



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 1

[List View](#)

General Information

[Contact](#)[Default Values](#)[Discount](#)[Document Information](#)

Procurement Folder: 747707

Procurement Type: Central Master Agreement

Vendor ID: 000000101086

Legal Name: BELL TEXTRON INC

Alias/DBA:

Total Bid: \$76,631.07

Response Date: 07/23/2020

Response Time: 13:05

SO Doc Code: CRFQ

SO Dept: 0215

SO Doc ID: AVN2100000001

Published Date: 7/14/20

Close Date: 7/28/20

Close Time: 13:30

Status: Closed

Solicitation Description: ADDENDUM 1 - MAINTENANCE
AND REPAIR FOR WV

Total of Header Attachments: 1

Total of All Attachments: 1



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder : 747707

Solicitation Description : ADDENDUM 1 - MAINTENANCE AND REPAIR FOR WV HELICOPTERS

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2020-07-28 13:30:00	SR 0215 ESR07232000000000367	1

VENDOR
000000101086 BELL TEXTRON INC

Solicitation Number: CRFQ 0215 AVN2100000001

Total Bid : \$76,631.07

Response Date: 2020-07-23

Response Time: 13:05:01

Comments:

FOR INFORMATION CONTACT THE BUYER
 Linda B Harper
 (304) 558-0468
 linda.b.harper@wv.gov

Signature on File **FEIN #** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	MAINTENANCE AND REPAIR FOR THE STATE OF WV HELICOPTERS	1.00000	EA	\$76,631.070000	\$76,631.07

Comm Code	Manufacturer	Specification	Model #
78181802			

Extended Description : Vendors:
Please download Exhibit A - Pricing page and include with your bid. If bidding online, include a copy of the Exhibit A Pricing Page and enter the Total Bid Amount in the commodity line of wvOasis

Comments: Please see attached files.



23 July 2020

To: State of West Virginia Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Attention: Ms. Linda Harper

Subject: Solicitation AVN2100000001 – Maintenance and Repair for WV Helicopters

Enclosed: Proposal for Maintenance Services

Ms. Harper:

Bell Textron Inc. (Bell) is pleased to submit the enclosed firm proposal to provide ongoing maintenance services for the State of West Virginia's fleet of Bell 407 and 206 helicopters. Our facility in Piney Flats, Tennessee offers top notch service, access to Bell's engineering support and parts warehouses, competitive rates, and close proximity to the State's aircraft bases. Also included as a part of this proposal are the ground rules and assumptions we utilized to prepare this offer.

We appreciate the opportunity to continue supporting the State of West Virginia and look forward to working with you to keep your aircraft flying. If you have any questions, do not hesitate to reach out to Parker Perego at pperego@bellflight.com.

BELL TEXTRON INC.

Veronica Rojas
Manager, Contracts
817-280-1290 | vdrojas@bellflight.com



Ground Rules and Assumptions

1. The pricing provided covers work performed at Bell's facility in Piney Flats, Tennessee.
2. Bell has included a copy of the FAA repair station certificate with its proposal. However, our facility in Piney Flats is wholly owned by Bell Textron Inc. and we do not issue Authorized Customer Service Facility certificates to company owned repair locations.
3. Bell confirms it meets the insurance requirements specified and will furnish a certificate to the State upon contract award.
4. Bell will provide a roster of certified mechanics upon notice of contract award as we do not wish this information to be made public during the bid process.
5. Bell will furnish a copy of the Textron Inc. overarching Drug and Alcohol Free Workplace policy upon contract award.



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 33 — Service - Misc

Proc Folder: 747707

Doc Description: MAINTENANCE AND REPAIR FOR (5) STATE OF WV HELICOPTERS

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-07-14	2020-07-28 13:30:00	CRFQ 0215 AVN2100000001	1

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

Bell Textron Inc.
 3255 Bell Flight Blvd.
 Fort Worth, TX 76118
 817-368-8957

FOR INFORMATION CONTACT THE BUYER

Karen LeAnne Neccuzi
 (304) 356-2422
 leanne.k.neccuzi@wv.gov

Signature X

FEIN # 05-0393946

DATE 07/23/2020

All offers subject to all terms and conditions contained in this solicitation

Exhibit A - Pricing Page

State of WV Helicopters

CRFQ: AVN2100000001

Vendor: Bell Textron Inc.

Vendors must complete Exhibit A- Pricing Page in its entirety in legible form and submit with their bid.

Section A:

Normal working hours are considered to be MON - FRI: **7:00** am to **4:30** pm.

RATE SCHEDULE:										
Line Item	Description Unit of Measure Items 1-3 = Per Hour	Unit Cost				Estimated Quantity				Extended Cost
		Year 1	*Year 2	*Year 3	*Year 4	Year 1	*Year 2	*Year 3	*Year 4	
1	Straight Hourly Shop Rate	\$ 95.00	\$ 95.00	\$ 100.00	\$ 100.00	1	1	1	1	\$ 390.00
2	Shop Rate other than Normal Working	\$ 95.00	\$ 95.00	\$ 100.00	\$ 100.00	1	1	1	1	\$ 390.00
3	Hourly Rate at other than Contractor Facility	\$ 95.00	\$ 95.00	\$ 100.00	\$ 100.00	1	1	1	1	\$ 390.00

