



Ministry
of Defence



P-8A Strategic Facility Interim FM Author: [REDACTED]

The intention of this document is to give a brief description of the Authorities requirement for providing an Interim Facility Management solution for the period between 17th September 2020 and 30th June 2021 until services will transfer to the Long-Term Facilities Management Contract MMA/0011.

The following documents provide details on the relevant policy, quality and processes applicable to this contract.

ID	Document	Description
001	JSP 850	Infrastructure and Estate Policy
002	JSP 426	Defence Fire Safety and Fire Risk Management
003	JSP 440	Defence Manual of Security, Resilience and Business Continuity
004	JSP 315	Building Performance Standards
005	JSP 375	Management of Health and Safety in Defence
006	JSP 418	Management of Environmental Protection in Defence
007	JSP 441	Information, Knowledge, Digital and Data in Defence
008	MOD SFG20	MOD Subset of the SFG20 Building Asset Database
009	DES SEMS	Authorities Safety Environmental Management System
010	GOV.UK	The Cabinet Office Security Policy Framework
011	gov.uk	Government Buying Standard (GBS)
012	JSP 940	MOD Policy for Quality
013	AQAP 2310	NATO Quality Assurance Requirements for Aviation, Space and Defence suppliers
014	AQAP 2105	NATO Requirements for Quality Plans
015	DEF CON 602A	Quality Assurance with Quality Plan
016	DEF CON 620	Contract Change Control Procedures
017	DEF STAN 05-135	Avoidance of Counterfeit Materiel
018	DEF STAN 05-138	Cyber Security for Defence Suppliers
019	DEF STAN 00-051	Environmental Management Requirements for Defence Systems – Requirements
020	DEF STAN 00-056	Safety Management Requirements for Defence Systems - Requirements and Guidance
021	hse.gov.uk	HSE Approved Code of Practice & HSE Guidance in HSG 274
022	DIO	DIO Policy on Legionella

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Interim FM Requirements

Item	Requirement	Description	When
Building Operations			
1.01	All maintenance activities are required to be performed by Suitable Qualified Experienced Personnel (SQEP)	<p>This requirement is to ensure that the Strategic Facility stays safe, legally compliant and the warranty of all Assets remain valid until such times as the Primary FM contact is mobilised to take over this responsibility.</p> <p><i>1.02 For pricing purposes ensure warranties are taken into account</i></p>	<p>All tasks to be initiated at contract start and to run throughout the contract period</p>
1.02	Ensure all assets and systems are maintained in accordance Manufacturers' instructions and SFG 20. Electronic building systems – examples Building Management System, Intrusion Detection System, CCTV, Fire Detection Systems (e.g. fire panel)		
1.03	Ensure all certifications and warranties are maintained		
1.04	Ensure that the building environment and associated assets comply with legislation and legal compliance		
1.05	Provide a 12 month forward schedule of planned maintenance activities on a monthly rolling basis		
1.06	Ensure all assets maintenance activities are logged and captured in a format that can be inserted into a CAFM system		
		<p>This requirement is to ensure that the Strategic Facility Assets have their forward maintenance schedule planned and executed when required. This information should be placed within a CAFM system and that system be able to export data in a format that will be to be imported into the Permanent Sub contractor CAFM System during the primary FM contact is mobilisation phase.</p>	

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1.07	Ensure all BIM data is maintained and updated throughout contract	<i>1.05, 1.06, 1.07 - [In the interim period between contract start and deployment of a CAFM system the Contractor shall use a manual method to capture and log any Maintenance activity completed during this period that meets security requirements.] Manual data is to be inputted into the CAFM system for go live</i>	
1.08	Provide Reactive maintenance activities to category classed assets	This requirement to ensure that should an unplanned event occur that the SQEP can react to ensure that the Asset and surrounding environment are made safe from risk of damage or potential injury/risk to life.	
1.09	Ensure all assets and systems are run \ tested periodically to ensure they function correctly.	<p>This requirement is to ensure that no Asset:</p> <ul style="list-style-type: none"> • Creates any health or environment issue. • invalidates its warranty. • become damaged due to non or minimum use. 	
1.10	Ensure the correct quantity of water is passed through the bio digester to ensure that it stays active.		
1.11	Ensure the Facility maintains the correct temperature, humidity and air quality where required for the operations and occupants		
1.12	Run showers, flush toilets etc, weekly (to be confirmed) if not in use to prevent Legionella.		
1.13	Provide PAT testing services on request		
1.14	Provide maintenance to all external assets connected to the Strategic Facilities List to be priced 1. Overhead lighting (carpark, wash stand, service yard, grassed perimeter) wash stand cleaning equipment.	If there are any other items identified they are to be processed through a CE	

