

Performance Work Statement (PWS)

For

**Helicopter Operations Support
Joint Pacific Alaskan Range Complex (JPARC)**

June 2026

JPARC Helicopter Logistics Management Services

Eielson Air Force Base, AK

1.0 DESCRIPTION OF SERVICES

1.1. Scope: This is a non-personal services requirement. The Contractor shall provide all personnel, management, supervision, and resources necessary to deliver a comprehensive Helicopter Logistics Management Service in support of the Joint Pacific Alaska Range Complex (JPARC). The Contractor shall serve as the single point of contact for the Government, responsible for providing and/or coordinating all required helicopter flight hours using their own aircraft or qualified third-party flight operators to transport personnel and materials to remote sites.

1.2. Objective: The objective is to provide the 354th Range Squadron (RANS) with a reliable, "turn-key" solution for all helicopter support needs, relieving Government personnel of the administrative burden of scheduling, vetting, and coordinating helicopter operations.

1.3. Historical Workload Data (For Estimation Purposes Only)

The following data is provided for informational and contractor planning purposes only. It represents the approximate annual average workload for this requirement over the past three fiscal years. The Government does not guarantee this volume of work in any given period of the contract.

- Average Annual Flight Hours: Approximately 260 Total flight hours per year.
- Estimated Mission Profile Mix: The following represent the estimated historical distribution of mission types and are provided for informational and contractor planning purposes only. The Government may order any combination of services within the scope of this PWS.
 - Light Lift: Approximately 120 flight hours per year.
 - Medium Lift (Internal Cargo/Pax/External Sling Load): Approximately 140 flight hours per year.
- Peak Seasons: Workload is historically highest during the months of February-March and May-August however, usage requests vary due to requirements and unforeseen issues.
- Average Passenger/Cargo Load: A typical mission involves transporting 2-4 maintenance personnel with approximately 150 lbs. of associated tools, materials, and/or equipment.

1.4. Definition of Terms:

- Normal Government Duty Hours: For the purpose of this contract, normal duty hours are defined as 0730-1630 Alaska Standard Time (AKST), Monday through Friday, excluding Federal Holidays.
- Contractor's Point of Contact (POC): The Contractor shall designate a primary and alternate POC responsible for receiving and acknowledging all flight requests. The

Contractor shall provide a primary phone number, an alternate phone number, and an email address for this POC, to be kept current with the Contracting Officer.

- Flight Hour / Blade-Hour: Defined as actual aircraft rotor-turning time (engine start to engine shutdown, as recorded by the aircraft's Hobbs meter). Flight hours shall only be billed for time spent in active transit. Periods when the aircraft is landed on the ground at remote sites and the rotors are stopped/engine is shut down are non-billable as flight hours.

2.0 CONTRACTOR REQUIREMENTS & RESPONSIBILITIES

2.1. General Management: The Contractor shall be solely responsible for managing the entire helicopter support process, from receiving a Government flight request to the successful completion of the mission.

2.2. Subcontractor Management & Vetting:

- If the Contractor utilizes third-party operators to supplement their own fleet, the Contractor shall establish and maintain a network of qualified helicopter service providers (subcontractors) capable of meeting the technical requirements of this PWS.
- The Contractor is solely responsible for vetting all subcontractors to ensure they meet, at a minimum, all applicable Federal Aviation Administration (FAA), State of Alaska, and DoD safety, maintenance, licensing, and insurance requirements. The Government reserves the right to request proof of subcontractor compliance at any time.
- The Contractor shall ensure the helicopter company (whether the Prime Contractor or a Subcontractor) has a sufficient plan for Medevac and Search and Rescue (SAR) operations in the event of an accident or mishap. This plan should meet all Federal and State of Alaska requirements.

2.3. Insurance: The Contractor shall maintain, and ensure its subcontractors maintain, adequate liability insurance to meet all Federal and State of Alaska requirements for passenger and cargo transport.

2.4. Scheduling and Coordination:

- The Contractor shall provide a single point of contact (POC) for the Government to submit all helicopter support requests.
- The Contractor shall manage all scheduling, deconfliction, and coordination with its subcontractors to fulfill Government requirements.
- The Contractor shall provide a standardized Request Form for Government use.

2.5. Specialized Certifications

The Contractor shall ensure that any subcontractor and pilot tasked with performing external sling load operations possesses all current and valid FAA certifications required for such operations. Proof of certification shall be made available to the Contracting Officer upon request.

