



**Defence
Infrastructure
Organisation**

BOOKLET 1

DEFFORM 47 (INVITATION TO TENDER)

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

**CONTRACT NUMBER:
707404450**

This is one of six booklets as listed below that together, comprise of the Facilities Management on Operations (FMO) Contract.

DOCUMENT No.	TITLE
Booklet 1 of 6	DEFFORM 47 <i>(Only Included at Invitation to Tender)</i>
Booklet 2 of 6	Conditions of Contract (including Contract data) Schedule of Amendments to NEC4 TSC Option A (as amended)
Booklet 3 of 6	Requirements Information
Booklet 4 of 6	Client Supplied Data
Booklet 5 of 6	Pricing Information
Booklet 6 of 6	Contractors Plan <i>(included following Authority Acceptance)</i>

Document Change Record

Version	Date	Detail	Issued
V1.0	13/06/23	Document at distribution of ITT	All Tenderers
V2.0	03/07/23	Document at distribution of ITT Amdt No.1	All Tenderers
V3.0	09/08/23	Document at distribution of ITT Amdt No.2	All Tenderers
V4.0	18/08/23	Document at distribution of ITT Amdt No.3	All Tenderers
V5.0	24/08/23	Document at distribution of ITT Amdt No.4	All Tenderers
V6.0	08/09/23	Document at distribution of ITT Amdt No.5	All Tenderers
V7.0	13/09/23	Document at distribution of ITT Amdt No.6	All Tenderers

Contents

This Invitation to Tender sets out the requirements that Tenderers must meet to submit a valid Tender. It also contains the draft Contract, further related documents and forms and sets out the Authority's position with respect to the competition.

This invitation consists of the following documentation:

BOOKLET 1

- DEFFORM 47 – Invitation to Tender. The Booklet 1 sets out the key requirements that Tenderers must meet to submit a valid Tender. It also sets out the conditions relating to this competition. For ease it is broken into:
 - Section A – Introduction Page 01
 - Section B – Key Tendering Activities Page 08
 - Section C – Instructions on Preparing Tenders Page 10
 - Section D – Tender Evaluation Page 44
 - Section E – Instructions on Submitting Tenders Page 50
 - Section F – Conditions of Tendering Page 51
 - Associated Annexes;
 - DEFFORM 47 Annex A – Tender Submission Document (Offer) Page 55
- Appendix 1 to DEFFORM 47 Annex A (Offer) – Information on
Mandatory Declarations

Annexes (Documents attached)

- Annex B – DEFFORM 24 – Specimen Form of Guarantee given by a Parent Company in Respect of a Subsidiary
- Annex C – Compliance Checklist
- Annex D – DEFFORM 539A – Commercially Sensitive Information
- Annex E – Template Tenderer Risk Register
- Annex F – Assumptions/Dependencies List
- Annex G – Sub-Contractor Form (F1686)
- Annex H – Insurance Response
- Annex I – DEFFORM 68 – Hazardous Materials
- Annex J – DEFFORM 528 – Import/Export Controls
- Annex K – Social Value
- Annex L – TUPE Employee Information
- Annex M – Anti-Collusion Certificate
- Annex N – FMO Request for Clarification Form

- Annex O – Statement Relating to Good Standing (Template)

Please note – all relevant DEFFORMS can be found at this link:

<https://www.gov.uk/guidance/knowledge-in-defence-kid>

BOOKLET 2

- Conditions of Contract – Schedule of Amendments to NEC4 TSC Option A (as amended) and associated annexes.

BOOKLET 3

- Statement of Requirements and associated Modules.

BOOKLET 4

- Client supplied Data.

BOOKLET 5

- Pricing Information

BOOKLET 6 *[to be inserted following Authority acceptance]*

- Contractors Plan as detailed in Booklet 3 (Requirements Information) Module K (Contractors Plan)

Please note – all relevant DEFFORMS can be found at this link:

<https://www.gov.uk/guidance/knowledge-in-defence-kid>

Section A – Introduction

BOOKLET 1 Definitions

In this ITT the following words and expressions shall have the meanings given to them below:

