

REQUIREMENTS AND TERMS OF REFERENCE FOR CONTRACTORS' FIELD SERVICE REPRESENTATIVES

(This EO replaces EO 00-50-10 dated 10 Sep 62)

PURPOSE

- 1 This EO defines the qualifications required by the RCAF of Contractors' Field Service Representatives and outlines the conditions under which they will be required to render their services.
- 2 The introduction into the Air Force of new and complex items of equipment makes it necessary that specialized technical advice be readily available throughout the service. Accordingly, it is the policy of the RCAF, when introducing new complex items of equipment, to arrange for the provision, by the appropriate company of expert specialized technical assistance at those units where the lack of such expert technical knowledge would seriously affect the efficient usage of the material involved.

NOTE

See AFAO 26.05/04 regarding the issuance of Form CAFIB 27 "Geneva Convention Identity Card" for persons who accompany the Armed Forces.

Letters of accreditation or introduction shall be provided by the AMCHQ originator of the Contract Demand to the nearest CAFIB unit, and to the parent command headquarters and unit (s) where the FSR or TSR is employed, prior to the issuance of the CAFIB 27. A copy of the letter shall also be provided to the FSR/TSR concerned.

DEFINITION

- 3 Field Service Representatives (FSRs) and Technical Service Representatives (TSRs) are individuals who are supplied by companies under contract with DDP to provide the RCAF with expert technical advice on problems which are of such a complex nature as to require knowledge not in possession of the RCAF at the time. The term "Field Service Representative" shall apply to those individuals who have been afforded officer status, and the term "Technical Service Representative" shall apply to those individuals who have been afforded senior NCO status by AMC under the terms of the contract. The terms "Field Service Representative" and "Technical Service Representative" are not to be confused with the term "Tech Rep". Technical Representatives, or "Tech Reps" are civilians obtained by DDP contract to fill established Civil Service positions which cannot be filled by normal competition. Technical Representatives may be either officer or NCO status depending on the classification of the position against which they are hired.

PROCEDURE

4 The following procedure is to be used in securing the services of contractors' FSRs.

(a) AFHQ, in conjunction with AMCHQ and user Commands, is responsible for determining the FSR requirement for initial support of new equipment being procured. Provision of funds to meet this commitment will be made by AFHQ who will advise AMCHQ of particulars of the funds provided and FSRs required. AMCHQ will take action to arrange for the necessary services. This initial requirement will normally not exceed twelve months.

(b) AMCHQ is primarily responsible for continuation of FSR services. Unit requests for these services are to be processed through the parent CHQ to AMCHQ, AMCHQ is responsible for evaluating requirements with the exception of TCHQ's requirements of FSRs for instructional purposes only. Where AMCHQ does not agree with any FSR services requested, the controversial requirement is to be forwarded to AFHQ. AFHQ will decide the validity of the requirement and advise AMCHQ of action to be taken.

(c) Requests received at AMCHQ for FSRs, who are to be employed solely on instructional duties within Training Command, will not be reviewed but will be passed directly to AFHQ for review and direction.

(d) The user units are responsible for providing the parent CHQ with justification for any extension of services required. CHQs are responsible for assessing the need and the advisability of altering the type of services to affect economy without jeopardy to effectiveness.

(e) Yearly substantiation is to be submitted by the CHQs to AMCHQ. This substantiation must be precise and of sufficient detail to enable proper evaluation by AMCHQ and/or AFHQ. General statements regarding service manpower, whether in number or degrees of proficiency, will not in themselves suffice. The following aspects must be considered and information, as applicable, supplied when submitting requests for extensions of FSR services:

- (1) Are the services of an FSR mandatory and not just desirable.
- (2) The probable duration that the FSR will be required for the equipment.
- (3) What are the detailed and specific reasons why the unit concerned cannot operate the equipment without the services of an FSR, giving specific tasks performed and why these tasks cannot be performed by service personnel.
- (4) The type of equipment for which the FSR is required.
- (5) Figures on performance data and failure statistics as related to FSR Services, if applicable.
- (6) Actual FSR man-hours worked on various phases.
- (7) Training courses given by FSR.
- (8) Other facts, which will assist in evaluating the requirement.
- (9) A complete duty analysis outlining how the FSR or TSR is to be employed.

