PERFORMANCE WORK STATEMENT (PWS)

RESCUE 21 ALASKA DETACHMENT HELICOPTER SERVICES FOLLOW-ON

1.0 GENERAL

1.1 Background

The U.S. Coast Guard (USCG) is responsible for maintaining a Maritime Distress Watch and Command and Control of its forces using its chain of remote radio sites, located strategically throughout the State of Alaska. These remote communication sites in Alaska provide critical search and rescue communications capabilities and USCG tactical communications coverage and connect via common carrier circuitry to central radio console control locations. Alaska based common carriers use a combination of satellite, microwave, and terrestrial based means of transport to connect the USCG's remote radios sites with radio console locations. C5ISC is further tasked with and responsible for: sustainment, obsolescence management, and for conducting quality assurance checks on both construction activities and equipment upgrades/replacement.

1.2 Scope

The purpose of this PWS is to obtain "call when needed" helicopter services for the transportation of personnel, equipment and supplies from predetermined points (airports or helicopter staging areas) to locations within a defined geographic area outlined in the Areas of Responsibility (AOR) Appendix A (attached). "Call when needed" is defined under PWS § 4.2.

1.3 Objective

The objective for this PWS is to provide U.S. Coast Guard Rescue 21 Alaska "call when needed" helicopter transportation services for, but not limited to, personnel, equipment, and supplies to remote fixed facilities in the Alaska geographic region.

1.4 Type Of Contract

The Contractor must perform the effort/tasks required in this PWS on a Time and Materials (T&M) basis.

1.5 Period Of Performance (POP)

Base: 09/10/2026 – 09/09/2027

Option1: 09/10/2027 – 09/09/2028
Option 2: 09/10/2028 – 09/09/2029
Option 3: 09/10/2029 – 09/09/2030
Option 4: 09/10/2030 – 09/09/2031

1.6 Applicable Documents

- Federal Travel Regulations
- Federal Aviation Regulations ATM
- Federal Acquisition Regulations
- FAA General Operating and Flight Rules
- CONDTINST M5100.47, Safety and Environmental Health Manual

1.7 Performance Requirements Summary (PRS)

This contract includes a Performance Requirements Summary at PWS § 7.0. The PRS plays an integral role in the administration of the contract. In addition to any applicable inspection clauses or other related terms and conditions contained in the contract, the PRS must serve as a primary tool for inspection and acceptance of services as facilitated by the Contracting Officer's Representative (COR). Evaluation of the Contractor's overall performance must be in accordance with the performance standards set forth in the PRS, and will be conducted by the COR. The PRS constitutes a material aspect of the contract and will not be changed or otherwise modified without prior written approval of the Contracting Officer (KO).

2.0 SPECIFIC REQUIREMENTS

2.1 Pilots, prior to flight operations, must brief:

2.1.1 Mission:
- **2.1.1.1** Distance to remote site
- **2.1.1.2** Aeronautical chart depiction
- **2.1.1.3** Flight Path (direct/indirect)
- **2.1.1.4** Refuel locations (as needed)

2.1.2 Weather (Local/Site)
2.1.3 Probability of Success

2.2 Aircraft:

2.2.1 Flight rating restrictions (VFR/IFR)
2.2.2 Aircraft landing restrictions/considerations
2.2.3 Power to weight implications
2.2.4 Fuel burn rate
2.2.5 Communications
- Internal Communication System (ICS)

- External Communications
  - Entity contacted
  - Frequency of transmission (how often)

2.3 Risks:

2.3.1 Known obstacles/issues
2.3.2 Transit over water/land
- Ditching
- Egress
- Survival equipment

2.4 During Flight Operations:

2.4.1 Pilots must encourage open communication with passengers regarding flight and weather conditions.
2.4.2 Pilots must encourage passengers to participate in traffic collision avoidance (regardless of onboard Traffic Collision Avoidance Systems), by identifying aircraft in the adjacent area.
2.4.3 Pilots must encourage all passengers to ask questions if, "Something doesn't feel right" (Crew Resource Management).
2.4.4 Pilots must keep all passengers informed if they are no longer able to make radio contact with controlling agency.
2.4.5 Pilots must conduct a pre-site survey and fly-over of the region prior to landing to ensure the area is free of risks, to include potentially hazardous wildlife, e.g., bears.
2.4.6 Pilots must keep passengers informed of approach directions and wind implications through an approach brief.