- A1. “The Authority” means the Secretary of State for Defence of the United Kingdom of Great Britain and Northern Ireland, acting as part of the Crown. For the purposes of Booklets 2 to 6 “The Authority” will be known as “The Client”.
- A2. “Compliance Regime” is a legally enforceable set of rules, procedures, physical barriers and controls that, together, act to prevent the flow of sensitive or protected information to parties to whom it may give an unfair advantage.
- A3. “Conditions of Tendering” means the conditions set out in this DEFFORM 47 that govern the competition.
- A4. A “Consortium Arrangement” means two or more economic operators who have come together specifically for the purpose of bidding for this Contract and who establish a consortium agreement or special purpose vehicle to contract with the Authority.
- A5. “Contract” means a Contract entered into between the successful Tenderer or consortium members and the Authority, should the Authority award a Contract as a result of this competition.
- A6. “Contract Terms & Conditions” means the attached conditions including any schedules, annexes and appendices that will govern the Contract entered into between the successful Tenderer and the Authority, should the Authority award a Contract as a result of this competition.
- A7. “Contractor Deliverables” means the works, goods and/or the services, including packaging (and Certificate(s) of Conformity and supplied in accordance with any Quality Assurance (QA) requirements if specified) which the Contractor is required to provide under the Contract.
- A8. “Cyber Security Model” means the model defined in DEFCON 658.
- A9. “Defence Sourcing Portal” means the electronic platform in which Tenders are submitted to the Authority.
- A10. “Government Furnished Information” means information or data issued or made available to the Tenderer in connection with the Contract by or on behalf of the Authority.
- A11. “ITT Documentation” means this ITT and any information in any medium or form (for example drawings, handbooks, manuals, instructions, specifications and notes of pre-tender clarification meetings), issued to you, or to which you have been granted access by the Authority, for the purposes of responding to this ITT.
- A12. “ITT Material” means any other material (including patterns and samples), equipment or software, in any medium or form issued to you, or to which you have been granted access, by the Authority for the purposes of responding to this ITT.
- A13. “Schedule of Requirements” Means all booklets associated with delivery of this requirement, Booklets 3, 4 and 5.

A14. The “Statement of Requirement” means Booklet 3, Requirements Information, that part of the Contract which details the technical requirements and acceptance criteria of the Contractor Deliverables.

A15. A ‘Sub-Contractor’ means any party engaged or intended to be engaged by the Contractor at any level of sub-contracting to provide Contractor Deliverables for the purpose of performing this Contract.

A16. A “Sub-Contracting Arrangement” means a group of economic operators who have come together specifically for the purpose of bidding for this Contract, where one of their number will be the party to the Contract with the Authority, the remaining members of that group being Sub-Contractors to the lead economic operator.

A17. A “Tender” is the offer that you are making to the Authority.

A18. “Tenderer” means the economic operator submitting a response to this Invitation to Tender. Where “you” is used this means an action on you the Tenderer.

A19. A “Third Party” is any person (including a natural person, corporate or unincorporated body (whether or not having separate legal personality)), other than the Authority, the Tenderer or their respective employees.

Purpose

A20. The purpose of this ITT is to invite you to submit a Tender, in accordance with the instructions set out in this ITT, to propose a solution and best price to meet the Authority’s requirement. This documentation explains and sets out the:

- a. timetable for the next stages of the procurement;
- b. instructions, conditions and processes that governs this competition;
- c. information you must include in your Tender and the required format;
- d. arrangements for the receipt and evaluation of Tenders;
- e. criteria and methodology for the evaluation of Tenders; and
- f. Contract Terms & Conditions;

A21. The sections in this ITT and associated documents are structured in line with a generic tendering process and do not indicate importance and/or precedence.

A22. This requirement is exempt from advertising.

A23. This ITT is subject to the Defence and Security Public Contracts Regulations 2011.

A24. This ITT has been issued to all potential Tenderers chosen during the supplier selection stage under the Restricted Procedure.

A25. A Contract Bidders Notice has not been advertised because this requirement is exempt from advertising.

A26. Funding has been approved for this requirement.