PARTS:										
Line Item	Description	% Discount from List Cost				Estimated List Cost				Extended Cost
		Year 1	*Year 2	*Year 3	*Year 4	Year 1	*Year 2	*Year 3	*Year 4	
4	Bell Parts									
	Percent Discount:	5.00%	5.00%	5.00%	5.00%	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	
	Amount of Discount (% Discount*Estimated List Cost):	\$250.00	\$250.00	\$250.00	\$250.00					
	Discounted Cost (Estimated List Cost- Amount of Discount):					\$4,750.00	\$4,750.00	\$4,750.00	\$4,750.00	\$19,000.00
5	Non-Bell Parts									
	Percent Discount:	0.00%	0.00%	0.00%	0.00%	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00	
	Amount of Discount (% Discount*Estimated List Cost):	\$0.00	\$0.00	\$0.00	\$0.00					
	Discounted Cost (Estimated List Cost- Amount of Discount):					\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$12,000.00

Exhibit A - Pricing Page

State of WV Helicopters

CRFQ: AVN2100000001

Vendor: Bell Textron Inc.

Vendors must complete Exhibit A- Pricing Page in its entirety in legible form and submit with their bid.

EQUIPMENT USE FEES:										
Line Item	Description Unit of Measure Items 6-11 = Per Use	Estimated List Cost				Estimated Quantity				Extended Cost
		Year 1	*Year 2	*Year 3	*Year 4	Year 1	*Year 2	*Year 3	*Year 4	
6	Main Rotor Track & Balance	\$ 500.00	\$ 500.00	\$ 525.00	\$ 525.00	1	1	1	1	\$ 2,050.00
7	Tail Rotor Balance	\$ 300.00	\$ 300.00	\$ 315.00	\$ 315.00	1	1	1	1	\$ 1,230.00
8	Battery Deep Cycle	\$ 100.00	\$ 100.00	\$ 105.00	\$ 105.00	1	1	1	1	\$ 410.00
9	Battery Capacity Check	\$ 100.00	\$ 100.00	\$ 105.00	\$ 105.00	1	1	1	1	\$ 410.00
10	24 Month Altimeter & Transponder Recertifications (Vendor performs at Vendor Facility)	\$ 100.00	\$ 100.00	\$ 105.00	\$ 105.00	1	1	1	1	\$ 410.00
11	24 Month Altimeter & Transponder Recertifications (Vendor performs at Agency Facility)	\$ 100.00	\$ 100.00	\$ 105.00	\$ 105.00	1	1	1	1	\$ 410.00

OTHER FEES:										
Line Item	Description	Consumables will be calculated based on a percentage of the total labor cost of lines 1-3. Vendors must enter a percentage amount that will be multiplied by the total labor cost which will be used to calculate the extended cost of consumables. Vendors not charging for consumables will enter a "0" in the Percentage field.						% for cost of Consumables	Extended Cost	
		12	Consumables							1.50%

Subtotal A: 37,107.55

Section B (Evaluation Purposes Only, will not be included in Award Total):

Vendor to enter nautical miles (NM) below to calculate flight time between Yeager Airport (CRW) in Charleston, WV and vendor facility. Round Trip Cost Calculation will be based on the straight line distance of the vendor's facility from CRW in NM divided by aircraft nominal speed multiplied by the Agency's billing rate per hour multiplied by two. Agency estimates making four trips to the vendor over the life of this contract.

Description	Extended Cost
138 NM to vendor facility divided by 125 (knots) x \$1100.00 (per hour) x 2 (roundtrip) x 4 (total estimated trips)	N3WV \$ 9,743.36
138 NM to vendor facility divided by 100 (knots) x \$800.00 (per hour) x 2 (roundtrip) x 4 (total estimated trips)	N5WV \$ 8,857.60
138 NM to vendor facility divided by 100 (knots) x \$600.00 (per hour) x 2 (roundtrip) x 4 (total estimated trips)	N6WV \$ 6,643.20
138 NM to vendor facility divided by 100 (knots) x \$600.00 (per hour) x 2 (roundtrip) x 4 (total estimated trips)	N890SP \$ 6,643.20
138 NM to vendor facility divided by 100 (knots) x \$600.00 (per hour) x 2 (roundtrip) x 4 (total estimated trips)	N895SP \$ 6,643.20

Exhibit A - Pricing Page

State of WV Helicopters

CRFQ: AVN2100000001

Vendor: Bell Textron Inc.

Vendors must complete Exhibit A- Pricing Page in its entirety in legible form and submit with their bid.

Subtotal B: \$ 38,530.56

Section C (Evaluation Purposes Only, will not be included in Award Total):

Vendor to enter road miles (RM) below to calculate travel time by car between Yeager Airport (CRW) in Charleston, WV and vendor facility. Vendor to enter the mileage of the shortest distance via Google Map Driving Directions. 58 cents per mile is the current State of WV mileage reimbursement rate. Agency estimates making four trips to the vendor over the life of this contract.

