

Call-Off Schedule 28

National Accommodation Management Services Contract

Part 1 – General Information

Document Change Record

Version	Date	Detail	Issue
1.0	23/06/21	Call Off Contract	Contract Award

1. Context for the requirement

- 1.1. The role of the MOD (the Buyer) is to protect the people of the UK, prevent conflict, and to be ready to fight our enemies. The Defence Infrastructure Organisation (DIO) is the part of the MOD that provides and maintains infrastructure, including Service Family Accommodation (SFA).
- 1.2. SFA is a feature in all UK and some overseas locations where the Buyer operates. The details of the SFA are in the Buyer Supplied Information. The composition and location of the SFA will change during the term of the Contract, through a combination of construction, acquisition and disposal.
- 1.3. The provision of SFA is a key enabler in the support of operational capability by contributing to the health and safety of Service Personnel (SP) and their families and can have a significant impact on their motivation and satisfaction. Through this Contract, the Buyer is seeking to positively transform the way that SFA is provided to SP.

2. The Scope of the National Accommodation Management Service (NAMS)

- 2.1. This National Accommodation Management Services (NAMS) Contract is for the provision of Services to the Buyer's SFA estate - the 'Affected Property' - which includes SFA and the Assets associated with SFA, such as garages, communal areas (including flat stairs, bin areas and foyers), grounds, roads, pathways, infrastructure, office accommodation (in some converted SFA) and recreational facilities.
- 2.2. The Supplier shall be responsible for managing all moves into and out of SFA. Moves into and out of SFA are carried out when SP are assigned to a new Duty Station, leave the services, or if there is a change in their circumstances (such as an increase in family size).
- 2.3. The Services are set out in this Call-Off Schedule 28 (Specification), in the Parts as follows:
 - 2.3.1. Part 1: General Requirements.
The Supplier shall meet the general requirements and behaviours that are expected for this Contract.
 - 2.3.2. Part 2: National Service Centre (NSC).
The Supplier shall provide, operate and maintain a NSC to be the first point of contact for all SFA Service Requests and enquiries relating to the Affected Property from Occupants of SFA.
 - 2.3.3. Part 3: Information Systems and Data Management.
The Supplier shall:
 - 2.3.3.1. Operate the Buyer's Information System (IS) to support the occupancy management provision of the NAMS Contract

2.3.3.2. Provide and operate their own systems and interface with the Buyer and RAMS Supplier's information systems.

2.3.4. Part 4: Mobilisation and De-mobilisation.

The Supplier shall be responsible for the mobilisation and de-mobilisation of the Contract.

2.3.5. Part 5: Statutory and Mandatory.

The Supplier shall deliver Services to the Affected Property, in accordance with the Contract requirements, to ensure the SFA estate remains safe, compliant with all relevant legislation and available for occupation.

2.3.6. Part 6: Occupancy Management.

The Supplier shall provide the end-to-end processes and activities that are required for the management of Occupants and potential Occupants of SFA.

2.3.7. Part 7: Requests and Permissions.

The Supplier shall provide services to support the occupation of SFA.

2.3.8. Part 8: Combined Accommodation Assessment System (CAAS).

The Supplier shall manage the CAAS system on behalf of the Buyer to determine the accommodation charge band for SFA and SSFA.

2.3.9. Part 9: Complaints Management and Occupant Satisfaction.

The Supplier shall deal with Complaints on behalf of the Buyer, administer the SFA Compensation Scheme and measure and report levels of Customer Satisfaction.

2.3.10. Part 10: Sub-letting Scheme and Strategic Estate Management.

The Supplier shall manage a sub-letting service for surplus SFA and provide strategic estate management advice to the Buyer.

2.3.11. Part 11: Billable Works.

The Supplier shall deliver Billable Works as instructed by the Buyer.

2.4. The Supplier shall note that the Buyer also rents approximately 390 SFA via the Substitute Accommodation Contract (SAC). These are called Substitute Services Families Accommodation (SSFA) and are out of scope of the Affected Property. The SAC supplier is responsible for sourcing and providing appropriate SSFA as directed by the Buyer, for moving Service personnel into and out of SSFA and liaising with the relevant landlord.