ITT Documentation and ITT Material

A27. ITT Documentation, ITT Material and any Intellectual Property Rights (IPR) in them shall remain the property of the Authority or other Third-Party owners and is released solely for the purposes of enabling you to submit a Tender. You must:

- a. take responsibility for the safe custody of the ITT Documentation and ITT Material and for all loss and damage sustained to it while in your care;

- b. not copy or disclose the ITT Documentation or ITT Material to anyone other than the bid team involved in preparing your Tender, and not use it except for the purpose of responding to this ITT;
- c. seek written approval from the Authority if you need to provide access to any ITT Documentation or ITT Material to any Third Party;
- d. abide by any reasonable conditions imposed by the Authority in giving its approval under sub-paragraph A27.c, which as a minimum will require you to ensure any disclosure to a Third Party is made by you in confidence. Alternatively, due to IPR issues for example, the disclosure may be made, in confidence, directly by the Authority;
- e. accept that any further disclosure of ITT Documentation or ITT Material (or use beyond the original purpose), or further use of ITT Documentation or ITT Material, without the Authority's written approval may make you liable for a claim for breach of confidence and/or infringement of IPR, a remedy which may involve a claim for compensation;
- f. inform the named Commercial Officer if you decide not to submit a Tender;
- g. immediately confirm destruction of (or in the case of software, that it is beyond use) all ITT Documentation, ITT Material and derived information of an unmarked nature, should you decide not to respond to this ITT, or you are notified by the Authority that your Tender has been unsuccessful; and
- h. consult the named Commercial Officer to agree the appropriate destruction process if you are in receipt of ITT Documentation and ITT Material marked 'OFFICIAL-SENSITIVE' or 'SECRET'.

A28. Some or all the ITT Documentation and ITT Material may be subject to one or more confidentiality agreements made between you and either the Authority or a Third Party, for example a confidentiality agreement established in the form of DEFFORM 94. The obligations contained in any such agreement are in addition to, and do not derogate from, your obligations under paragraph A27 above.

Tender Expenses

A29. You will bear all costs associated with preparing and submitting your Tender. The Authority will not be liable for the costs of any Tender, work or effort incurred by you participating in this tender process, including where the tender process is terminated or amended by the Authority, where the Authority decides not to award a Contract or where you withdraw from the tender process either directly or indirectly as costs under any other Contract with the Authority.

Consortia and Sub-Contracting Arrangements

A30. The Authority requires all Tenderers to identify whether any and/or which Consortium Arrangements or Sub-Contracting Arrangements will apply in the case of their Tender, and in particular specify the Consortium Arrangement or Sub-Contracting Arrangement entity or both and their workshare. In the case of a Sub-Contracting Arrangement, the Authority requires all Tenderers to identify the entity that will be the party to the Contract with the Authority.

Material Change of Control

A31. You must inform the Authority in writing as soon as you become aware of:

- a. any material changes to any of the information, representations or other matters of fact communicated to the Authority as part of your DPQQ response or in connection with the submission of your DPQQ response;
- b. any material adverse change in your circumstances which may affect the truth, completeness or accuracy of any information provided as part of your DPQQ response or in connection with the submission of your DPQQ response or in your financial health or that of any Consortium Arrangement member or Sub-Contracting Arrangement member; or
- c. any material changes to your financial health or that of a party to the Consortium Arrangement or Sub-Contracting Arrangement; and
- d. any material changes to the makeup of the Consortium Arrangement or Sub-Contracting Arrangement, including:
 - i. the form of legal arrangement by which the Consortium Arrangement or Sub-Contracting Arrangement will be structured;
 - ii. the identity of Consortium Arrangement or Sub-Contracting Arrangement;
 - iii. the intended division or allocation of work or responsibilities within or between the Consortium Arrangement or Sub-Contracting Arrangement; and
 - iv. any change of control of any Consortium Arrangement or Sub-Contracting Arrangement.

A32. If a change described in paragraph A31 occurs, the Authority may reassess you against the DPQQ selection criteria. The Authority reserves the right to require you to submit an updated/amended DPQQ response (or parts thereof) to reflect the revised circumstances so that the Authority can make a further assessment by applying the published selection criteria to the new information provided. The outcome of this further assessment may affect your suitability to proceed with the procurement.

A33. In relation to a change described in paragraph A31, as far as is reasonably practicable, you must discuss any such proposed changes with the Authority before they occur and you must additionally highlight any changes from your DPQQ response relating to any change in the Consortium Arrangement or Sub-Contracting Arrangement or any change relating to conflicts of interest following a change, directly or indirectly in your ownership or control or of any Consortium Arrangement or Sub-Contracting Arrangement

A34. The Authority reserves the right, at its sole discretion to disqualify any Tenderer who makes any material change to any aspects of their responses to the DPQQ if:

- a. they fail to re-submit to the Authority the updated relevant section of their DPQQ response providing details of such change in accordance with paragraph A33 as soon as is reasonably practicable and in any event no later than thirty (30) business days following request from the Authority; or
- b. having notified the Authority of such change, the Authority considers that the effect of the change is such that on the basis of the evaluation undertaken by the Authority for the purpose of selecting potential providers to participate in the procurement, the Tenderer would not have pre-qualified.