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Utilities			
2.01	Provide and maintain a certified environmental management system		All tasks to be initiated at contract start and to run throughout the contract period
2.02	Provide management of utilities services entering or consumed by the Strategic Facility, this shall include coordination, reporting and escalation of any issues with the supplier(s).		
2.03	Work with the Authority to ensure that the Strategic Facility meets and exceeds any Defence Related Environmental Assessment Methodology (DREAM) / Building Research Establishment Environmental Assessment Methodology (BREEAM) requirements		
Compliance			
3.01	Procure goods in compliance with the Government Buying Standard	This section is to ensure suitable compliance process and procedures are in place to ensure that Strategic Facility is safe, legal and following the correct standard and policies for Operation.	All tasks to be initiated at contract start and to run throughout the contract period
3.02	Comply with all MOD and government legislation standards applicable to the Strategic Facility.		
3.03	Comply with all Station Orders including but not limited to security, Health and Safety, Fire and Environment		
3.04	Notify DEFRA helpline if it is suspected that any bird deaths are attributable to Avian Flu as required by The Animal By-Products Regulations 2013. The Authority shall be informed immediately of any such events.		

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3.05	Maintain any certification on equipment including but not limited to: List to be priced Warehouse and tool cage racking, lifting equipment	Line pricing to include items covered	
Quality			
4.01	Provide a Quality Management System in accordance with the ISO 9001:2015	This section is to ensure that a suitable certified quality management processes and system are in place for managing and operating the Strategic Facility	In place for Building Occupation
4.02	Hold a valid ISO9001 certification		
SECTION 5 Block A (TOC)			
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
Safety, Health, Environment & Fire Management			
6.01	Provide a (Suitably Qualified & Experienced Personnel) SQEP health and safety representative	This section is to ensure that the Strategic Facility operates as a safe and legal environment and follows the Stations SHEF requirements.	All tasks to be initiated at contract start and built up for Occupation.
6.02	Attend SHEF meetings led by the Authority (Station Commander, RAF Lossiemouth)		
6.03	Integrate their SHEF activities into RAF Lossiemouth's health and safety organisation (including 4C processes)		
6.04	Provide Health & Safety management to ensure that the Strategic Facility is a safe environment for working		
6.05	Report and record, in accordance with Joint Service Publication (JSP) 375 Part 2 Volume 1 Chapter 16 (Accident/Incident Reporting and Investigation) all accidents/incidents, diseases and dangerous occurrences,		

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	to the RAF Lossiemouth Station Health & Safety Officer (SHSO).		
6.06	Undertake weekly fire alarm tests in accordance with equipment manufacturers and Authority's requirements.		
6.07	Shall provide an SHEF Management Plan detailing who they manage and apply all SHEF requirements.		
6.08	<i>Provide all fire equipment, first aid kits, eye wash stations and associated Notices throughout the facility</i>	<i>This requirement is for the acquisition and installation of all certified and commissioned Fire Extinguishers and Notices as per the buildings Fire Prevention plan. Acquisition and installation of all First aid equipment and Notices required within the facility.</i>	Covered under Infra CE
6.09	Provide on-site First Aider service	This requirement is to ensure that the Strategic Facility has SQEP persons and to cover all incidents. The Authority will also provide First Aiders and Fire Marshalls for their own domain areas. Fire Marshall familiarisation to be provided by Robertson's FM with oversight from the station First aider training to be provided by the customer FM to be the SHEP co-ordinator working with the station and building owners to execute the SHEP plan	All tasks to be initiated at contract start and built up for Occupation.
6.10	Provide on-site Fire Marshall service		
6.11	Provide management, maintenance & training of hanger RMT 4000 mobile fire suppression units	Management is to cover supplier relationship, condition status and operational state of the equipment throughout the contract. It is required that it incorporates activities and / or requirements from the RMT 4000 Safety Environmental Case Report and that they are actioned and manage under this contract. Maintenance is to ensure that the Mobile Fire Suppression units located in the hanger are kept under	