3.0 SPECIFIC PERFORMANCE TASKS & STANDARDS

3.1. Service Level Requirements: The Contractor shall provide helicopter assets capable of meeting the Government's two primary mission profiles:

- Light Lift: Capability to transport a minimum of 2 personnel and 100 lbs of equipment.
- Medium Lift: Capability to transport a minimum of 4 personnel and 500 lbs of equipment (internal or external sling load).
- Special Cargo: Capability to transport Hazardous Materials (HAZMAT), including POL and batteries, in accordance with all applicable regulations.
- External Sling Load Operations: The Contractor must be able to provide aircraft and FAA-certified pilots capable of safely conducting external sling load operations for cargo up to 500 lbs. All rigging and ground operations shall be conducted in accordance with FAA regulations and industry best practices.

3.2. Flight Request and Scheduling Process

Definition of a Call-Out: A single 'Call-Out' or 'Dispatch' is defined as one continuous Government-approved mission request, regardless of the number of stops at remote sites or the number of days required to complete that specific mission. The Contractor shall only bill one Call-Out fee per authorized Request Form.

The Contractor shall manage all flight requests according to the following two-tiered system:

3.2.1. Routine Requests:

- Definition: A Routine Request is any standard requirement for helicopter support submitted with at least 72 hours' notice.
- Submission Method: The Government will submit all Routine Requests via email to the Contractor's designated POC email address.
- Response Requirement: For Routine Requests submitted during Normal Government Duty Hours, the Contractor shall provide an email acknowledgement of receipt within four (4) business hours and shall provide a draft flight support plan (aircraft, operator, timeline) for Government approval no later than the end of the next business day.
- Performance Standard: The Contractor shall fulfill the approved mission by having an aircraft on station within the requested timeframe, but no later than 72 hours after initial request, for 90% of all Routine Requests.

3.2.2. Priority Requests:

- Definition: A Priority Request is an urgent requirement for support needed in less than 72 hours, typically for mission-critical repairs or emergencies. All Priority Requests must be pre-approved and designated as "Priority" by the COR.
- Submission Method: The Government will initiate all Priority Requests via a direct phone call from the COR to the Contractor's designated primary POC phone number. The phone call will be immediately followed by a formal email request.

- Response Requirement: The Contractor shall provide verbal acknowledgement of the request during the initial phone call. A flight support plan must then be provided via email within two (2) hours of the initial call.
- Performance Standard: The Contractor shall fulfill the approved mission by having an aircraft on station within 4 hours of the initial phone call for 95% of all Priority Requests.

3.3. Data Management and Reporting:

- Record Keeping: The Contractor shall maintain a complete database of all flight operations, including request forms, flight logs, subcontractor rates, and total costs per mission.
- Monthly Status Report (MSR): The Contractor shall submit an MSR to the Contracting Officer (CO) and COR no later than the 7th day of the following month. The MSR shall include, at a minimum:
 - A summary of all flights conducted, including dates, sites, and purpose.
 - Performance metrics against the standards in the Service Summary (Section 4.0).
 - Total resource expenditures for the period.
 - Any issues, concerns, or recommendations.

3.4 Added Service Requirements from Prior PWS – *Discussion Likely Needed*

The Contractor shall be responsible for arranging and managing the provision of management, labor, equipment, tools, supplies, and helicopter assets to lift or transport JPARC equipment, systems, and subsystems.

The Contractor shall schedule, coordinate, and cooperate with all various Government, other contractors, and external agencies upon direction from the COR.

The Contractor shall also maintain close coordination with Government Contractor(s) performing work at remote sites to ensure efficient use of helicopter support. To the maximum extent possible, this coordination includes utilizing the same helicopter asset(s) if two (2) or more Contractors require helicopter support to the same remote site during the same period to reduce costs to the Government for said support. Conflicts in priorities will be resolved by the COR.

4.0 SERVICE SUMMARY (SS)

This SS defines the performance objectives and thresholds for this contract.

Performance Objective (PO)	PWS Para.	Performance Threshold (Acceptable Quality Level)	Acceptable Quality Level (AQL)
PO-1: Responsiveness	3.2.1	All Routine Requests submitted via email during Normal Government Duty Hours are acknowledged	95% of all Routine Requests in a given month must meet both

to Routine Requests		within 4 business hours, and a flight support plan is provided by the end of the next business day.	the acknowledgement and planning timeline.
PO-2: Responsiveness to Priority Requests	3.2.2	All Priority Requests initiated via phone call are verbally acknowledged immediately, and a flight support plan is provided via email within 2 hours.	100% of all Priority Requests in a given month must meet both the acknowledgement and planning timeline.
PO-3: Mission Fulfillment & Timeliness	3.2	The Contractor provides the correct aircraft and certified crew on station within the required timeframe for all approved missions.	- 90% of all Routine missions are fulfilled within the scheduled 72-hour window. - 95% of all Priority missions are fulfilled within the 4-hour window.
PO-4: Technical Capability Compliance	3.1	The aircraft and crew provided by the Contractor meet the specific technical capabilities required by the PWS.	100% of all missions must meet the specified technical requirements. Providing an asset that cannot perform the requested task constitutes a failure of this standard for that mission.
PO-5: Reporting	3.3	The Monthly Status Report (MSR) is submitted accurately, completely, and on time.	100% of MSRs must be submitted no later than the 7th day of the following month.