Description	Extended Cost
<u>214</u> Road Miles to vendor facility x 58 cents per mile x 2 (roundtrip) x 4 (total estimated trips)	992.96
Subtotal C:	992.96
<hr/>	
Subtotal Section A:	37,107.55
Subtotal Section B:	38,530.56
Subtotal Section C:	992.96
Total Bid:	76,631.07

Notes:

- 1) The quantities listed above are provided for bid evaluation purposes only. The actual quantities may vary based on the need of agency and will be determined based on the unit price supplied in the vendors bid.
- 2) Vendors should complete this form in its entirety in lieu of submitting other quote forms. Submitted form should be provided in a legible form. (Typewritten form preferred.)
- 3) Vendors must submit unit prices for all line items. Failure to provide unit prices will result in the disqualification of the vendor's bid.
- 4) Consumable fee is captured on Line 10 as a percentage of the labor fees (items 1, 2, 3). Any Vendor not charging for Consumables will enter a "0" in the percentage field to reflect no cost.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Parker Perego, Regional Contracts Manager

(Name, Title)
Parker Perego, Regional Contracts Manager

(Printed Name and Title)
3255 Bell Flight Blvd. Fort Worth, TX 76118


(Address)
817-368-8957

(Phone Number) / (Fax Number)
pperego@bellflight.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Bell Textron Inc.

(Company)


(Authorized Signature) (Representative Name, Title)
Veronica Rojas; Manager, Contracts

(Printed Name and Title of Authorized Representative)
07/23/2020

(Date)
817-280-1290

(Phone Number) (Fax Number)

**ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Bell Textron Inc.

Company



Authorized Signature

07/23/2020

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

**REQUEST FOR QUOTATION
MAINTENANCE AND REPAIR FOR THE STATE OF WV HELICOPTERS**

- 8.3 Vendor Supply:** Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.
- 8.4 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 8.5 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Parker Perego

Telephone Number: 817-368-8957

Fax Number: -

Email Address: pperego@bellflight.com

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Bell Textron Inc.

Authorized Signature: *[Handwritten Signature]* Date: 07/23/2020

State of Texas

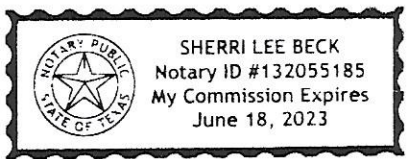
County of Tarrant, to-wit:

Taken, subscribed, and sworn to before me this 23 day of July, 2020

My Commission expires June 18, 2023, 20 .

AFFIX SEAL HERE

NOTARY PUBLIC *[Handwritten Signature]*



UNITED STATES OF AMERICA
DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

Air Agency Certificate

Number FKFR930D

This certificate is issued to
BELL HELICOPTER TEXTRON, INC.

whose business address is

450 INDUSTRIAL PARK ROAD
PINEY FLATS, TN 37686

*upon finding that its organization complies in all respects
with the requirements of the Federal Aviation Regulations
relating to the establishment of an Air Agency, and is
empowered to operate an approved* REPAIR STATION

with the following ratings:

CLASS I RADIO (01/30/87)	CLASS II RADIO (01/30/87)
CLASS I ACCESSORIES (10/04/10)	LIMITED AIRFRAME (08/22/94)
LIMITED POWERPLANT (04/08/92)	LIMITED RADIO (01/16/91)
LIMITED INSTRUMENT (03/20/87)	LIMITED ACCESSORIES (02/20/03)
LIMITED NON DESTRUCTIVE TESTING (08/18/06)	

*This certificate, unless canceled, suspended, or revoked,
shall continue in effect* INDEFINITELY

Date issued:

OCTOBER 12, 1979

By direction of the Administrator
Walter H. Bevan

WALTER H. BEVAN

MANAGER, NASHVILLE, TN FSDO-CE-19

This Certificate is not Transferable, AND ANY MAJOR CHANGE IN THE BASIC FACILITIES, OR IN THE LOCATION THEREOF,
SHALL BE IMMEDIATELY REPORTED TO THE APPROPRIATE REGIONAL OFFICE OF THE FEDERAL AVIATION ADMINISTRATION

Any alteration of this certificate is punishable by a fine of not exceeding \$1,000, or imprisonment not exceeding 3 years, or both

BELL SERVICES





RESTRICTED DISCLOSURE NOTICE

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1 INTRODUCTION TO BELL

1.1 Bell History

Founded in 1935 by Larry Bell as Bell Aircraft Corporation, today Bell continues to set the pace for the industry and expand the scope of vertical lift.

An industry leader with unmatched name recognition, Bell was the first to obtain certification for a commercial helicopter. In fact, 98% of all helicopter missions were pioneered in a Bell product. Over its rich history, Bell has delivered more than 37,000 aircraft to our customers around the world. More than 30 years ago we moved our commercial manufacturing operations to Mirabel, Canada where we have manufactured and delivered over 5,000 helicopters to date.

Bell is a leader in its field placing strong emphasis on safety, reliability, innovation and value. Additionally, Bell helicopters have been utilized for training not only at the Bell Training Academy but, also by the US Navy and Army for over 30 years.

Founded in 1935 by Larry Bell as Bell Aircraft Corporation, today Bell continues to set the pace for the industry and expand the scope of vertical lift. On March 8, 1946, the Model 47B (Figure 1-1) was the first civil helicopter in the world to receive certification from the Civil Aeronautics Administration (forerunner of the FAA) and, later that year, Bell opened the first helicopter flight school. The first production helicopter was delivered to the Army in 1946.

By 1951, Bell helicopters were in service around the world, breaking records as fast as they were setting them. Today, with Bell helicopters flying in more than 120 different countries, they are logging another ten hours every minute of every day.



Figure 1-1. Bell 47.

In 1960, Textron of Providence, Rhode Island bought various Bell Aircraft properties including the helicopter operation. Textron changed the name of the helicopter operation to Bell Helicopter Company. Within a few years, Bell established itself as Textron's largest division. In January 1976, the name was changed to Bell Helicopter Textron Inc.

