

NTCSA AVIATION: Scope of Work (SoW) – Helicopter Maintenance Service Provider

1. Introduction

The appointed service provider will be responsible for the maintenance, inspection, and support of the organisation's helicopter fleet in compliance with SACAA regulations (**Part 21, Part 43, Part 91 and Part 127**) where applicable and manufacturer requirements.

The objective is to ensure continued airworthiness, operational readiness, and safety of the aircraft fleet.

2. Services Required

2.1 Scheduled Maintenance:

Performance of all inspections in accordance with the Approved Maintenance Programme (AMP) / Manufacturer's Maintenance Manual (MM).

Completion of hourly, calendar, and special inspections and all relevant inspections as required.

Compliance with Service Bulletins (SBs), Airworthiness Directives (ADs), and Mandatory Modifications.

Accurate recording of maintenance in aircraft logbooks and electronic tracking systems.

2.2 Unscheduled Maintenance & Incident/Accident Repairs:

Troubleshooting and rectification of defects reported by maintenance manager/pilots or identified during inspections. Repairs from incidents /accidents and supply of associated spares as and when required. Incidents/accidents repairs shall be carried out by only one Aircraft Maintenance Organisation (AMO) as outlined in **CIVIL AVIATION REGULATIONS (CAR)127.06.2(4)b**. Availability of qualified engineers for AOG (Aircraft on Ground) support within agreed response times though out the country.

2.3 Component Management:

Removal, replacement, and overhaul coordination of life-limited parts (LLPs).

Tracking of component hours, cycles, and expiry dates.

Support with service exchange, loan, or rental units where necessary.

2.4 Airworthiness Records & Documentation:

Maintenance of complete, accurate aircraft technical records.

Updating of logbooks, service records, and electronic systems.

Maintenance release certificates as per SACAA Regulations.

Support for SACAA audits and airworthiness reviews.

2.5 Supply of Aviation Specialized equipment and Tools.

Supply of aviation specialized equipment and tools e.g (Operational equipment/Technical equipment and tooling).

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2.6 Parts & Supply Support:

Procurement and management of OEM-approved spare parts, lubricants, and consumables.

In case of long lead times or unavailability of spares, the contracted AMO shall source rental /lease components as and when required.

Storage and handling of parts in accordance with SACAA and OEM requirements.

2.7 Quality & Safety Compliance:

Compliance with SACAA regulations, OEM instructions, and operator policies.

Implementation of safety and quality procedures (SMS & QMS).

Availability of AMO approvals for required scope (e.g., airframe, engine, avionics).

3. Personnel Requirements:

Appropriately licensed AME(s) (Helicopter type-rated – e.g., Bell 407, Airbus H125, etc.).

Evidence of CV's and Aircraft Maintenance Engineer Licenses.

4. Deliverables:

Aircraft released to service with valid maintenance release.

Updated maintenance records/logbooks.

Monthly maintenance status report to the Operator.

Compliance status for ADs, SBs, and ASBs.

5. Response & Availability:

AOG response within [48] hours.

24/7 contact availability for urgent support.

Maintenance support at operator's base and field locations.

6. Performance Standards:

Compliance with SACAA regulations.

On-time completion of scheduled maintenance.

Corrective actions closed within agreed timeframe.

Minimum fleet availability target: [e.g., 95%]

7. Contract Management:

Regular performance review meetings with operator's (P:RA/Contract Manager).

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KPIs and SLAs to be agreed (availability, turnaround time, defect rectification).

Provider to maintain valid AMO approval for the duration of contract.

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Date: 05/09/2025

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