5.0 GOVERNMENT-FURNISHED ITEMS

The Government will provide access to designated landing zones at JPARC remote sites. The Government will not provide any equipment, fuel, facilities, or other services.

6.0 PLACE OF PERFORMANCE

The primary place of performance is the Joint Pacific Alaska Range Complex (JPARC), with flights originating from local airfields and operating to and from the remote sites listed in Attachment 1.

Performance at other locations within the general operating area of the Joint Pacific Alaska Range Complex (JPARC) and its auxiliary airfields may be required on a case-by-case basis. Such requirements will be considered within the scope of this contract provided they do not require specialized aircraft or capabilities beyond those specified in this PWS. All performance at unlisted locations must be directed and approved in writing by the Contracting Officer's Representative (COR) in advance of the mission.

7.0 GENERAL INFORMATION

7.1: References:

The contractor will have access to any required JPARC facilities. All required reference documentation will be readily available for use during project performance. Specifically identified reference documents are listed in the following table.

Document Number	Title
	11 th Air Force Alaska Airspace Handbook
18 AAC 75	Alaska Department of Environmental Conservation (ADEC), Oil and Other Hazardous Substances Pollution Control

7.2. Standards Of Conduct:

Contractor Personnel must adhere to standards of conduct as established by the Installation Commander while operating within Installation area of responsibility.

7.3. Security Requirements:

- (a) Contractor shall adhere to current installation security policies.
- (b) Contractor personnel shall not release or remove system documentation, data, or reports generated by or through use of Government systems.
- (c) The requirements for this effort are expected to be UNCLASSIFIED and should not require the contract personnel to obtain a security clearance.
- (d) 354 RANS will assist contractor personnel in processing the necessary DoD forms to obtain base or area badges for access to Government facilities.
- (e) The Contractor shall not divulge any information regarding files, data, processing activities, functions, user IDs, passwords, or other knowledge that may be gained to anyone who is not authorized to have access to such information. Contractor personnel shall abide by all Government rules, procedures, and standard of conduct. Contractors requiring access to Government Automated Information Systems (AIS) shall have background investigations and security awareness training completed after contract award but prior to AIS access. When the period of performance is complete or contractor personnel leave work on this project, they will have five (5) working days to terminate all of their network user accounts and to return all access cards and base identification badges.
- (f) Access to Government facilities is required for contractor to perform helicopter logistics support duties in the best interest of the Government.

7.4. Records:

The contractor shall be responsible for creating, maintaining, and disposing of only those government required records that are specifically cited in this PWS in Attachment 2. If requested

by the Government, the contractor shall provide the original record or a reproducible copy of any such record within five working days of receipt of the request.

8.0 Safety Requirements

8.1. The Contractor shall comply with all safety provisions, e.g., technical specifications, technical publications, Federal Occupational Safety and Health Standards (Title 29 CFR. Part 1910). If there is no applicable Occupational Safety and Health Administration (OSHA) standard, use other applicable nationally recognized sources of safety, health, and fire prevention standards referenced in the work requirements of this contract.

8.2. The Contractor shall protect Government property to prevent damage during the period of time the property is in the possession of the Contractor.

8.3The Contractor shall report to the COR within 12 hours of discovery all available facts relating to each instance of damage to Government property.

8.4. If the Government elects to conduct an investigation of the accident, the Contractor shall cooperate fully and assist Government personnel until the investigation is completed.

8.5. The Contractor shall include a clause in each of its subcontracts requiring subcontractor cooperation and assistance in accident reporting and investigation.

9.0 Environmental Compliance

All chemical and material products shall meet performance specifications and shall not violate the environmental requirements of any applicable local, state or federal entity. It shall be the Contractor's responsibility to ensure project compliance with all environmental regulations, ordinances and/or statutes of any sovereign governing the Contractor or as identified by specific Task Order. Furthermore, it shall be the Contractor's responsibility to ensure that all waste products generated in assigned efforts are disposed of in a safe manner, complying with all applicable regulations. In no event shall the Government be liable for the contractor's failure to comply with applicable environmental requirements. The Contractor agrees to hold harmless the United States should the Contractor violate any environmental regulation, ordinance or statute. In the case where more than one environmental requirement is present, the Contractor shall comply with the stricter requirement. Should there be a conflict between environmental regulations /ordinances/ statutes and the contract's specifications, the Contractor shall, in writing, contact the contracting officer for a written resolution. Any adjustment in the specifications or contract terms by the Contractor without such a resolution shall be at the Contractor's risk and expense. Environmental testing shall be conducted in accordance with approved procedures and as dictated by individual task order.