In 1970 a new classroom and maintenance instruction hangar were built in Hurst just southwest of the main plant. This was the location of the Bell Training Academy (BTA) and Delivery Center until 2004. Initially, pilot and mechanic training was limited to the Model 47 and the 206 Jet Ranger. This new Bell Training Facility offered hands-on pilot and maintainer training using real aircraft in a setting considered to be state of the art.

The Bell 206A "Jet Ranger" was added to the commercial product line in 1967, and as other models were produced, the Training Academy staff and facility continued to grow.

In 1978 Bell Helicopter and Flight Safety International entered into an agreement under which Flight Safety took responsibility for the classroom and simulator training in medium twin



helicopters. At the present time Flight Safety has visual and motion based simulators for the Bell 212, 412 and 430 model helicopters at their Dallas-Fort Worth Airport facility. In 1996, the Bell Helicopter Training Academy opened an 18,000 square-foot wing, providing much-needed additional office and classroom space to handle the heavy customer load. From a mere trickle when Bell began training in Buffalo in the 1940s, the Training Academy saw its 140,000th customer complete training in 2019.

Traditional mechanic and pilot training has been the primary product of the Bell Training Academy; but it also has the capability of producing state-of-the-art Computer Based Training (CBT). This capability was developed primarily to meet the needs of the U.S. Military for OH-58D and V-22 pilot and mechanic training. The same educational technologies are being applied to commercial training programs.

With forward thinking in advanced concepts, Bell invented tilt rotor aircraft. These unique aircraft lift off like a helicopter, then fly like an airplane with twice the speed, three times the payload and five times the range of traditional helicopters. Aerospace and aircraft will never be the same.

Now an industry leader with unmatched name recognition, Bell has delivered more than 35,000 aircraft to our customers around the world. Headquartered in Fort Worth, Texas, Bell has additional plants in Amarillo, Texas; Mirabel, Canada; Piney Flats, Tennessee; Miami, Florida; Broussard, Louisiana and Ozark, Alabama.

Bell maintains key logistics supply and service centers in Europe, Canada, and Singapore as well as in the United States. As the world's premier provider of vertical lift aircraft, Bell continues to provide every customer with products, service and support second to none. Bell employs approximately 8,000 at its headquarter location alone.

Bell has successfully supported other commercial platforms for military customers including the V-22 and H-1 programs for NAVAIR. An example is the Canadian CH-146 Griffon Optimized Weapon System Support (OWSS) contract, which we have executed since 2011. The OWSS program supports a fleet of 85 militarized Bell 412 helicopters with engineering, spares and full maintenance support (from operational- to depot-level maintenance). The Bell/OWSS team has helped maintain a serviceability rate of 90% or better for the life of the program. In view of our successful record, the Canadian Government recently announced Bell will begin the first phase of a CH-146 modernization program.

The company's name changed to the current Bell Textron Inc. currently holds a Certificate of Registration, at each of its Texas facilities, to the requirements of ISO 9001:2008 and AS9100:2009 Revision C. Bell Textron Inc. also currently holds a Production Certificate issued by the Federal Aviation Administration (FAA) for each of Bell's commercial helicopter platforms.

1.2 Industry Leading Technology

- **Superior Design** From the Bell 47 to the V-22 Osprey, Bell continues to lead the rotorcraft industry
- **WASS and LPV** The Bell BasiX-Pro™ Avionics Suite is the first helicopter glass cockpit with standard WAAS and LPV approach
- **407 Glass Cockpit** State-of-the-Art Garmin G1000H™ glass cockpit



- **525 Relentless** Bell continues to design new aircraft to meet the customers specific need
- **Maintainability** The Bell 429 is the first helicopter certified to MSG-3 standards, the same standard as commercial airliners

1.3 Bell Contact Information

Chuck Buchanan
Regional Sales Manager – North America
cbuchanan@bellflight.com
(817) 280-4779

Chad Nimrick
Director, Support & Service – Americas
canimrick@bellflight.com
(817) 280-1941

Natalie Taylor
Manager, Regional Campaigns - Americas
ntaylor@bellflight.com
(817) 280-1050

1.4 Commercial Support Philosophy

Every helicopter requires regular service, but no other manufacturer can consistently match the level of service and support provided by Bell. Bell helicopters offer a proven, cost effective multi-mission helicopter platform, supported by an existing worldwide commercial support network.

1.4.1 Worldwide Support Network

Bell has established a worldwide network of supply centers and Customer Service Facilities to position parts closer to customer locations for quick and responsive service and coordination. Bell's policy of maintaining a complete inventory of spare parts on hand is designed to maximize spares availability for our customers. Routine spares orders are shipped out within seven days, and 92% of AOG (Aircraft on the Ground) requests are shipped within 48 hours.

Bell has manufactured and delivered over 35,000 helicopters and provides support for the commercial fleet through our supply centers, shown Figure 1-2.

- The central supply center located in Fort Worth, Texas maintains an inventory of over 60,000 line items and plays a vital role in supplying the customer with spare parts, special tools and ground support equipment.
- The Amsterdam Supply Center in The Netherlands stocks over 12,500 line items.
- The Calgary Supply Center in Calgary, Canada, stocks 6,000 line items.
- The Bell Asia Supply Center, located in Singapore, has 7,500 line items.