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		warranty and maintained to the Manufactures requirements by a SQEP. Training on how to operate the RMT 4000 mobile fire suppression units is to be delivered by a SQEP FM team member on request to Hanger Personnel either independently or part of a Hanger Induction session.	
Cleaning & Pest Control			
7.01	Provide preventive and reactive pest control services including bird and bird nest removal and tasks in accordance with the requirements of the Military Aviation Authority Regulatory Publications	This Requirement is to ensure that the Strategic Facility remains bird and nest free and compliant with Station orders regarding Avian Pest control.	From contract start
7.02	Provide removal and cleaning of bird Guano from roof areas	To be added as an ad-hoc task order price	
7.02	<i>Provide cleaning services in areas where work has completed</i>	<i>This requirement is to ensure that the Strategic Facility is kept in the same condition as it was at handover/acceptance.</i>	Covered under Infra CE
7.03	Provide standard janitorial and cleaning services for the following areas offices, training rooms, meeting rooms elevators, corridors, toilets, changing rooms, lobbies, tea points, waste collection, etc. Works included but not limited to hard surface floors and Carpeted areas, furniture, fixtures, walls, interior glass surfaces.	<i>This is to provide a daily cleaning service to support the operation of the Strategic Facility. Cleaning services within restricted areas will need to be escorted by authorised military personnel.</i>	All tasks to be initiated at contract start and built up for Occupation.
7.04	Provide high touch point cleaning during COVID-19 working restrictions		

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	in order that the Strategic Facility is safe and operational		
7.05	Install swan neck water filtered taps at all tea points.	Filters are to be changed as per filter instructions.	
7.04	Provide all necessary sundries such as soap, toilet paper, drinking water, water filters, cleaning materials any other consumables either used by the occupants or Contractor employees in relation to supporting the Strategic Facility.	This is to ensure that the Strategic Facility is kept fully stocked with day to day supplies for its occupants, all the correct cleaning materials to service the building.	
7.05	Provide window washing services for the building perimeter windows (internal and external) at an agreed frequency.	This is to provide window cleaning throughout the year scheduled (to be agreed) and at request.	
7.06	Provide external Facade cleaning as and when requested	This is activity is to be priced as a scheduled rate for ad hoc request.	
Waste Management			
8.01	<i>Provide a waste removal solution for fit out waste.</i>	<i>This is to ensure that a suitable mechanism is in place for the removal of any waste generated during the fit stage is fully removed and suitably disposed of before Occupation.</i>	Covered under Infra CE
8.02	Provide transportation, shredding and secure waste disposal of confidential or classified information and products and witness and record the destruction of confidential information and products as required and approved by the Authority, in accordance with JSP 440, Part 5, Section 6, Chapter 1.	This section is to ensure that all the Strategic Facility waste is managed and disposed of in a legal, environmental and / or secure method.	From Occupation

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8.03	Execute recycling programmes in accordance with the Authorities JSP 418 requirements		
8.04	Provide hazardous, non-hazardous, universal waste, sanitary waste and general wet waste removal in accordance with the Authorities requirements.		
8.05	Provide weekly waste removal of encl1100L General and 1100L Green waste bins		
8.06	Provide industrial waste removal for large container packaging including but not limited to Sonobuoy pallets and containers waste removal.		
Vending			
9.01	Provide and install as required vending machines in certain designated areas around the Strategic Facility for use by all occupants	This is to ensure that Strategic Facility has a method of supplying it's occupants with snacks and drink throughout day.	Ready for Occupation
9.02	Provision all produce that will be vended from the machines.		
9.03	Ensure that the vending machines are to be monitored at least once a day and fully stocked as an when required to ensure that no item line become empty during the working week.		
9.04	Only provide items that have medium to long term shelf life such as but not limited to canned drinks, chocolates, crisps, energy bars etc.		

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9.05	Ensure that the vending machines are continuously operational where possible through a suitable maintenance contract.		
9.06	Provide Office 3 x 15L water coolers replenish in the water coolers in areas not fitted with filter taps	This is to provide drinking water within Block A (TOC)	
Grounds Maintenance			
10.01	Ensure that entry points, paths around the Strategic Facility and leading to the car parks and are clean and safe 365 days a year, this shall include that the assigned areas are clear from litter, debris, snow and ice.	This is to ensure that all paths to and from the Strategic Facility are safe for personnel to be able to safely walk to, from and around the building (demarcation of areas to be defined).	Ready after Occupation
10.02	Work with the Authority to create and maintain a Snow and Ice Clearance Plan in order to keep the Strategic Facility and surrounding access routes safe for Station personnel.		
10.03	Maintain salt / grit bins for the Strategic Facility and shall ensure that they are fit for purpose and filled with salt and / or grit during the winter months in accordance with the Establishment Snow and Ice Plan.		
FM Helpdesk			
11.01	Provide, operate and maintain a cost effective FM Helpdesk solution that is linked to the CAFM System and is the first point of contact for service requests.	This section is to ensure a suitable helpdesk provision is in place to handle the end to end process of users requests in relation to facilities management.	Through point of contact only for contract start. Full solution