3. Application of MOD SFA Policy

3.1. The Supplier shall note and assist the Buyer to apply the following policies and procedures as part of the delivery of the Services:

3.1.1. The Supplier shall allocate SFA according to JSP 464. Service Personnel (SP) are entitled to either single or family living accommodation, as part of their conditions of service, in accordance with the entitlements and eligibility set out in Joint Services Publication (JSP) 464 Tri-Service Accommodation Regulations. This includes the following key provisions:

3.1.1.1. SFA is to be provided at or near to Duty Stations to which the SP are assigned, normally within ten miles of the Duty Station (except Northern Ireland where the standard radius is twenty miles) or within 90 minutes travel time in London.

3.1.1.2. SP occupy SFA under a 'Service Licence to Occupy'. Other Non-SP may occupy SFA under a tenancy agreement. For the purposes of this Contract, the licensees and tenants will be referred to as Occupants.

3.1.1.3. The Supplier shall be responsible for ensuring any additional needs adaptations for Occupants are being met, either in a previously adapted SFA or by adapting an SFA to meet the Occupant's medical requirements.

3.2. The Supplier shall ensure that SFA is only allocated when the Buyer's standards for maintenance and decoration are fully met by the RAMS Supplier.

3.3. The Supplier shall be responsible for the management and delivery of SFA furniture and equipment in accordance with the Joint Service Scales of Accommodation Part 1 (under which SP can request SFA unfurnished, fully furnished or partially furnished).

4. Core Values

4.1. The Supplier shall adopt and support the Buyer's core values in the delivery of its Services. These core values are as follows:

4.1.1. **Safety First.** Safety first in everything we do.

4.1.2. **Collaboration.** Working in partnership.

4.1.3. **Integrity.** Doing the right thing, not just the easy thing.

4.1.4. **Agility.** Moving at pace to meet new demands.

4.1.5. **Accountability.** Delivering on your promises.

4.1.6. **Enthusiasm.** Passionate about what we do and spirited in how we do it.

5. Outcomes

5.1. The Supplier shall commit to delivering the following outcomes:

- 5.1.1. Long term collaborative relationship with the Buyer and RAMS Suppliers.
- 5.1.2. High customer satisfaction.
- 5.1.3. Excellent quality customer service delivery.
- 5.1.4. Compliance with statutory requirements and legislation.
- 5.1.5. First class operational delivery.
- 5.1.6. Sustainable innovation and continuous improvement.
- 5.1.7. Support to Asset Management maturity.
- 5.1.8. Excellent financial management.
- 5.1.9. Value for money.
- 5.1.10. Demonstrable contribution to corporate social responsibility.
- 5.1.11. Insightful reporting.
- 5.1.12. Effective mobilisation of the services.

6. The Armed Forces Covenant

- 6.1. The Armed Forces Covenant is a public sector pledge from Government, businesses, charities and organisations to demonstrate their support for the armed forces community. The Covenant was brought in under the Armed Forces Act 2011 to recognise that the whole nation has a moral obligation to redress the disadvantages the Armed Forces community face in comparison to other citizens, and recognise sacrifices made. The Covenant's two principles are that:
 - 6.1.1. The Armed Forces community should not face disadvantages when compared to other citizens in the provision of public and commercial services.
 - 6.1.2. Special consideration is appropriate in some cases, especially for those who have given most, such as the injured and the bereaved.
- 6.2. The Buyer encourages all its bidders, suppliers and their supply chain companies, to make an [Armed Forces Covenant pledge](#). The corporate covenant also gives guidance on the various ways to demonstrate support.

7. The Regional Accommodation Maintenance Services (RAMS) contracts

- 7.1. The Supplier shall work collaboratively with the RAMS Suppliers. There are four regional RAMS contracts. The RAMS Supplier(s) will be the Buyer's estate maintenance provider, responsible for the repair and maintenance of all the Affected Property, as follows:
 - 7.1.1. Delivering all repair and maintenance services, including responding to Occupants' Service Requests raised through the NAMS NSC, as per this Contract.
 - 7.1.2. Undertaking all planned maintenance of the Affected Property, including all Statutory and Mandatory inspections and tests, required to keep the Affected Property in a compliant condition.
 - 7.1.3. Maintaining accurate and up to date Affected Property and estate management information, Data and records.
 - 7.1.4. Preparing Void properties to the Move-In Standard for occupation.
 - 7.1.5. Undertaking improvement or refurbishment works to the Affected Property.
 - 7.1.6. Undertaking Grounds Maintenance within the Affected Property.
- 7.2. The Supplier's NSC shall act as the focus for services delivered through both the NAMS and the RAMS contracts.
- 7.3. The Supplier shall deliver all Services in accordance with the principles of ISO:44001 as set out in Call-Off Schedule 24 (Collaboration).