Contract Terms & Conditions

A35. The Contract Terms & Conditions include all attachments listed in the contents of the Terms & Conditions, such as the Schedule of Requirements, any additional Schedules, Annexes and/or Appendices. The full text of Defence Conditions (DEFCONs) and Defence Forms (DEFFORMS) are available electronically via the Knowledge in Defence (KiD) website.

A36. The Contract Terms & Conditions are attached as detailed below;

Booklet 2, Conditions of Contract; The contractual Terms and Conditions under which the Contract will be administered.

Booklet 3, Requirements Information; This captures the Authority's Statement of Requirement. This contains the output specification that the Contractor is required to comply with.

Booklet 4, Client Supplied Data; Further Information Supplied by the Authority (For Information to Tenderers Only).

Booklet 5, Pricing Information; This booklet comprises all pricing information for the requirements detailed.

Booklet 6 will be included following its acceptance by the Authority within the initial Mobilisation period.

Other Information

A37. The Armed Forces Covenant

- a. The Armed Forces Covenant is a promise from the nation to those who serve, or who have served, and their families, to ensure that they are treated fairly and are not disadvantaged in their day to day lives, as a result of their service.
- b. The Covenant is based on two principles:
 - i. That the Armed Forces community would not face disadvantages when compared to other citizens in the provision of public and commercial services; and
 - ii. That special consideration is appropriate in some cases, especially for those who have given most, such as the injured and the bereaved.

The Authority encourages all Tenderers, and their suppliers, to sign the Armed Forces Covenant, declaring their support for the Armed Forces community by displaying the values and behaviours set out therein.

- c. The Armed Forces Covenant provides guidance on the various ways you can demonstrate your support through your Covenant pledges and how by engaging with the Covenant and Armed Forces, such as employing Reservists, a company or organisation can also see real benefits in their business.
- d. If you wish to register your support you can provide a point of contact for your company on this issue to the Armed Forces Covenant Team at the address below, so that the Authority can alert you to any events or initiatives in which you may wish to participate. The Covenant Team can also provide any information you require in addition to that included on the website.

Email address: employerrelations@rfca.mod.uk

Address: Defence Relationship Management

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Ministry of Defence
Holderness House
51-61 Clifton Street
London
EC2A 4EY

- e. Paragraph A37 a to d above are not a condition of working with the Authority now or in the future, nor will this issue form any part of the Tender evaluation, Contract award procedure or any resulting Contract. However, the Authority very much hopes you will want to provide your support.

A38. Project Aims. The overall aim of the Facilities Management on Operations (FMO) HFM Contract is: To meet and support current and future operational requirements through the delivery of Hard FM services which must be adaptable to accommodate unique local circumstance, and agile enough to meet changing customer and operational demands. The service provided will be sustainable, fit for purpose and MOD statutory and mandatory compliance.

A39. Booklet 4 – Client Supplied Data. All Tenderers are provided with equal access to the Defence Sourcing Portal (DSP) Software hosting Booklet 4: *Client Supplied Data*. The following applies to the operation of the data:

- a. The data and documents contained within Booklet 4 are current only at the time of publishing – the information provided; particularly key dates may change during the procurement process.
- b. Unless stated otherwise the documents are intended as background/ contextual material and not as a requirement or specification.
- c. By accessing the data Tenderers agree to keep the copying, use and distribution of the information provided solely for the purpose for which it has been made available – to develop an FMO Contract solution.
- d. If the information within the Booklet 4 needs to be updated the Authority will notify Tenderers via broadcast messaging on the DSP. DSP messages will only be sent to the account with which Tenderers registered.
- e. Whilst the Authority will endeavour to ensure that information and documentation released by the Authority during the procurement process, whether through the DSP or as part of this ITT, is correct at the time of issue, neither the Authority or its advisors will accept any liability for its accuracy, adequacy or completeness, nor is any warranty, unless expressly stated in writing, given as to its accuracy, adequacy or completeness.
- f. This extends to liability in relation to any statement, opinion or conclusion contained in, or any omission from, any of the ITT documents and in respect of any other written or oral communication transmitted or otherwise made available to any Tenderer, and no representations or warranties are made or given in relation to such statements, opinions or conclusions.

