



Annex 4

Airfield Equipment and Vehicle Maintenance (AEVM)

Statement of Work (SOW)

for

INTEGRATED LOGISTIC SUPPORT (ILS)

**KANDAHAR AIRFIELD (KAF)
AIRFIELD OF DEBARKATION (APOD)**



AMENDMENT RECORD

REVISION/AMENDMENT	PAGES(S)	DATE OF ISSUE	REMARKS
1.0 version	14	23 Mar 10	Initial Draft for JFCBS review
1.1 version	14	22 Apr 10	Review and updates with JFCBS
1.2 version	15	26 Apr 10	WG updates
2.0 version	15	03 May 10	Formatted for RFP release

RFP Version

APPROVAL RECORD

OFFICE / POSITION	DATE	NAME	SIGNATURE
JFCBS / Project Manager			
JFCBS / Subject Matter Expert			
JFCBS / Subject Matter Expert			
JFCBS / Subject Matter Expert			
NAMSA / Project Lead			
NAMSA / Contracting Officer			
NAMSA / Technical Officer			
NAMSA / Technical Officer			

TABLE OF CONTENTS

1.	Scope	5
2.	Applicable Documents	5
3.	Command and Control.....	5
4.	Planning Factors, Constraints	6
5.	Description of the Services Required	8
6.	Schedules, Milestones and Operating Hours	11
7.	Contractor Human Resources Required and Qualifications, Language Skills ..	11
8.	NATO/NAMSA Furnished Infrastructure and Equipment, Tools and Provisioning of Supplies	12
9.	Contractor Furnished Infrastructure and Equipment, Tools and Provisioning of Supplies	12
10.	CIS Requirements	13
11.	Security and Safety Requirements.....	13
12.	Environmental Requirements.....	13
13.	Data and Reports	13
14.	Quality Assurance and Performance Measurement	14
15.	Mobilisation / Demobilisation	14
16.	Templates and Forms.....	14

Attachment A. NATO Provided Infrastructure, Equipment, and Vehicles List

1. Scope

- 1.1. This Annex defines the services to be provided by the Contractor for Airfield Equipment and Vehicle Maintenance (AEVM).
- 1.2. This Annex is applicable to all NATO-funded and contractor-provided activities and services requiring equipment and vehicle maintenance support at KAF.
- 1.3. These AEVM services 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 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. ACO Motor Transportation Management 55-1.
 - 2.1.2. ACO Transport Management Instructions (TMI) Supplements to ACO 55-1.
 - 2.1.3. ACE Directive 60-80: Property Accounting and Control.
 - 2.1.4. Manufacture Service Manuals.
 - 2.1.5. COMKAF SOP 454: Airfield Equipment and Vehicle Maintenance.
 - 2.1.6. As applicable other HQ ISAF SOPs, RC(S) SOPs and COMKAF SOPs.
- 2.2. 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 services at KAF.

- 3.5. Daily operational control authority for equipment and vehicle maintenance services resides with COMKAF CJ4 Logistics Support reporting to the COMKAF Deputy Commander for Support (DCOMSPT).
- 3.6. COMKAF CJ8 (Financial Control) will provide financial review and oversight of activities as required.
- 3.7. COMKAF CJ4 Logistic Support has operational control of the NATO use fleet.
- 3.8. The NATO / NAMSAs contracted Fleet Management Services has ownership responsibilities of the fleets to include tracking, utilization monitoring, and maintenance scheduling.