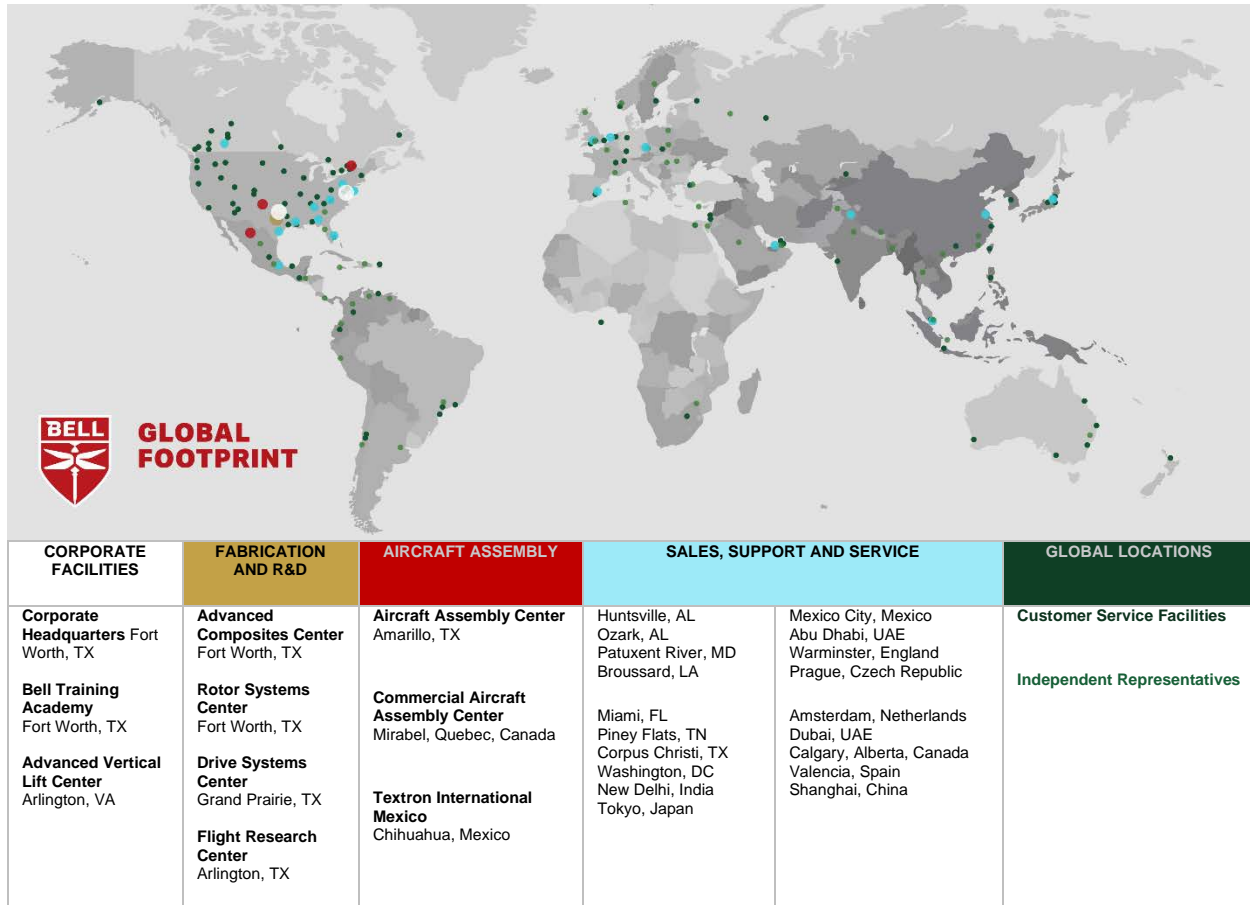


Figure 1-2. Bell's Worldwide Distribution Centers.

1.4.2 Additional Support Services

In support of its worldwide commercial fleet, Bell provides customer support through the Customer Service Engineer (CSE), Product Support Engineer (PSE) and Customer Service Facilities (CSFs) networks.

Customer Service Engineer (CSE): Bell has a network of regional Customer Service Engineers (CSE) who provide technical support to the customer which includes advice on trouble shooting and proper maintenance procedures. While not dedicated to a specific customer, these CSEs make periodic visits to the customer locations and are available via cell phone and email when needed. They are also available to support aircraft arrivals and reassembly in-country.

Logistics Support Representative (LSR): The LSR can assist maintenance personnel in assessing parts needs, including pre-planned spare parts for scheduled maintenance events; perform continual inventory management modeling to assess spares availability in order to provide parts on time in sufficient quantities; assist in configuration management of spares and configuration monitoring of the aircraft; and work with the CLS logistics specialists for follow-on spare parts, equipment, tools, and services to keep helicopters serviceable and mission-ready.



Product Support Engineer (PSE): Bell will make available over the phone and by email a team of Product Support Engineers (PSE) which can provide technical support and trouble shooting. The PSE team has specialist engineers responsible for each helicopter model and each system and can provide advice and technical support when needed.

Customer Service Facilities (CSF): Bell's Customer Service Facility (CSF) network are privately owned maintenance and logistics operators located worldwide that ensure availability of Bell authorized helicopter maintenance services to every Bell operator. These repair and maintenance facilities are staffed by Bell factory trained mechanics and technicians. They maintain a stock of genuine Bell spare parts, special tools, and technical manuals. Consequently, CSFs are well equipped facilities to perform service, maintenance and repairs for customer aircraft.