PROCEDURE (Cont'd)

- (f) AMCHQ is responsible for raising CDs for FSRs and will advise the user HQ of the arrangements which will include details of commencement and terminating dates of the service, special instructions regarding reports, etc.
- (g) AMCHQ is responsible for keeping under review the overall requirement for FSRs and informing AFHQ of contract amendments required.

QUALIFICATIONS

5 By definition, the FSR must be a highly qualified technician and in general must have the following qualifications:

- (a) Extensive experience in the general type of equipment for which they are the representative (e.g. the FSR for a particular aero-engine must have extensive experience on aircraft engines generally).
- (b) Expert and comprehensive knowledge of the specific equipment in connection with which their assistance is required.
- (c) Capable of being cleared to the security classification of SECRET. Clearances will be provided by DDP. It will be the responsibility of the Contractor to select and provide FSRs who meet the above qualifications, and who, in addition, are of good character and are morally and socially acceptable by the RCAF. Normally the RCAF will expect an FSR to have an Engineering Degree and two years' experience in the appropriate specialty, or have a membership in an engineering association and two years' experience in the appropriate specialty, or have extensive experience in the general field and two years' experience in the appropriate specialty.

CHANNELS OF COMMUNICATION

6 Contractors' FSRs must have a rapid channel of communication to the parent firm through which quick and authoritative answers to technical queries may be obtained. Their reports are to contain ONLY information of the technical aspects of the equipment for which they are responsible. The following procedures are to apply:

- (a) Copies of the reports, which may be completed in any form the FSRs prefer unless otherwise directed by AMCHQ, are to be submitted, prior to despatch, to the CTSO or delegated officer at units or specialist officer at CHQs for vetting. The vetting officer will ensure that material contained in the report deals only with the technical aspects of the equipment concerned and will not delete any technical information.
- (b) When classified equipment is discussed in these reports, the vetting officer is to ensure that:
 - (1) Only data pertinent to the equipment for which the FSR is responsible is contained in the report.
 - (2) Existing security regulations governing such correspondence are observed.
- (c) When the report has been vetted and released, copies are to be sent to the appropriate CHQ, AMCHQ and the company concerned.
- (d) When corrective action is recommended by the company to the FSR, an information copy of the company's reply is to be forwarded to AMCHQ.

CONDITIONS UNDER WHICH SERVICES ARE RENDERED

7 The conditions governing services rendered by a contractors' FSR are those outlined in any particular contract negotiated with the parent company, but normally the contract will be written around the following conditions:

(a) FSRs and TSRs are responsible for the programming and quality of their services to the CTSO, or specialist officer designated by CTSO of the unit, or to the specialist officers of the Commands concerned, within the conditions and intent of the contract under which they are hired.

(b) FSRs are to conform with the administrative regulations of the establishment at which they are assigned, including the hours of duty, and must be prepared to take their places alongside air force personnel at any hour of the day or night as may be required by the CTSO or specialist officer at a unit or the specialist officer at a CHQ.

(c) The FSR's prime responsibility is a thorough and up-to-date knowledge of his equipment and the dissemination of this information, (obtained through direct access to their companies) through normal station channels to both technical and flying personnel, as required, to provide assistance to both maintenance and operations.

(d) FSRs will be required to assist in training RCAF personnel on the particular equipment for which the FSR is responsible.

(e) FSRs are responsible for providing technical reports as considered necessary by the RCAF, copies of which are to be made available to RCAF formations as required.

(f) FSRs may be assigned to an area, including overseas, where their equipment is in use and may, upon request, be required to assist other RCAF formations including assistance at any RCAF Depot for identification and classification of their company's products.