2.5 After Flight Operations:

2.5.1 Pilots must verbally debrief the passengers on any concerns encompassing all the above elements.

Government employees and authorized personnel transported to and from remote site locations must be integrated into crew coordination and risk assessments; before, during, and after all flights.

3.0 CONTRACTOR PERSONNEL

3.1 Qualified Personnel

The Contractor must provide qualified personnel to perform all requirements specified in this PWS.

3.2 Non-Personal Services

The Government must neither supervise contractor employees nor control the method by which the Contractor performs required tasks. Under no circumstances will the Government assign tasks to, or prepare work schedules for, individual contractor employees. It must be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services or give the perception of personal services. If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it must be the Contractor's responsibility to notify the Contract Officer (KO) immediately.

4.0 OTHER APPLICABLE CONDITIONS

The Contractor must provide a commercially rated helicopter and crew capable of carrying an average of 1-2 passengers with 100 lbs. of gear and up to a maximum of four (4) passengers or 1000 pounds of equipment to the requested location. Pilots must meet or exceed minimum Federal requirements to operate helicopters in applicable mountainous Alaska terrain. Operating includes takeoffs, landings (to include both confined and rough area landings), maneuvering, and sling-loads. In addition to the Federally mandated requirements, pilots must have at least 50 hours of experience flying in the respective areas within the previous 12 months and be able to provide records of Inadvertent Instrument Meteorological Conditions (IIMC) / whiteout recovery training (i.e., like the areas planned to be visited via helicopter during the performance of this contract).

All flight operations must be conducted in accordance with FAA General Operating and Flight Rules (14 CRF Part 91). The Contractor must provide a FAA licensed pilot with a standard instrument rating. The helicopter provided must be maintained according to FAA requirements. The Contractor must provide a contingency plan detailing secondary transportation in case the helicopter suffers mechanical failure on deck at a remote site. The Contractor must provide necessary personal protective equipment (PPE) necessary to conduct safe flight operations in the Alaskan environment. The Offeror must provide proof of active 14 CFR Part 135 (On-Demand/Charter) and Part 133 (Class B External Load) certifications. The Offeror must hold an active DoD CARB or DOI OAS safety approval. The Offeror must possess an active DOT-SP HAZMAT permit for bulk fuel transport. In accordance with 14 CFR 133.35, the Contractor must conduct separate flights for passengers and external sling loads (bifurcated sorties).

4.1 Safety

The Contractor and any subcontractors must comply with Public Law 91-596 (Occupational Safety and Health Act (OSHA)) and the Environmental, Safety, and Occupational Health (ESOH) (DODD 4715.1E). These requirements must be incorporated into the Contractor's safety and health program. The

Department of Defense (DoD) participates in the OSHA Voluntary Protection Program (VPP). Contractor personnel performing services on a DoD installation must participate in the local VPP. Information on the VPP is available at http://www.osha.gov/dcsp/vpp/index.html.

Mishap Notification and Investigation: The Contractor and its subcontractors (if applicable) must promptly report pertinent facts regarding mishaps involving Government property damage or injury to Government personnel and to cooperate in any resulting safety investigation. The Contractor must notify (via phone or electronic mail) the cognizant KO, COR, and/or other applicable members within four (4) hours of all mishaps or incidents. The Government personnel notified by the Contractor will in turn notify the Safety Office. Contractor notifications made after duty hours must be reported to the appropriate installation Command Post. If requested by the cognizant KO, COR, and/or the cognizant program manager, the Contractor must immediately secure the mishap scene/damaged property and impound pertinent maintenance and training records until released by the investigating safety office. If the Government investigates the mishap, the Contractor and subcontractors must cooperate fully and assist the Government personnel until the investigation is completed.