8. Working Premises

- 8.1. The Supplier shall be able to locate some of its management Staff with the Buyer, and the Buyer shall make reasonable desk space available for this purpose, as follows:
 - 8.1.1. For its management team at RAF Wyton, alongside the Buyer's headquarters for SFA.
 - 8.1.2. For the regional management teams at: Rosyth, Catterick, Donnington, Larkhill and Aldershot.
- 8.2. Where co-located with the Buyer, the Supplier shall provide all office equipment and consumables required by the Supplier for the execution of the Contract. This shall include but is not limited to:

- 8.2.1. All desktops, laptops, notebooks, palmtops and other such IT and ancillary equipment that may be required by the Supplier's Staff including licences, software and connectivity charges.
- 8.2.2. All telecommunication equipment, including associated rental and call charges.
- 8.2.3. Any photographic devices, noting that photography is to be conducted in accordance with MOD and Establishment security policy.
- 8.3. For the delivery of the NSC and other Services, it is expected that the Supplier shall use its own premises. Such premises shall:
 - 8.3.1. Be capable of facilitating Contract meetings (seating a minimum of 15 people) with the Buyer;
 - 8.3.2. Support occasional working with the Buyer and the RAMS Suppliers through the provision of five hot-desks and WiFi access;
 - 8.3.3. Have video conferencing facilities.

9. Management of the Service

- 9.1. The Supplier shall manage the Services and shall keep in place an appropriate organisational structure to achieve their effective and efficient operational delivery and management throughout the duration of the Contract.
- 9.2. The Supplier's Staff shall be appropriately skilled, qualified, competent and trained for their role. This includes meeting all relevant professional codes of practice, standards, guidelines, regulations and directives, applicable to their specialist area.
- 9.3. The Supplier shall ensure that all staff that deliver the Services receive relevant induction, site familiarisation and training for their role.
- 9.4. The Services shall be delivered during the office hours of 08:30hrs to 16:30hrs Monday to Friday, excluding Public Holidays, with the exception of the NSC which shall be available 24/7 every day of the year, as specified at Schedule 28, Statement of Requirement, Part 2.
- 9.5. The Supplier shall meet the Performance Measures specified at Call-Off Schedule 14 (Performance Management). The Supplier shall collect and provide accurate and validated data on its activity and performance, in mutually agreed formats, and facilitate processing and comparison with historic information to track trends over time.
- 9.6. The Supplier shall attend such governance and management meetings and provide such reports as are specified in Call-Off Schedule 15 (Contract Management).

- 9.7. The Supplier shall be flexible in its delivery of Services to meet emerging and changing needs – whether from estate optimisation and fluctuations in demand, technological innovations, or wider societal and environmental changes.
- 9.8. The Supplier shall seek continuous improvement in its delivery of the Services, as per Call-Off Schedule 3 (Continuous Improvement).
- 9.9. The Supplier shall comply with such security and safeguarding requirements as are set out in Call-Off Schedule 9 (Security).
- 9.10. A Responsible, Accountable, Consulted and Informed (RACI) matrix is provided at Annex A.

10. Social Value

- 10.1. The Public Services (Social Value) Act 2012 places a legal obligation on the public sector to consider how to secure social value in contracts. The Supplier shall seek every opportunity to support this and to generate immediate or future benefits for the Buyer.
- 10.2. The Supplier shall nominate a lead individual to work with the Buyer to provide information to evidence the Supplier's adherence to the Social Value objectives.
- 10.3. The Supplier shall make use of the Themes, Outcomes and Measures (TOMS) framework to assess social value (this is a free tool available through the Government's Social Value Portal) to demonstrate how it will undertake the following in delivering the Services:
 - 10.3.1. Promoting skills and employment: To promote growth and development opportunities for all within a community and ensure that they have access to opportunities to develop new skills and gain meaningful employment.
 - 10.3.2. Supporting the growth of responsible regional businesses: To provide local businesses with the skills to compete and the opportunity to work as part of public sector and big business supply chains.
 - 10.3.3. Creating healthier, safer and more resilient communities: To build stronger and deeper relationships with the voluntary and social enterprise sectors whilst continuing to engage and empower citizens.
 - 10.3.4. Protecting and improving our environment: To ensure the places where people live and work are cleaner and greener, to promote sustainable procurement and secure the long-term future of our planet.