A40. External Advisors. The Authority is supported by external service providers. These companies are regarded as integral parts of the project team and will therefore have access to a variety of both internal data and Tenderer information. The Authority reserves the right to engage such other external advisors as it considers necessary. The advisors currently appointed are:

Advisors	Responsibilities
Willis Towers Watson Insurances Ltd	Insurance Advisors

A41. Social Value. The Contractor will be required to report on the delivery of Social Value throughout the life of the Contract. The FMO Team are committed to maximising, so far as is possible, Social Value effectively and comprehensively throughout the delivery of this Contract. This procurement will follow the advice published by the Government Commercial Office in Procurement Policy Note (PPN) 06/20. Guidance advises that Social Value can be ensured through the themes and outcomes detailed in Booklet 1 Annex K.

A42. Tender Phase. The Tender phase will commence with the issue of the ITT. The stages of the Tender phase are;

- a. Authority issues the ITT.
- b. Tenderer prepares and submits Tender – This stage ends with Tenders being submitted to the Authority in accordance with the ITT.
- c. Authority evaluates Tender – Each tender will be evaluated by the Authority to identify the Most Economically Advantageous Tender using the award evaluation criteria at Section D of this Booklet 1 – ITT. The Authority will only undertake post Tender discussions where it is necessary to clarify the nature of the Tender or to obtain additional information. The fundamental aspects of the offer will remain unchanged.
- d. Authority submits recommendation – The DIO Senior Commercial Officer will submit a Tender Evaluation Report with recommendations for consideration by the relevant approving authorities.
- e. Authority seeks approval to award contract. – The Authority will seek the necessary approvals to allow Contract Award.
- f. Contract Award – Although not mandatory for this requirement the Authority will apply a standstill period prior to award of contract. The standstill period begins the day after the award decision is issued by e-mail and in writing to all Tenderers in the form of a standstill letter. If the standstill period ends on a non-working day, it must be extended to the next working day. The contract will then be awarded after the mandatory standstill period or 14 (fourteen) days after final determination of any legal proceedings initiated during the standstill and challenging the Contract Award. Once the standstill period has passed (or legal proceedings have been finally determined in the Authority's favour), the Authority may then exercise the option to formally accept the Tender offer in writing. The contract will at that point be brought into existence.

A43. Omissions from the Service Information. The Tenderer is asked that when reviewing the Requirements Document any items or activities they believe the Authority has omitted in error are brought to the attention of the Authority as soon as reasonably practical. Any items identified will be investigated by the Authority will determine whether an update to the Requirements Document is required.

Section B – Key Tendering Activities

The key dates for this procurement are currently anticipated to be as follows:

Stage	Date and Time	Responsibility	Submit to:
Issue ITT	12/06/2023	The Authority	All Tenderers
Names to be submitted for Tenderers Conference	09/06/2023	Tenderers	Commercial Officer
Tenderers Conference	20/06/2023	The Authority	Invited Tenderers
Names to be submitted for Site Visits	09/06/2023	Tenderers	Commercial Officer
Site Visits	24/07/2023 – 04/08/2023	The Authority	Invited Tenderers
Final date to submit Clarification Questions	16/08/2023	Tenderers	Defence Sourcing Portal
The Authority issues Final Clarification Answers	31/08/2023	The Authority	Defence Sourcing Portal
ITT Return	16/10/2023 1200hrs	Tenderers	Defence Sourcing Portal
ITT Evaluation	16/10/2023 – 30/11/2023	The Authority	N/A
Contract Award	01/02/2024	The Authority	N/A

Notes

Tenderer Pre-engagement Meetings

B1. A Tenderers Conference is being held as indicated in the table above, it enables the Authority to present the requirement to all Tenderers at the same time. It also provides Tenderers the opportunity to ask questions about the requirement. The Tenderer must provide the name(s) of those who wish to attend the Tenderers Conference to the abovenamed contact, by the date shown, so that access to the site can be arranged. A maximum of two attendees will be permitted. A copy of the presentation along with any questions raised and answers provided will be issued to all Tenderers regardless of attendance to the Tenderers Conference.

Clarification Questions

B2. The Authority will automatically copy clarification questions and answers to all Tenderers, removing the names of those who have raised the clarification questions. If you wish the Authority to treat the clarification as confidential and not issue the response to all Tenderers, you must state this when submitting the clarification question and provide justification. If in the opinion of the Authority, the clarification is not confidential, the Authority

will inform the Tenderer, who will have an opportunity to withdraw the question. If the clarification question is not withdrawn, the response will be issued to all Tenderers.