4. Planning Factors, Constraints

- 4.1. Kandahar Airfield 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 and NATO / NAMSAs contracted services.
- 4.2. The Contractor shall provide maintenance support to COMKAF's vehicle / equipment fleet (including powered and non-powered equipment) described in the NATO 'Master Equipment and Vehicle List' attached to the Airfield Mechanical Transport and Transportation Services (AMTTS) Annex of this contract.
- 4.3. The Contractor shall work with COMKAF CJ4 Logistics Support to establish and maintain a serviceable fleet.
- 4.4. Supply Support shall be provided through the NATO APOD Supply Support Services contract with a supply point liaison established within the AEVM section. The AEVM Supply Liaison shall:
 - 4.4.1. Be a fully trained and knowledgeable mechanic.
 - 4.4.2. Be responsible for researching and identifying items required.
 - 4.4.3. Process all supply requisitions through Supply Support Services.
 - 4.4.4. Track order status and provide AEVM and Fleet Management Supervisors with updates on status.
- 4.5. The Contractor shall utilize a robust maintenance management system using commercially recognized software.
 - 4.5.1. NAMSAs / NATO shall retain all software copies and licenses upon contract completion to prevent any disruption in services. Incumbent Contractor may be required to train subsequent Contractors on this system should a change in contractors occur.
 - 4.5.2. NAMSAs shall have full visibility into this system.

- 4.5.3. COMKAF CJ4 Logistics Support shall receive required reports from this system.
- 4.5.4. This system shall also track and monitor calibration, maintenance, and inspection of shop equipment and machinery.
- 4.5.5. Provide automated customer service requests and Work Order tracking system for all activities performed.
- 4.6. Equipment and vehicle out of service rates shall never degrade established operational capabilities.
- 4.7. The Contractor shall work with COMKAF CJ4 Logistics Support, NAMSA and the Fleet Manager to prioritize maintenance requirements based on established Mission Essential Listings (MEL) and noted Critical Levels of MEL assets. When minimum levels are not maintained or critical assets are concerned the Contractor shall take immediate corrective action including working over-hours or non-stop to repair the relevant item.
- 4.8. Coordinate equipment and vehicle maintenance issues resulting in a "Not Repairable at This Station" (NRTS) and "Beyond Economical Repair" (BER) decision with NAMSA, and COMKAF CJ4 Logistical Support through Fleet Management.
- 4.9. The Contractor shall brief COMKAF CJ4 Logistics and NAMSA, through Fleet Management, on the status and progress of corrective actions for any vehicle or equipment item remaining down for maintenance for more than two days.
- 4.10. Services are scaled for potential increases and / or decreases in fleet size to support required scope.
 - 4.10.1. The Contractor shall identify thresholds and trigger points for increase or decrease in personnel or equipment based on operational requirement changes increasing or decreasing fleet levels.
 - 4.10.2. These thresholds shall be based on tangible easily defined concepts such as a standard ratio of mechanics to equipment / vehicles and / or personnel requirements based on service requirements of non-standard equipment or vehicles.
 - 4.10.3. Provide this information within the Technical Proposal.
- 4.11. The Contractor shall ensure all equipment and vehicles are maintained to the appropriate serviceability and safety standards as per the directives and guidance listed in paragraph 2 of the SOW Main Body and this Annex.
- 4.12. Provide a surge capability to support other contracted services during increases in mission operations. This may include but is not limited to providing additional mechanical support to sustain equipment and vehicles

and / or providing personnel to other sections to augment standard workforce. Do not increase staff levels to support this requirement.

- 4.13. The Contractor shall not be required to leave the airfield physical compound as defined by fences, gates, and lines of demarcation.
- 4.14. Provide optioned capability to remove disabled trucks / vehicles from KAF entrance lanes.

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 on-site capability to perform Levels I, II, and III maintenance on all equipment and vehicles assigned to the contracted AMTTS fleet.
- 5.2.2. Coordinate with Fleet Management and Supply Manager to develop and execute an effective and efficient maintenance plan to support routine, scheduled and unscheduled maintenance.
- 5.2.3. Respect and support established prioritizations as identified in the Mission Essential Listing for Critical Assets.
- 5.2.4. Maintain at least 90% or greater vehicle operational readiness capability for all fleets.
 - 5.2.4.1. The Contractor shall work over-hours or non-stop to return items to service when identified Critical Assets levels drop below minimum levels established.
 - 5.2.4.2. If spares required for repair of Critical Assets to regain established levels are not available the Contractor shall use priority transport.
- 5.2.5. Provide intermediate level maintenance to include, but not limited to:
 - 5.2.5.1. Troubleshoot, repair and / or replacement of parts, assemblies, subassemblies, and components.
 - 5.2.5.2. Welding.
 - 5.2.5.3. Body and structural repair and painting.
 - 5.2.5.4. Cleaning.
 - 5.2.5.5. Adjusting.