10.3.5. Promoting social innovation: To promote new ideas and find innovative solutions to old problems.

10.4. The Supplier shall support the Buyer on specific measures to improve social value and sustainability, especially to local communities, SP and Veterans, including the following:

10.4.1. The Supplier shall work with the Buyer and its stakeholders, including the voluntary and community sector, to engage with Occupants and contribute towards the community.

10.4.2. The Buyer is committed to using this Contract as an opportunity to maximise employment and training opportunities for local people. The Supplier shall work closely with the Buyer to deliver the objectives set out below in relation to training and employability.

10.4.2.1. All employment opportunities relating to the Contract within the Supplier's business must be advertised locally. They are to also be advertised on the Forces Families Job website.

10.4.3. The Supplier shall identify opportunities for apprentices and apprenticeships.

10.4.3.1. The Buyer expects to see a commitment to career progression for apprentices over the lifetime of this Contract and would expect the Supplier to demonstrate their support of apprentices moving into substantive paid employment on completion of their apprenticeship.

10.4.3.2. The Supplier shall Identify options for work experience and pre-apprenticeships.

11. Working in SFA

11.1. SFA may be occupied whilst the Services are being delivered. The Supplier shall ensure that its staff know they are working in people's homes and show due respect to the Occupants.

11.2. The Supplier shall ensure its Staff are made aware of and adhere to the Buyer's Code of Conduct for behaviour when visiting or working within SFA.

11.3. It shall be the Supplier's responsibility to safeguard each SFA from theft, vandalism or damage during any visit to an SFA.

The Supplier shall ensure their staff are familiar with the principles of safeguarding, trained in recognising the symptoms of abuse and are aware of their duty to be vigilant and report any safeguarding concerns to

the Buyer and any other relevant authorities. The Supplier shall notify the RAMS Supplier of any known vulnerable occupants before attendance in the SFA.





- 11.4. The Supplier shall indemnify and keep indemnified as described in Call-Off Schedule 11a (Insurance), the Buyer in respect of all damage to Assets, including property, equipment, furniture, electric, gas, water services, or any other item and for any damage, losses, claims etc. for the death or personal injury of any person arising as a consequence of their actions or omissions in delivery of the Services.

Annex A to NAMS Schedule 28 Part 1: General

RESPONSIBILITY ASSIGNMENT MATRIX (RESPONSIBLE, ACCOUNTABLE, CONSULTED AND INFORMED (RACI))

We are establishing a RACI matrix to

- (i) provide clarity on who is accountable/responsible for delivery;
- (ii) empower those responsible to achieve the delivery;
- (iii) provide an opportunity for others to be informed or consulted.

	Definition	Description	Assign to at least...	Assign to at most...
R	Responsible 	<p>Executes the decision, performs the activity, recommends (can delegate and make decisions within the remit of defined authority).</p> <p><i>The doer</i></p> <p><i>The chain of responsibility (command and control) is described using levels of responsibility. R1 has the greatest responsibility, R2 and R3 and so on having delegated levels of responsibility.</i></p>	One person/role	(Unlimited)
A	Accountable 	<p>Ultimate decision maker (owner). Has the right to decide; accountable for the success/failure of the decision.</p> <p><i>The buck stops here</i></p> <p><i>The chain of accountability (command and control) is described using levels of responsibility. A1 has the greatest responsibility, A2 and A3 and so on having delegated levels of accountability.</i></p>	One person/role	Ultimate accountability is only one, however delegated accountabilities are good to ensure assigned roles own the delivery effectively
C	Consulted 	<p>SME input provider. Opinion must be sought and may be taken into account; two-way communication.</p> <p><i>Provide input</i></p>	(No minimum)	(Unlimited)
I	Informed 	<p>Proactively kept in the loop - well informed/updated (one-way communication) due to some dependency that their role or function might be impacted by the activity (directly or indirectly).</p> <p><i>Keep in the picture</i></p>	(No minimum)	(Unlimited)

[REDACTED – COMMERCIALY SENSITIVE]