

## CASE STUDY

# Bundespolizei AS332L1 Framework Contracts



The Bundespolizei, the uniformed federal border police force in Germany, operates twenty Eurocopter Super Puma AS332L1s. In 2012 Heli-One were awarded a framework contract to upgrade and overhaul ten aircraft over ten years. This was followed by another separate framework contract to add a further three ships for similar work and interior refurbishment of the removable/quick change corporate-style cabin. The contracts also include ongoing inspections and MRO for engines and major components.



"Bundespolizei's operations demand mission-readiness at all times and optimal levels of capability. Our framework with Heli-One involves issuing new challenges to them all the time – in terms of new, mission-oriented requirements and demanding timescales – and Heli-One has

been able to meet these challenges. Heli-One listens carefully, asks the right questions, makes sure the proposed solutions are right, and uses their experience as an operator to add value to discussions."

Rolf Zacharias, Bundespolizei

[www.heli-one.ca](http://www.heli-one.ca)

A division of CHC Helicopter

## Customer benefits

- Framework contracts cover all ongoing MRO and inspections
- Flexibility to include fixed-price special work programmes for upgrades and modifications
- Efficient turnaround times and end-to-end capability
- Added value of extensive operational knowledge of AS332L1
- Comprehensive customer service and ongoing communication

**Heli-One**   
Knowledge at your service

## Description of works

### What we provided for the customer

The Bundespolizei (BPOL) operates under the authority of the German Federal Ministry of the Interior, with a mixed fleet of 87 helicopters in total – of which 20 are Eurocopter AS332L1s. BPOL utilizes the versatile and rugged Super Puma in multiple roles that include border security, counter-terrorism, air rescue and a variety of other activities.

Heli-One has enjoyed a long relationship with Bundespolizei – performing deep refurbishment and modifications to the Super Puma fleet from 2006 to 2013. The current framework contract was awarded independently via a competitive bid process – where Heli-One's turnaround times, levels of capability and cost-effectiveness matched BPOL's need for a responsive, skilled and efficient MRO partner. Heli-One was also able to demonstrate its extensive experience on the helicopter; having successfully

delivered a wide variety of MRO services to AS332 operators across the globe for 25 years.

Within the contract agreement, Heli-One is responsible for the performance of G-level maintenance inspections for the BPOL fleet, as well as engine and major dynamic component overhauls, airframe refurbishment, system upgrades and integrations as well as various interior modifications from its Stavanger, Norway operations and maintenance base.

Heli-One believes in delivering a totally customer-oriented service – with excellent and clear lines of communication with the customer. In addition to the standard maintenance and overhauls specified within the framework contract, Heli-One is flexible to deliver special work programs. BPOL has



been able to work with Heli-One in defining the scope of the requirement to achieve optimal mission capability – with valuable input from Heli-One's experience as an operator of the AS332L1.

Heli-One is proud to have been entrusted with delivering long-term depth maintenance for a fleet which plays a critical role in the national defense and security sector.

### Breakdown of technical delivery

The framework contract contains different combinations of inspections requirements for each aircraft in the fleet – a typical sample of which:

- A (36 months) Inspection
- T (750 hours) Inspection
- A/T (36 months/750 hours) Inspection
- Aging Inspection (12 years)
- G-Check including 12 years Aging Inspection
- Combination of G-Check & Aging Inspection & H/C Retrofit & H/C Strip and Paint

The ongoing contract also covers component overhaul for the AS332L1 aircraft:

- Main Gear Box
- Main Rotor Hub
- Intermediate Gear Box
- Tail Gear Box
- Engines

Heli-One also implemented modifications and upgrades:

- New electronic tactical integrated mission systems
- Flight Deck Avionics systems (navigation, communications, sensors)
- Design and development of Pod Mounted Air Condition System in conjunction with the modification of the Cabin Light Weight Interior including Prototype and Certification Services
- Cabin and external airframe mounted special mission equipment
- Aircraft Strip & Paint

In addition to the ongoing requirements of the framework contract, items to be covered on a case by case basis for each helicopter, forecasted yearly, and implemented to a fixed price include:

- Incorporation of OEM Service Bulletins
- Service Letter Compliance
- Incorporation of Engineering Orders
- Change of OTL

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