Bell CSF's are "Bell Approved" meaning that each has made significant investments in facilities, inventory, tooling and insurance creating the foundation for delivering superior levels of service quality, technical support and safety. Bell ensures that each CSF has:

- Factory trained maintenance technicians
- Guaranteed parts inventory on hand to service aircraft
- The training and expertise to process Bell warranty claims
- Insurance to cover customer aircraft while at their facility
- The latest technical and safety information on hand
- High standards of quality, professionalism and safety

With unmatched service and support, the Bell CSF network is a true differentiator in the maintenance and overhaul provider market.

1.5 Bell Service Centers

1.5.1 Bell Ozark Service Center

Bell's service center in Ozark, Alabama (Figure 1-3) is your comprehensive one-stop shop for both military and commercial customers. For customers looking to service or upgrade their Bell aircraft, this location provides a trusted, cost-competitive solution. The Ozark Service Center has completed over 550 UH-1 refurbishments and 220 Huey II conversions.

- More than 25 years of supporting helicopter operations
- On-site Defense Contract Management Agency



Figure 1-3. Bell Ozark Service Center.



- Robust inventory of spares to support all Bell Helicopter models
- FAR 15 procurement capabilities
- ISO 9001 and AS9100C certified
- Committed to helping build future leaders in the aerospace industry through our partnership with the Alabama Aviation Center at Ozark.

Bell Ozark supports helicopter owners in the southeast United States and beyond. Service capabilities include:

- Aircraft Customizing
- Aircraft Refurbishment
- Maintenance, Repair and Overhaul
- Upgrades and Mods Installation
- Paint Service
- STC and Kit Installation

The service center is fully capable to support expanded repairs, transmissions, dynamic components, and avionics. These services are also supported by Able Aerospace Services. Additionally, some technical capabilities include approved field maintenance for numerous Bell models, FAA part 145 repair station, and AS9100:2004 Revision C Certification.

1.5.2 Bell Piney Flats Service Center

Bell's service center in Piney Flats, Tennessee (Figure 1-4) provides a trusted, cost-competitive solution for customers looking to service or upgrade their Bell aircraft. Renovated in 2016, the facility increased capacity and improved efficiencies. As a top completion and delivery center, we customize and deliver more than 200 aircraft per year in addition to providing maintenance, repair and overhaul services. Piney Flats is also home to the Bell brand: Aeronautical Accessories—an industry leader that houses and distributes parts for Sikorsky, Airbus, Robinson, Leonardo and MD Helicopters.



Figure 1-4. Bell Piney Flats Service Center.

- More than 40 years of supporting helicopter operations
- 150,000 square foot facility
- 98% on-time completions
- Comprehensive services 24/7/365



The facility supports helicopter owners in the southeast United States and beyond. Customer aircraft are in good hands with Bell Piney Flats

OEM-trained and experienced repair technicians (Figure 1-5) . Additionally, on-site support for robust warranty protection as well as Customer Advantage Plan is available. Service capabilities include:

- Aircraft Customizing
- Aircraft Refurbishment
- Maintenance, Repair & Overhaul
- Upgrades & Mods-Installation
- Paint Service
- STC & Kit Installation
- Non-Destructive Test (NDT)



Figure 1-5. OEM-Trained and Experienced Repair Technicians.

Component Repair and Overhaul capabilities include expanded repairs, transmissions, dynamic components, window replacement, and avionics. These services are also supported by Able Aerospace Services. The facility's technical capabilities include approved field maintenance for all Bell helicopters, FAA and EASA Part 145 repair station, and ISO 9001:2008 certification. Bell Piney Flats is exceptional in aftermarket customer support and will provide consistent, top quality results.

1.5.3 Bell Broussard Composite Repair Shop

Bell Broussard (BLA) Composite Repair Shop, in Louisiana, is a global leader in the manufacture and repair of composite panels. The facility is certified to the ISO 9001 and AS9100 standard, authorized for Bell OEM direct ship authority and holds a FAA and EASA Part 145 approved repair station. The facility is approximately 28,000 sq. ft. and is equipped with autoclaves, paint booths a metal process line and a clean room.

Bell Composite Repair Shop's has access to OEM engineering processes and specification along with unique conformity process allowing customers to purchase new and repairs products that fit their aircraft. Whether they purchase one vertical fin or 50, consistency is proven and closely monitored.



Services include (Figure 1-6):

- Manufacturing
 - Customized Composite Panels
 - Bell Direct Ship Authority
 - Bell Build-to-Print
- Panel Overhaul
- Repair
- Additional Services
 - Piece Part Fabrication and Sales
 - Autoclave Services



Customized Tail Cone

Quality practices include:

- Destructive & Non-Destructive Testing
- Chemical Testing
- Process Control Inspections
- Conformity Process



Repair Services

Customers of BLA Composite Manufacturing and Repair Shop include:

- MRO Facilities and Completion Centers
- Civil Government / Parapublic / EMS Operators
- Fleet and Individual Operators
- Parts Distributors and Brokers
- Bell Customer Service Facilities
- Bell Helicopter Supply Centers and Production Line

Figure 1-6. Bell Broussard Composite Manufacturing Services.

1.5.4 Bell Broussard Blade Repair Shop

Bell's Blade Repair Facility in Broussard, Louisiana (Figure 1-7) is a FAA and EASA Part 145 certified repair station with the authorizations to perform standard and OEM engineering approved expanded repairs on all your Bell products. Broussard is the only OEM endorsed blade facility located in the Americas to completely fulfill your repair needs.