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11.02	Provide a range of interactive multi-channel contact options including, but not limited to, a free of charge from UK landlines telephone number on all facility related matters that is available to respond to service requests, including fault reporting, twenty-four (24) hours per day three hundred and sixty-five (365) days per year		in place for Occupation
11.03	Accept and forward communications for Services out of scope of this Contract, including, but not limited to, Utility companies and Aquatrine, to points of contact as notified by the Authority.		
11.04	Keep records of all Helpdesk actions, activities and non-conformities including failures to meet Helpdesk performance and Contract requirements.		
11.05	Manage Helpdesk information in accordance with the Government Data Protection Regulations (GDPR).		
11.06	Shall ensure that all contact received by the Helpdesk and all subsequent actions are recorded on its CAFM System		
11.07	Maintain emergency contact information for key organisations or personnel		
Service Requests			

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12.01	Apply the Response Time categories [Response Time categories tbc.] to prioritise all Service Requests.	This section is to ensure that a provision is made for the Authority to make Services Requests for FM Services from the Provider	Through point of contact only for contract start. Full solution in place for Occupation
12.02	Ensure that all Service Requests are allocated a unique reference number on receipt.		
12.03	Ensure that Service Request are recorded and tracked within the CAFM system		
12.04	Ensure that the status and progress of any open Service Requests, including notifications of delays, closure or completion shall be logged on the CAFM System and the Requester notified.		
Complaints			
13.01	The Contractor shall operate a Complaints Management System	This section is to ensure that the Provider has a suitable system and mechanism to capture, handle, resolve and report on any complaint raised by the authority or the Strategic Facility Users.	Through point of contact only for contract start. Full solution in place for Occupation
Mail Services			
14.01	Collect, sort and distribute all mail within the Strategic Facility.	This section is to ensure that the Provider has a suitable system and mechanism to handle and distribute mail in, out and within the Strategic Facility	Full solution in place for Occupation
14.02	Coordinate distribution and receipt of MOD and station mail, to and from the Strategic Facility.		
14.03	Manage incoming and outgoing mail and courier services including timely		

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	notification of recipients and confirmations to senders.		
Handy Man Porter Services			
15.01	<p>Provide Handyman / Porter Services these Services shall include but not limited to:</p> <p>Add, moves and changes within the Strategic Facility</p> <p>Ad-Hoc Tasks request for support of a facility change dependant on complexity</p>	This section to ensure provision is made for a Janitor service during working hours to assist with simple Ad-Hoc activities to keep the Strategic Facility flexible to change and in good working order.	Full solution in place for Occupation
Ad-Hoc Tasking			
16.01	Ensure that an Ad-hoc Tasking process is in place for raising additional work or tasks required by the Authority	This Section is to ensure under the NEC 4 Service Terms that a mechanism is in place providing the Authority the ability to raise additional tasks under the framework of the contract.	Through point of contact only for contract start. Full solution in place for Occupation
Management			
17.01	Provide a single point of contact from requests \ incident reporting.	<p>This section is to ensure that the Provider has a suitable Management team, Suitable Qualified Experienced Personnel, Processes, Procedures in place to professionally manage the required FM Services.</p> <p><i>All staff should have a minimum of BPSS clearance with expectation to staff required for the following tasks:</i></p>	All tasks to be initiated at contract start and built up for Occupation.
17.02	Provide an overall FM Manager to manage all requested services.		
17.03	Provide overall Safety Health Environmental Fire (SHEF) management to ensure Facility stays legally compliant.		

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17.04	Ensure any changes to the BIM or building information are captured and the relevant documents are updated.	<p><i>M&E maintenance within highly restricted areas of Block A.</i></p> <p><i>Maintenance activities on sensitive systems. CCTV, IDS, Card entry systems.</i></p> <p><i>Management staff with access to Official Sensitive documentation.</i></p>	
17.05	Provide Monthly Finance and Activity Reports		
17.06	Ensure that all Contractor’s staff undertaking work against the Contract are appropriately security cleared, skilled, competent, trained and qualified for the role they undertake. Adhering to all relevant professional codes of practice, standards, guidelines, regulations and directives, applicable to their specialism.		
17.07	Ensure that all permanent or temporary staff undertaking work against the Contract, receive relevant Induction set out in the Staff Induction Procedures, site familiarisation and training to effectively execute their role.		