B3. Tender Return: The Authority may, in its own absolute discretion extend the deadline for receipt of tenders and in such circumstances the Authority will notify all Tenderers of any change.

B4. Late Bids: The Authority will not accept late bids. The Authority does not have sight of any bids until after the closing date and time. Tenderers should contact the independent DSP helpdesk should they encounter technical difficulties.

Negotiations

B5. Negotiations to not apply to this tender process.

Section C – Instructions on Preparing Tenders

Construction of Tenders

C1. Your Tender must be written in English, using single spacing, Arial font size 11. Tables can be submitted with font size 9. Tenderers should note that each question has a maximum page count, when the Authority requests submission of policies and/ or plans they do not count towards the page count. Prices must be in USD (\$) and exclusive of UK VAT (all local taxes to be included). Prices must be provided as indicated in the pricing booklet. A price breakdown must be included in the Tender in accordance with Booklet 5.

C2. To assist the Authority's evaluation, you must set out your Tender response in accordance with Section D (Tender Evaluation).

C3. The requirement is divided into the five geographic locations creating the footprint of the contract. Individual lots for each of these locations are not being considered as part of this procurement. The following table details the five locations to be covered under this arrangement;

Land Parcel	Location	Services
1.	[REDACTED]	All services as identified in Booklet 3.
2.	[REDACTED]	All services as identified in Booklet 3.
3.	[REDACTED]	All services as identified in Booklet 3.
4.	[REDACTED]	All services as identified in Booklet 3.
5.	[REDACTED]	All services as identified in Booklet 3.

Commercial Proposals

C4. The Commercial Proposal, to be included within the submission of the Tender, will provide the following as a minimum:

- The following Sections under C4.b detail all areas of the Commercial Proposal Submission that must be provided in order for Technical Proposals to be considered in line with the Mandated Returns position outlined at paragraph D6.
- All sections of the Commercial Proposal will be evaluation on a Yes/No basis with 'No' determining a bid as non-compliant and unable to be considered for contract award as below;

Scoring

No	The Tenderer has not provided all the required Information to the standard necessary for acceptance.
Yes	The Tenderer has provided all the required Information to

	the standard necessary for acceptance.
N/A	The Tenderer is not required to provide information.

1. COMPLIANCE / CHANGES IN CIRCUMSTANCE

Question 1.1: a Statement of Compliance confirming that the Tender offer is made in accordance with this ITT and the Authority's Conditions of Contract. Failure to provide a Statement of Compliance will result in the Tender Offer being deemed non-compliant.

Question 1.2: Tenderer to submit any changes to any details as submitted in their response to the previously undertaken DPQQ. The Authority reserves the right to reject any Tenderer that has undergone a material change to their business in the intermittent time between DPQQ and ITT.

Question 1.3: Tenderer is to submit a Statement Relating to Good Standing, template as supplied at Annex O. Where not applicable this should be noted and explanation as to previous completion provided.

2. TENDER EXPIRY

Question 2.1: a Statement of confirmation that the Tender does not expire and is capable of being accepted until Contract award in accordance with paragraph C12.

3. TENDER CERTIFICATE

Question 3.1: Submission of a signed Tender Certificate (see Annex A) accompanied by any DEFFORMs etc... necessitated by its completion.

4. ITT COMPLIANCE

Question 4.1: Completion and submission of the ITT Compliance Checklist (see Annex C).

5. COSTED RISK REGISTER

Question 5.1: full details of the Tenderer's costed Risk Register provided in the format of Annex E – Template Tenderer Risk Register. The Register will be scrutinised to ensure that the Submitted Risk Register takes appropriate account of the Contractor's Risks (as detailed in Booklet 2 – Conditions of Contract) and reflects the Tenderer's pricing proposals.

6. OPEN BOOK ACCOUNTING

Question 6.1: Confirmation that the Tenderer will allow the Authority access to its books, accounts, documents and other records when and to the extent required by the Authority.