This location also offers remote repair capabilities at any given location throughout the Americas and beyond. Our Customer Service team is readily available 24 hours a day, 365 days a year to support your rotor blade repair needs. Commercial and Military operators around the world rely on Bell's Blade Repair capabilities to ensure the highest level of safety and quality in the industry.



Capabilities include:

- Standard Main and Tail Rotor Repairs
- Expanded Main and Tail Rotor Repairs
- Tip Cap and Abrasion Strip repair and replacements
- Skin repairs
- Root Closure Replacements
- Lightning Strike Modification/Repair
- Main Rotor Yokes



Figure 1-7. Blade Repair Facility in Broussard, Louisiana.

Certifications:

- Bell OEM
- Leonard
- Van Horn Aviation
- FAA
- EASA
- India DGCA
- Oman
- Egypt
- Nondestructive Testing (NDT)

UAE General Civil Aviation Authority

1.5.5 Bell Miami Service Center

Serving the southeastern United States, Caribbean and beyond, the location offers rotorcraft service and support along with complete helicopter refurbishments.

The one-stop shop has a long list of satisfied clientele, from federal, state and local parapublic agencies to HEMS, corporate and VVIP customers. From the smallest avionics upgrade to a complete rebuild, Bell Miami is equipped to service the aircraft with an OEM-trained team at a cost-competitive value.

Technical capabilities include:

- Approved field maintenance for Bell 206A, 206B, 206L, 212, 230, 407, 412, 427, 429 and 430



- FAA Part 145 Repair Station Inspection / Repair Capabilities for Bell 206, 212, 222, 230, 407, 412, 429 and 430; Airbus AS350, AS355, EC120, EC130, EC135 and ec155; Agusta A109 Series
- FAA Part 145 Power Plant Inspection and Repair Station capabilities for Rolls Royce engine models 250-C20, 250-C20R, 250-C28, 250-C30, 250-C40 and 250-C47 Series; Pratt & Whitney engine models PT6, PT6T Series, PW206 and PW207 Series; Turbomecca models Arriel and Arrius Series
- Bahamian Civil Aviation Approval based on Bell's FAA Part 145 capabilities



Figure 1-8. Bell Miami One-Stop Shop.

1.6 Spare Parts Services

Bell employs HUMS to schedule maintenance to maximize safety and minimize wasted time and cost. The FSR/CSE and LSR teams use HUMS data to reduce aircraft downtime. This information can also be utilized for spares purchase planning. Planning is key to ensure the right parts are available as needed.

1.6.1 Orders Priority

Our order processing system allows us to meet the specific requirements of each customer for spare parts delivery. Bell responds to customer's needs for spare parts using three priority codes, described in Figure 1-9. This categorized ordering process enables the customer to maintain a high rate of operational readiness to carry out missions when required. The goal has always been to provide premier service and strategically improve our inventory availability. We work to improve our processes to improve our fill rate. Having the parts available when you need them is the only way you can meet your operational needs. Currently, Bell is maintaining a 92% fill rate within 48 hours and works continuously to improve. For AOG orders we respond by shipping all on-hand parts to the customers within 24 hours of the day the order is received.

Priority	Description
Routine Orders	Orders are normally filled within 7 days; often less than 4 days, when parts are in stock. Over 90% of routine orders are filled within 5 days.
Expedite	This priority code is applied when work cannot continue without the specific part. Normally, parts ordered with this priority supply a known need date.
Aircraft on Ground (AOG)	This code is for helicopters grounded for one or more parts. They are tied to a specific helicopter serial number. Over 90% of AOG orders are filled within 2 days.

Figure 1-9. Order Priority.



1.6.2 Web-based Order Fulfilment

Bell's reputation for innovation extends to its revolutionary customer service system – VISTA. As the first fully integrated, automated online management system, VISTA provides instant, real-time access for our customers around the world via the Web. Using a Bell-provided ID and password, customers can log into VISTA 24/7/365. VISTA enables all customers to:

- Quickly check parts availability and prices with "Express Quote"
- Examine and process warranty claims
- Check purchase order status
- Monitor airway bill information
- View account information
- View technical bulletins and technical publications

1.7 CAMP for Helicopters

Each helicopter comes with an initial subscription to the CAMP Maintenance Tracking Service for Helicopters in the form of the powerful CAMP MTX service. For over 45 years, CAMP has provided the business aircraft industry's leading Aircraft Maintenance and Compliance Management solution.

CAMP MTX is renowned for reliability, technologically advanced software and value protection. MTX now has additional features which make it the ideal choice for helicopters. These include automatic formula-based penalty and RIN calculations, and enhanced flight log tracking. In addition, CAMP has added a dedicated team of helicopter analysts, field service personnel, and general operational staff ready to provide direct support to our helicopter operators.

A one-year subscription to CAMP is provided with each helicopter delivered. Renewal subscription service is available through sales@campsystems.com.

1.8 Customer Advantage Plans (CAP)

Bell offers Customer Advantage Plans (CAP) which helps customers avoid unnecessary downtime and safeguard a customer's investment by offering access to our exclusive rotatable inventory for new and fielded aircraft. With CAP, customers will be able to anticipate maintenance cost based on annual flight hours. CAP spreads scheduled maintenance costs over time and provides warranty extension coverage for unscheduled events. The CAP plan eliminates the year to year budgeting uncertainty by providing customers with an annual CAP rate for every flight hour flown.