- 5.2.5.6. Electrical work.
 - 5.2.5.7. Hydraulic work.
 - 5.2.5.8. Climate control system maintenance.
 - 5.2.5.9. Dynamic brake testing.
 - 5.2.5.10. Lubrication.
 - 5.2.5.11. Tightening of nuts and bolts.
 - 5.2.5.12. Paint and mark vehicles and equipment.
 - 5.2.5.13. Corrosion control.
 - 5.2.5.14. Routine maintenance (scheduled and unscheduled).
 - 5.2.5.15. Compliance with manufactures recommended maintenance requirements and schedules.
 - 5.2.5.16. Identify and accomplish manufacture required modifications.
 - 5.2.5.17. Special inspections such as dielectric test, crane load test, cable test, load test on lifting devices and certification. These inspections shall comply with standards sighted in Paragraph 2 of SOW Main Body and this Annex.
- 5.2.6. Establish and execute a preventive maintenance program.
- 5.2.7. Maintain a time compliance technical order schedule for each applicable fleet asset.
- 5.2.8. Establish a log for each fleet asset. This log shall:
- 5.2.8.1. Be a permanent historical record.
 - 5.2.8.2. Track all maintenance and servicing actions (cradle to grave).
 - 5.2.8.3. List all special inspections and certifications.
 - 5.2.8.4. List all modifications.
 - 5.2.8.5. List initial vehicle cost and source (if known).
- 5.2.9. Develop a recommended format, method of storage, etc. for vehicles and equipment logs for approval by NAMSA.
- 5.2.10. Equip for and provide a mobile maintenance capability.

- 5.2.10.1. Service shall be available 24 / 7 to respond to maintenance issues on Critical Assets and / or to move disabled vehicles which hinder operations.
- 5.2.10.2. Mechanics may be on recall and do not need to be present 24 / 7.
- 5.2.10.3. Recalled mechanics shall respond within one hour during non-core hours.
- 5.2.10.4. Mobile maintenance shall support vehicles and equipment that are not feasible to bring into the maintenance bay.
- 5.2.10.5. As a minimum mobile maintenance shall be capable of tire changes, jump starts, and minor maintenance to return equipment and vehicles to service.
- 5.2.11. Provide a recovery service for all vehicles and equipment at KAF.
 - 5.2.11.1. Service shall be available 24 / 7 to respond to disabled or displaced vehicles requiring removal.
 - 5.2.11.2. Operators may be on recall and do not need to be present 24 / 7.
 - 5.2.11.3. Operators shall respond immediately upon notification during core hours.
 - 5.2.11.4. Recalled operators shall respond within one hour of notification during non-core hours.
- 5.2.12. Operate a tire shop to provide repair and replacement of equipment and vehicle tires. The Contractor shall remove and install mounted tires and repair flats by patching or plugging, and perform wheel balancing. Injected sealant shall not be used to repair flat tires.
- 5.2.13. Develop, implement, maintain and conduct a certification program on equipment and vehicles.
- 5.2.14. Provide Fleet Manager with daily vehicle and equipment serviceability status of the fleets. The preferred method for this is through an integrated software management system. NAMSA / NATO shall retain all software copies and licenses upon contract completion to prevent any disruption in services. Incumbent Contractor may be required to train subsequent Contractors on this system should a change in contractors occur.

- 5.2.15. Establish and execute a preventative recurring maintenance and inspection schedule for all shop equipment and machinery.
- 5.2.16. Establish a calibration program for all Test, Measurement, and Diagnostic Equipment (TMDE).