4.2 Hours of Operation

This PWS provides “call when needed” services to and from the AORs listed in Appendix A.

All charges will originate and terminate at departure point locations listed in Appendix A, in accordance with the Government’s request for service.

It is the responsibility of the Contractor to know the limits of the AORs and not provide services outside the area listed.

“Call when needed” is defined as:
Services requested from 0800 – 1600 (AST) Monday – Friday excluding Federal holidays. The Contractor must respond by phone or email within 24 hours from initial request. Services rendered 0800 – 1600 Monday – Friday excluding Federal holidays, or outside this time frame as agreed upon on a case-by-case basis between the COR and the Contractor.

In the event services are not received on the scheduled day due to weather or other unpredictable reasons, then subsequent flights will be scheduled on a first-come, first-served basis with no priority given to other walk-in customers.

The support of operational Coast Guard units may require work by the Contractor outside normal business hours. In the event support services are

required outside these hours due to urgent Coast Guard operations, every effort must be made by the Contractor to ensure the quickest resolution. The COR or other designated individual(s) will notify the Contractor at the earliest opportunity and indicate urgent support is necessary in support of an operational unit. All flights arranged in support of these urgent troubleshooting efforts must be conducted according to the PWS.

4.3 Place of Performance and Area of Responsibility (AOR)

The primary Place of Performance will be the Contractor's facilities with visits to the following AORs (more details for each AOR are found in Appendix A):

- Kodiak
- Anchorage
- Valdez
- North Southeast
- South Southeast

4.4 Post Award Conference

The Contractor must attend a Post Award Conference with the KO and COR no later than seven (7) business days after the date of the award. The purpose of the Post Award Conference, which will be chaired by the KO, is to discuss technical and contracting objectives of this contract. The Post Award Conference will be held virtually.

4.5 General Report Requirements

The Contractor must provide all written reports in electronic format.

4.6 Communication

The Contractor must inform the KO and COR about any delays and/or issues regarding the awarded contract and /or contract deliverables.

4.7 Section 508 Requirements

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) (codified at 29 U.S.C. § 794d) requires that when Federal agencies develop, procure, maintain, or use information and communications technology (ICT), it must be accessible to people with disabilities. Federal employees and members of the public with disabilities must be afforded access to and use of information and data comparable to that of Federal employees and members of the public without disabilities.

Applicable 508 requirements for Helicopter Transportation services and documentation requirements: Does not apply

5.0 GOVERNMENT FURNISHED PROPERTY

There is no Government Furnished Property associated with the PWS.

6.0 CONTRACTOR FURNISHED PROPERTY

The Contractor must furnish all facilities, materials, equipment, and infrastructure to manage, perform, and administer necessary to fulfill the requirements of this PWS.

7.0 PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The PRS establishes key elements of Contractor performance representing "mission essential" service requirements, which are identified in the table below in the "Service Output" column. The "Performance Objective" column represents the standard against which the Contractor performance will be measured in relation to the accomplishment of the corresponding service output. The performance objective or "standard" describes the minimum acceptable level of service by the Contractor for satisfactory performance. The "Acceptable Quality Level (AQL)" column displays the maximum allowable deviation from the performance objective, which, if exceeded, evokes the negative incentive specified in the table below.

Service Output	***Performance Objective***	***Acceptable Quality Level (AQL)***	***Positive Incentive***	***Negative Incentive***
1. Provide on call helicopter transportation to remote Alaska sites (PWS § 2.0, 3.0, & 4.0)	**a)** The Contractor must provide Government with on-call helicopter transportation within 7 business days (excluding weather delays)	90%	Positive ratings/comments in CPARS	Negative ratings/comments in CPARS
	b) Compliant with Federal, state, and local laws and regulations	100%		

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