Bell has two straight-forward Customer Advantage Plan options: Premier and Standard Plans. For new aircraft purchases, Bell standard warranty terms and conditions will apply. Technical publication subscriptions remain complimentary during the CAP contract period of performance. Certain conditions and exclusions may apply.

Standard: The standard plan is designed for customers who will have lower aircraft utilization. The Standard plan covers unscheduled maintenance only on your aircraft for up to 2,000 flight



hours or 5 years, whichever comes first, and is transferable within the contract period but is non-renewable past the 5-year term.

Premier: The Premier plan is designed for customers who will have high aircraft utilization and plan to reach the major overhaul events on the aircraft. The Premier plan includes costs of scheduled overhauls into the hourly rate while also giving the customer complete coverage for any unscheduled events that may occur. The plan is transferable, certain terms and conditions apply, and there are no maximum flight hours for the Premier plan.

CAP Coverage: CAP provides complete aircraft coverage for the basic aircraft. CAP coverage only applies to the original configuration of the subject helicopter as it is delivered new by Bell, and to those parts supplied by Bell through the CAP program. Optional kits and customization parts may be included for an additional fee.

Exclusions: Excluded items and services include:

- Any parts with a Bell list price less than \$250
- Consumable fluids including but not limited to oil, lubricants, and cleaning solutions
- Removal and installation labor
- Freight and shipping for parts being sent to Bell for repair
- Tariffs or import duties
- Operator induced damage
- Issues resulting from improper maintenance
- Corrosion and erosion
- Standard paint and interior trim after the standard warranty
- Kits and customizing parts – Unless optionally covered
- Engines – A separate plan may be available directly from the manufacturer. Please contact your engine OEM for more details.

1.9 Bell Training Academy

The Bell Training Academy (BTA) is recognized worldwide for providing quality military and commercial training. It has trained more than 200,000 customers and has a current annual throughput of approximately 2,000 pilots and 2,000 maintenance technicians.

The BTA (Figure 1-10) is located at Bell's Fort Worth, Texas headquarters. The BTA features eighteen (18) multimedia classrooms, three (3) overhaul labs fitted for the newest learning technology tools, a 20,000 sq. ft. training hangar space for crucial hands-on maintenance training, and six (6) advanced Flight Training Devices (FTD) designed to train on the different Bell helicopter models. The facility also features a new NVG-compatible Bell 407GX Full Flight Simulator and the Bell 525 Full Flight Simulator.



Figure 1-10. Bell Training Academy at Bell's Headquarters in Fort Worth, Texas.

Bell has received an Approved Training Organization (ATO) certification from the European Aviation Safety Agency (EASA). With this approval, the Bell Training Academy (BTA) is authorized to provide Part-FCL training courses for European customers, including the use of Flight Training Devices (FTD)s for the Bell 407 and Bell 429 aircraft models. The ATO approval was a significant step in the company's opening of the regional training center in Valencia, Spain. The BTA is also certified to provide technical training on a variety of Bell helicopter aircraft at the Bell Asia facility, located in Singapore.

The Bell Training Academy team is comprised of more than 80 experienced professionals including courseware development and classroom instruction. Many are military veterans and have hands-on experience in the flight and/or maintenance of our aircraft from their time in service. BTA instructor pilots have an average experience level of more than 7,000 flight hours.

Mechanical, electrical and avionics training takes place in a temperature controlled environment and include use of aircraft maintenance trainers. The BTA also has operational cutaway mock-ups, a composite repair room and a separate component overhaul room. More than half of the maintenance training is hands-on skill enhancing and performance focused instruction.

1.10 General Information

The following paragraphs provide general information pertaining to Bell's Customer training programs.

Pilot Operator Training: The pilot training program includes basic academics, and flight procedures training. All training is completed by certified BTA instructor pilots. Flight training is conducted in Bell OEM-owned or newly delivered customer aircraft.



Maintenance Technician Training: Experience is important, however, instruction received in the classroom and training lab cannot be over-emphasized. Facilitating more efficient maintenance manpower and improving logistics supportability ensures that the helicopter(s) are operational and maintainable in all types of climate and terrain where the helicopter(s) may be used.

Academic training includes instructor-led computer presentations and hands-on maintenance training, as shown in Figure 1-11.

Bell is leading the industry in its use of engineering technology to more effectively teach pilots and maintainers around the world. The use of 3-D rendered, high-fidelity, interactive graphics provide students an authentic representation of each component. Smart Board technology allows for independent media manipulations such as assembly and disassembly of system subassemblies and replication maintenance actions without leaving the classroom. The adoption of 3-D modeling of aircraft components and system assemblies has greatly improved training efficiency by enhancing student retention.



Figure 1-11. Maintenance Technician Training.
Bell provides students with hands-on training.

Training is determined complete after each student demonstrates an ability to perform to the course standards defined by Bell for actual maintenance and operation of the equipment referencing technical manuals.

Training Materials and Language: Bell provides each maintenance and pilot training candidate a hard-copy course notebook in the English language for each course conducted by BTA instructor personnel. The training materials will be sufficient to train maintenance technicians and pilots who meet the course prerequisites in the maintenance and operation of the applicable model helicopters. Course instructional electronic media, syllabi, course outlines, and company intellectual property will be considered non-deliverables within the scope of this contract.

Students must read, write, and understand the English language to a minimum 70% comprehension level for non-regulated courses. Should a language translator be required, course lengths are adjusted and additional costs applied.