

## Request for Information: Safety and Training Support Services

### 1. HAI Overview and Background

Helicopter Association International (HAI) is the professional trade association for the international helicopter industry and represents more than 1,100 companies and over 16,000 industry professionals in more than 65 countries. Each year, HAI members safely operate more than 3,700 helicopters and remotely piloted aircraft approximately 2.9 million hours. HAI is dedicated to the promotion of the helicopter as a safe, effective method of commerce and to the advancement of the international helicopter community.

### 2. Project Goals

Through this request for information (RFI), HAI is seeking sources for safety risk management, training and certification, and flight data management services. Through this initial request, HAI will assess potential industry partner solutions and value-added services that can help elevate safety and drive peak performance. Services under consideration may include the following:

- A. **Safety Risk Management:** Services under consideration may include, but are not limited to, third-party safety risk management coaching, consulting, and assessment services.
- B. **Training and Certification:** Services under consideration may include, but are not limited to, development, delivery, and management of learning content; ground instruction; flight instruction; initial and recurrent training; and evaluation and certification services.
- C. **Flight Data Monitoring:** Services under consideration may include, but are not limited to, delivery or management of flight data monitoring (FDM) systems, flight operations quality assurance (FOQA) services, education and training services, and related data collection, storage, review, and analysis services.

### 3. Scope of Services

Respondents are requested to provide any available information that enables HAI to assess the state of the market for solutions that can safely and efficiently enhance operational performance. The following are general descriptions of desired information related to the services listed in Section 2, "Project Goals." Based on the information HAI receives in response to this RFI and other research, HAI may request proposals for one

or more of the services listed below. All submissions should clearly indicate relevant past performance and ability to immediately deliver viable and affordable solutions.

- A. **Safety Risk Management:** HAI is considering expanding its Accreditation Program of Safety (HAI-APS). The HAI-APS is presently limited to auditing services through which qualifying members can earn joint HAI safety accreditation and IS-BAO registration. Details about the HAI-APS can be found at [rotor.org/aps](http://rotor.org/aps). HAI seeks to expand this member service to include risk management coaching, consulting, and assessment services. Program accessibility to small operators and those who lack experience with safety management systems is desired through open collaboration, engagement, and facilitation. Providers may facilitate, develop, implement, validate, and assess the maturity of safety management systems appropriate to the operational and mission-specific requirements of each HAI member operator.
- B. **Training and Certification:** HAI considers education and training to be vital in the continued professional development of operators in the vertical lift industry. To that end, HAI seeks to diversify the educational content for both in-person and online offerings. Respondents should provide information on a broad range of educational topics and training options that are career enhancing and that provide certification credits such as those for FAA WINGS or inspection authorization renewal. Areas of specific interest in this RFI are listed below:
- *Classroom and online/virtual training services:* Respondents should articulate their relevant past performance providing adult education training using in-person and online settings and recommend solutions to improve educational opportunities for the vertical lift industry, specifically for small operators.
  - *FAA Part 142 training, checking, and certification services:* Respondents should indicate past performance supporting FAA-approved training and checking services for Part 135 operators in accordance with the applicable requirements of Operations Specification A031, Contract Training; and 8900.1, Dynamic Regulatory System (formerly FSIMS), Volume 3, Chapters 18–20.
- C. **Flight Data Monitoring:** HAI strongly supports the use of FDM programs across the vertical lift industry. The potential benefits to this sector of the aviation industry can easily be appreciated by looking at other aviation sectors using FDM. These programs enable operators to gather a wide scope of information, including safety data, for study. Through a variety of analytical tools, FDM can produce information to help identify and understand systemic safety issues, identify emerging risks, and assist in the development of effective risk mitigations. Until recently, the vertical lift industry had not employed FDM to any appreciable extent. HAI seeks to expand the use of FDM throughout the vertical lift industry, with a particular focus on small operators, through such means as member benefit programs and educational resources. Respondents should provide information on solutions and programs that will effectively introduce, develop, implement, and facilitate useful FDM programs by vertical lift operators. Submissions should clearly articulate both current market solutions and notional future programs, including submitter insights on advantages and disadvantages as well as thoughts on general resource requirements to support the programs.

#### 4. Response Format

Interested providers are requested to provide electronic responses in the form of draft proposals or related information that will enable HAI reviewers to understand the experience, capabilities, and performance of available solution providers. Such responses are requested to be in the form of an Adobe Acrobat PDF attachment (3 MB maximum file size). The suggested contents of the electronic responses are as follows:

- *Cover page*: The cover page should not exceed 1 page.
- *Summary of services*: Include a summary of the proposed service(s) that your organization will offer for limited access or exclusive discounts to HAI members.
- *Technical proposal*: List each service area noting relevant expertise and capabilities that could be characterized as a value-added service to HAI operator members or maintenance service provider members. Include any problem statements that may apply to HAI member operators and how the provider will address the problem. Examples may include detailed descriptions that indicate how the service will enhance safety, technical proficiency, and operational performance.

#### 5. Evaluation Criteria

The following areas may be considered in any future request for proposals or source selections and are likewise recommended for inclusion in responses to this RFI:

- User experience for program participants
- Technical capabilities
- Management/support capabilities
- Estimated costs: Responders are requested to provide rough order-of-magnitude estimates for sample services, noting any discounts that could be offered to participating HAI members. Any estimates provided would be considered nonbinding and intended only to serve as a benchmark to gain a better understanding of the market.

#### 6. Market Research Schedule

The following dates reflect the estimated time line for this round of market research:

- RFI release: August 23, 2022
- Clarification questions deadline: September 6, 2022, 5:00 pm eastern (UTC-4)
- Response submission deadline: September 23, 2022, 5:00 pm eastern (UTC-4)
- Evaluation period: September 23, 2022 – October 14, 2022
- RFP announcement: To be determined.

#### 7. RFI Delivery

For responses to receive full consideration, submissions should be delivered via email to [safety@rotor.org](mailto:safety@rotor.org) no later than 5:00 pm eastern (UTC-4), Friday, September 23, 2022. Indicate “RFI Response for Safety and Training Support Services” in the email subject line. To ensure successful delivery, email attachments should not exceed 3 MB, or they should include a downloadable link to a file sharing site.

## 8. Disclaimers

- A. HAI will protect the privacy and intellectual property rights of all submitters and submissions. If requested, HAI will review and sign related nondisclosure statements with acceptable terms and conditions.
- B. HAI reserves the right:
- To reject any or all submissions without reason
  - To relax, waive, or extend any elements in this solicitation deemed in the best interest of HAI, without reason
  - To include any other item in the scope of work at any time after consultation with applicants or otherwise
  - To continue market research or release an RFI seeking additional information
  - To withhold or cancel release of follow-on RFPs without reason.