6. Schedules, Milestones and Operating Hours

- 6.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 6.2. Operate during KAF core hours.
- 6.3. Mobile Maintenance and Vehicles Recovery Services must have a 24 / 7 one hour response capability.
- 6.4. Any time Critical Assets minimum levels drop below established requirements maintenance operations will continue 24 / 7 until required levels are achieved.
- 6.5. Provide a surge capability to support other contracted services surge support requirements. This includes but is not limited to Transient Aircraft Services and Combined Air Terminal Operations.

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 task in accordance with referenced standards in paragraph 2 of the SOW Main Body and this Annex.
- 7.3. The Supervisor / Manager of the Equipment Maintenance Workshop shall hold an "A" grade qualification as a mechanic with at least 15 years experience as a mechanic.
- 7.4. Personnel operating Material Handling 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.
- 7.5. Personnel operating equipment shall do such in accordance with standards referenced in paragraph 2 of the SOW Main Body and this Annex.
- 7.6. All staff shall be fluent in English to a minimum level of 2210 in accordance with STANAG 6001.

- 7.7. Key supervisors must be fluent in English to a minimum level of 3333 in accordance with STANAG 6001.
- 7.8. Task requiring reading of technical or manufactures manuals shall only be accomplished by personnel having the appropriate skills to read and comprehend the written guidance.

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

- 8.1. As detailed in the SOW Main Body.
- 8.2. The Contractor shall assume the existing NATO Furnished infrastructure, equipment and vehicles 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 NATO Furnished Equipment (NFE) and Infrastructure with Contractor Furnished Equipment (CFE) as required to meet contracted capability requirements.
- 9.3. Maintain required calibration and certification equipment to support on-site needs.
- 9.4. Maintain required test and diagnostic equipment to support on-site needs.
- 9.5. Establish a Supply Liaison as per Paragraph 4 above.
- 9.6. The AEVM Supply Liaison shall:
 - 9.6.1. Establish a supply account as a Memorandum Receipt Account Holder (MRAH) for all tools, equipment, vehicles, and supply stocks held in support of AEVM services.
 - 9.6.2. Be a fully trained and knowledgeable mechanic.
 - 9.6.3. Be responsible for researching and identifying items required.
 - 9.6.4. Process all supply requisitions through Supply Support Services.
 - 9.6.5. Track order status and provide AEVM and Fleet Management Supervisors with updates on status.
 - 9.6.6. Establish stocks of consumable and spare parts required to support daily work flow.

9.6.7. Work with the APOD Supply Contractor, COMKAF CJ4 Logistic Support and CJ8 Finance to develop supply budget forecast with an established operational budget for parts and supplies.

9.6.8. Comply with all applicable Supply requirements as outlined within the Supply Support Services Annex of this Statement of Work.

10. CIS Requirements

10.1. As detailed in the SOW Main Body and, additionally, as identified within this Annex.

10.2. As a minimum establish a dispatch system capable of contacting dispatched mechanics and tow teams.

11. Security and Safety Requirements

11.1. As detailed in the SOW Main Body and, additionally, as identified within this Annex.

11.2. Personnel with direct knowledge of fleet serviceability shall possess a NATO CONFIDENTIAL Security Clearance.

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.

13.2.2. Status of equipment and vehicles out of service for repair with estimated return to service date and supply status.

13.2.3. Personnel strength.

13.2.4. Problems and / or issues requiring resolution or outside support.

13.2.5. Previously identified problems and / or issues resolved.

13.2.6. Relevant statistics or trends within maintenance to include by not limited to equipment and vehicles repair turn-around and out-of-commission rates.

- 13.2.7. Service Updates, Manufacture Service Bulletins, Time Compliance Technical order requirements, etc that effect maintenance.
- 13.2.8. Any accidents or incidents occurring.
- 13.2.9. Assets declared NRTS or BER and status of these assets.
- 13.3. Statistics and reports required by COMKAF CJ4 Logistics Support to determine fleet status or mission capability.

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. Equipment / Vehicles Logs.
- 16.4. Work Orders.

Attachment A.

NATO Provided Infrastructure, Equipment and Vehicles List

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