(g) Special clothing, test equipment, etc., are to be provided by the parent company. In special circumstances, equipment in standard use by the unit may be loaned to the FSR on authority of the CTSO.

(h) Transportation away from the field unit, or out of the area specified in the contract as being the unit/area where company technical services are to be provided, may be authorized provided the requirement for such transportation is originated by the RCAF. Service transportation may be offered to the extent authorized by existing orders, Ref. CAP 100, Section 12, para. 102.85 (Aircraft) and CAP 23, para. 3.664 (Mobile Equipment).

(j) Temporary duty, including time, duration and mode of conveyance, is to be authorized by CTSO of unit before the FSR proceeds on such TD. The most economical means of travel shall be employed. If service transport is not available or inconvenient to use, PMC or CAL may be authorized. Claims for mileage and travelling expenses are to conform to restrictions placed on Service officers under similar conditions. The CTSO will verify on the monthly progress claim that mileage and duration of TD claimed was actually incurred on DND business. Unless specifically authorized in the contract, mileage to and from the regular place of duty is not to be admitted on the claim.

(k) Pay allowances, transportation and travelling expenses are to be defrayed by the parent company, the expense of which may be covered by the contract. Specific arrangements in this regard will normally be subject to negotiations between DDP and the contractor at the time the contract is being raised.

CONDITIONS UNDER WHICH SERVICES ARE RENDERED (Cont'd)

(m) Annual leave and sick leave will be allowed in accordance with the terms of the contract. Specific arrangements in this regard are to be included in the contract especially as to the manner of billing for periods of leave.

(n) It is desirable that, when possible, the FSR live on the station to ensure maximum contact between himself and service personnel with whom he is assigned. At all units, single officers' quarters and messing may be provided on a repayment basis. In addition to this, at isolated and foreign units, medical and dental facilities will also be made available on a repayment basis.

(p) All FSRs and TSRs shall be provided with a letter of accreditation or introduction, renewable annually, stating that they are serving with the RCAF. This letter shall be provided by the originator of the Contract Demand at AMCHQ to the nearest CAFIB unit, to the FSR/TSR concerned, to the Unit (s) and Commands concerned. This letter shall be forwarded on receipt of the necessary information concerning the individual from DDP and after the Geneva Convention Category has been allotted by AMC in accordance with AFAO 26.05/04.

(q) FSRs are to arrange for their own passports, medicals, immunization and other documentation when proceeding on duty outside of Canada.

(r) FSRs shall be afforded officer status for purposes of rations and quarters, providing they have, as a minimum, the qualifications detailed in para 5 of this order. Otherwise, they shall be afforded senior NCO status and shall be referred to as TSRs. The status of FSRs and TSRs shall be determined by AMCHQ.

(s) At the end of each week (or month) the FSR/TSR will obtain from the CTSO or his delegated representative, a signed statement that he was present as required during that period, or if on TD that:

- (1) Service transport was or was not provided,
- (2) Rations were or were not provided, and
- (3) Quarters were or were not provided.

ASSESSMENTS

8 Personal assessments on FSRs and TSRs are only required when their services are found to be unsatisfactory. Such reports are to be forwarded under confidential cover through CHQ to AMCHQ, Attn: D/CLD/LC/P, and shall contain sufficient information for AMC to take corrective action with DDP.

9 Three copies of the assessment are to be forwarded to CHQ who, after review, will forward 2 copies to AMCHQ, Attn: D/CLD/LC/P.

10 Special assessments will be forwarded immediately the services of an FSR are found to be unsatisfactory. These special assessments are to be raised and actioned as per paras. 8 and 9.

NOTE

The CTSO of a unit or the specialist officer at a CHQ, to which an FSR reports, is to ensure that these conditions, where applicable, are adhered to in all instances. Where there is any doubt about a particular condition applying, the CTSO or specialist officer is to refer to the contract.

ISSUED ON AUTHORITY OF THE CHIEF OF THE AIR STAFF

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