessible through a cell phone or hand held radio.
- 10.3. The Contractor shall maintain contact with dispatched teams through either radio or cells phones.

11. Security and Safety Requirements

- 11.1. As detailed in the SOW Main Body and, additionally, as identified within this Annex.
- 11.2. All Contractor personnel granted access to sensitive or classified flight scheduling or manifest information shall possess the appropriate level of Security Clearance.
- 11.3. The Contractor shall comply with safety procedures commensurate to the work environment requirements as per the guidance listed in paragraph 2 of the SOW Main Body and this Annex. Ensure all personnel are provided with suitable personnel protective equipment.

12. Environmental Requirements

- 12.1. As detailed in the SOW Main Body.

13. Data and Reports

- 13.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 13.2. Provide weekly performance reports. The reports shall include description of:
 - 13.2.1. Work activities performed by quantity and type.
 - 13.2.2. Personnel strength.
 - 13.2.3. Problems and / or issues requiring resolution or outside support.
 - 13.2.4. Previously identified problems and / or issues resolved.
 - 13.2.5. Any accidents or incidents occurring.
- 13.3. Statistics and reports required by COMKAF Staff to track TAS activities.

14. Quality Assurance and Performance Measurement

- 14.1. As detailed in the SOW Main Body.

15. Mobilisation / Demobilisation

- 15.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 15.2. The Contractor shall leave all software and tracking systems behind for next system operator.

16. Templates and Forms

- 16.1. As detailed in the SOW Main Body and, additionally, as identified within this Annex.
- 16.2. Customer Service Request.
- 16.3. Dispatch Logs.

Attachment A

TAS
NATO Provided Infrastructure, Equipment, and Vehicles List

Posted in Section 08 RFP Exhibit I Part 3 – NFE & NFI APOD FR – v29APR10