10.0 Hazardous Waste Disposal

The Contractor shall be responsible for the disposal of hazardous waste. The Government will not provide hazardous waste disposal services at Eielson AFB or other JPARC locations.

Attachments:

1. Remote Sites
2. Deliverables
3. Point(s) of Contact
4. Images

Attachment 1: Remote Sites

Table 1 – Remote Site Details

Site Name	Latitude / Longitude
Blair Lakes Range	Lat - N64-23.181 Long - W147-41.844
Knob Ridge AT&T Facility	Lat - N63-38.929 Long - W144-03.950
Donnelly Dome (South Master)	Lat - N63-47.248 Long - W145-51.894
South Remote (SR)-1	Lat - N64-11.190 Long - W143-55.410
SR-2	Lat - N64-28.040 Long - W145-02.955
SR-7	Lat - N64-44.410 Long - W141-45.920
SR-9 (Taylor Mtn)	Lat - N64-01.565 Long - W142-18.894
Porcupine Ridge Comm Site	Lat - N63-25.431 Long - W142-38.083
Central Remote (CR)-6	Lat - N64-29.835 Long - W146-05.567
CR-7	Lat - N64-00.221 Long - W147-57.340
Far Mountain (North Master)	Lat - N65-04.817 Long - W145-46.667
NR-1	Lat - N65-12.166 Long - W143-49.811
NR-2	Lat - N65-24.187 Long - W144-36.108
NR-3	Lat - N65-31.053 Long - W145-31.559
NR-4	Lat - N64-39.391 Long - W144-25.308
NR-4C (Y8)	Lat - N64-42.629 Long - W144-23.350
NR-5C (Y9)	Lat - N64-56.943 Long - W145-00.648
NR-6 / NR-6C (Y5)	Lat - N64-43.370 Long - W145-23.000
NR-7 (Snowy Peak)	Lat - N65-34.950 Long - W142-51.233
NM-C (Y10)	Lat - N65-05.118 Long - W145-35.646
Fox Master (Paxson AT&T Facility)	Lat - N62-58.067

	Long - W145-28.200
FR-1 (Fox Relay)	Lat - N62-58.467 Long - W146-48.867
FR-2	Lat - N62-33.800 Long - W148-20.168
OP-26 (NC-1)	Lat - N64-01.277 Long - W146-15.179
OP-27 (NC-1A)	Lat - N64-01.773 Long - W146-17.014
OP-27 (Z-2)	Lat - N64-01.765 Long - W146-17.032
OP-28.5 (Z-3)	Lat - N64-02.199 Long - W146-18.509
Z-1	Lat - N63-58.427 Long - W146-32.888
Z-4	Lat - N63-58.253 Long - W146-34.509
Z-8A/B	Lat - N63-50.150 Long - W145-49.280
RACSAN WISS Camera	Lat - N64-02.202 Long - W146-18.506
L1 WISS Camera	Lat - N63-58.417 Long - W146-34.133
Gerstle River	Lat - 63-47.31268' N Long - 145-01.40941' W
Tok Hill	Lat - 63-14.53172 N Long - 143-06.94274' W
Pogo Mine	Lat - 23-52.750 N Long - 145-09.3126

Note: The list above is not exhaustive and may be expanded as required by the Government.

Attachment 2: Deliverables

The Contractor shall provide the following deliverables:

Deliverable	Format	Due Date	Distribution	Remarks
Monthly Status Report	Adobe PDF	NLT 7th day of the following month.	COR and CO	The Monthly Status Report shall contain the data required by PWS Paragraph 3.3.
Service Request Form	Contractor Format acceptable	As Requested	COR and CO	The Request Form shall list the individual request received by the contractors identifying date, time, and cargo.
Overall Operations Plan	Adobe PDF	Due NLT 30 Days after contract award & updated annually	COR and CO	The Operations Plan shall detail the contractor's network of subcontractors, aircraft available, safety plans, and overall strategy to meet PWS requirements.
Mission-Specific Flight Plan (routine and priority)	Adobe PDF	Due NLT COB of next duty day for routine requests and NLT 2 hours upon receiving priority requests	COR and CO	Provides aircraft, operator, and timeline for a specific government request.

Attachment 3: Government Points of Contact

Contracting Officer

Name:

Email:

Comm: 907-377-####

DSN: 317-377-####

Contracting Officer Representative

To be named upon contract award

Email:

Comm:

DSN:

Attachment 4: Images

Image 1: Current JPARC Airspace