7. INSURANCE PROPOSALS

Question 7.1: Submission of full details of the Tenderer's insurance proposals in line with Annex H (Insurance Response) of this Booklet 1. These details will be evaluated on a pass/fail basis as outlined in Annex H. a 'Fail' in any of the criteria outlined in this instance will constitute a 'no' as detailed under section C4.b. Only a 'pass' score at all involved criteria will be determined as a score of 'yes' under the scoring detailed at section C4.b

Question 7.2: Tenderers to provide a statement on the applicability of DEFCON 661/661A () in this Contract. Where a Tenderer believes the Authority should provide indemnity under DEFCON 661/661A the Tenderer must provide details of their justification and costs should they be able to obtain their own indemnity.

8. SECURITY

Question 8.1: The cyber security threat level has been assessed as **Low**. This will be monitored throughout the Contract and the Contractor briefed on any changes. The Tenderer must complete the Supplier Assurance Questionnaire using the code: 895854984 on the SAQ Form, returning this to both email address; ISSDes-DCPP@mod.gov.uk and including within the Tender Response.

Question 8.2: Completion and submission of previously completed and returned Security Aspects Letter (SAL) Annex A (and associated Annex Bs) as provided at Annex F of Booklet 2.

9. ANTI-COLLUSION CERTIFICATE

Question 9.1: Completion and submission of Anti-Collusion Certificate as contained within Annex M confirming that the Tender is a genuinely competitive bid and has not been adjusted by arrangement with a third party.

10. TRANSFER OF UNDERTAKINGS PROTECTION OF EMPLOYMENT (TUPE)

Question 10.1: Confirmation of the Tenderer's Responsibilities and Undertakings with regard to Employee Information provided at Booklet 1 Annex L (*TUPE Employee Information*) and Confirmation that the Tenderer submission takes full account of such information (and with consideration for F20 through F24 of this DEFFORM 47).

11. ASSUMPTIONS/DEPENDENCIES

Question 11.1: The Tenderer is required to submit (using Booklet 1, Annex F) a full list of any assumptions and/or dependencies on which their Tender is based.

12. COMMERCIAL SENSITIVE INFORMATION

Question 12.1: Tenderer's Commercially Sensitive Information. Tenderers should complete Annex D (DEFFORM 539A) to Booklet 1 with all information they consider to be Commercially Sensitive. This information will then be transposed to Annex J to Booklet 2 on Award of Contract.

13. PARENT COMPANY GUARANTEE

Question 13.1: Confirmation that the Parent Company Guarantee provided at Annex B can be requested, if required, prior to contract award.

14. SUB-CONTRACTORS

Question 14.1: Tenderers shall supply a statement detailing the process they would employ to ensure that sub-contractors are paid in accordance with Paragraph the statement below and demonstrate that they are complying with this condition in all other contracts they currently hold with the Authority.

The Contractor shall pay their sub-contractors and suppliers within 30 days of receipt of a valid claim. Previously some Tenderers have

chosen to interpret this as meaning that sub-contractors and suppliers must be paid within 30 days from the date of validation of the sub-contractor's or supplier's claim and in some cases as 30 working days. Neither of these interpretations is acceptable. Sub-contractors and suppliers must be paid within 30 days from the date of receipt from the sub-contractor or supplier of an acceptable claim, no matter how long the validation process takes. Tenderers should make clear in their submission that they understand and accept this interpretation.

Question 14.2: Completion, if applicable with sub-contractors working on/in areas considered Official-Sensitive, of the Sub-Contractor Form (also known as F1686) provided at Annex G to this Booklet 1.

15. TIMBER AND WOOD-DERIVED PRODUCTS

Question 15.1: Tenderers shall complete Booklet 2, Annex O for any Timber or Wood-Derived products for use in delivery of the requirement.

16. NEW SITE DEVELOPMENTS

Question 16.1: Tenderers must provide statement confirming their understanding that changes to Site through new developments (if/when completed) will be dealt with through the applicable contractual mechanisms as and when required. Price changes instigated will be fully benchmarked and savings realised (where old assets replaced with new etc...) through this process.

Question 16.2: Tenderers are to confirm their understanding that these new assets are not guaranteed for inclusion within the FMO Contract, these decisions being dependent on ownership etc... as determined on completion.

Question 16.3: Tenderers are to submit a loose rough order of cost (ROC) for each of the two assets for which information is available for delivery of all Core Deliverables as detailed at paragraph D10. This will not be used in evaluation but will be used internally for Authority budgeting. There is no set format for this though information should be detailed enough as to make sense of the ROC. The two assets considered are [REDACTED]

[REDACTED]). Asset information has been provided within Booklet 4 of this ITT Document.

17. PRICING INFORMATION (Booklet 5)

Question 17.1: Tenderers are to submit their fully completed Booklet 5 (Pricing Information).

C5. Not Used

C6. Not Used

Price (Cost Element)

C7. As part of the Commercial Proposal submission, Tenderers are to provide pricing in line with the following:

- a. In order to facilitate the comparison of tenders, the prices quoted for the services must be submitted in strict accordance with Booklet 5.
- b. The Tenderer is required to provide a Firm/Fixed Price Tender for the full delivery of the Core Service as prescribed in Pricing Information (Booklet 5).

- c. The Tenderer is required to provide a Fixed Price Tender for the full delivery of all additional services as prescribed in Pricing Information (Booklet 5).
- d. The Tenderer is required to provide a Firm Price for Mobilisation (in accordance with the mobilisation programme at Module D to Booklet 3 and mobilisation Milestone Payment Schedule at Item 1 of Booklet 5). The Tenderer is also required to provide a Fixed Price for the de-mobilisation 3 (three) month period prior to the end of Year 5 (five) (or Optional Years 6 (six) or 7 (seven) should the Authority take up either/both Options). Demobilisation costs will be subject to whichever CPI Index is applicable to the contract year in which the demobilisation takes place.
- e. All prices and rates must be stated in US Dollars (USD) (\$) (ex UK VAT where applicable) for all locations.
- f. The Tenderer is asked to provide within its Tender at Booklet 5 – Price Information a fully priced and costed submission for the Inclusive Repair Limit (IRL) bandings as prescribed in Pricing Information (Booklet 5).
- g. Pricing Information (Booklet 5) is to be submitted within the Commercial Envelope on the Defence Sourcing Portal (DSP) as prescribed at Q17 of serial C4 of this Booklet 1.

Technical Proposals (Non-Cost Element)

C8. The Technical Proposal shall contain proposals which, if accepted will form binding contractual obligations. Failure to supply the required information, or in the required format, may result in the Tender being rejected. The Tenderer is to note that the proposals contained in the responses to the Technical scored questions (numbered 1 to 12 at paragraph C11) must be firm commitments and form part of the Contractor's Plan.

C9. **Technical Scored Questions.** The Tenderer is to note that the proposals contained in the responses to the Technical scored questions (Paragraph C11) must be firm commitments and form part of the Contractor's Plan as detailed at Booklet 3, Module K. The Tenderer is also required to;

- a. confirm that they are able to provide the complete service required as described in the Contract Documents. It is anticipated that in some cases, Tenderers may have to enter into either a partnership arrangement or utilise subcontractors in order to provide the required complete service. In the event of a partnership/joint venture or consortium submitting an acceptable offer. It will be necessary for each member of the partnership/joint venture or consortium to sign an undertaking that each such member will jointly and severally be responsible for the due performance of the Contract. PJHQ, in conjunction with RE Wks Gps and DIO Commercial Branch, will need to evaluate the suitability of such arrangements and, therefore, Tenderers must provide the information requested below. The Tenderer must clearly indicate what work will be carried out within their own organisation and which elements will be carried out by self-delivery or subcontractor arrangement in order to provide the complete service.
- b. submit the following Technical Information in the format as laid out below, with each subject clearly sectioned and indexed. Failure to provide the information as specified may result in a **Not Adequate** evaluation being awarded.

- c. provide a response to each question for each individual Parcel (see Paragraph C3) and, where applicable, each site within that Parcel (e.g. [REDACTED]).

C10. Weightings.

- a. Sections will be weighted as detailed in the table below;

Question Section (C11)		Weighting (%)
1	Executive Summary	5
2	Contract Information	-
3	Contract Personnel	10
4	Contract Management	7
5	Method Statements	18
6	Quality Management	10
7	Health & Safety	17
8	Declarations	-
9	Mobilisation	15
10	Demobilisation	-
11	Added Value	8
12	Social Value	10
		100

- b. Where Sections as detailed in paragraph C11 contain more than one question, unless otherwise stated, all questions within that section are weighted equally.

C11. Technical Proposal Questions are to be evaluated at the weightings detailed in the table at paragraph C10. Technical Proposals are to include the following;

Notes on scoring. A score of 0 or 20 against any of the questions at Sections 1 (one) to 12 (twelve) below is considered a non-compliant response and may result in your elimination from the competition. In addition, a minimum score of 60% (sixty) must be achieved against all of the questions in Sections 3 (three), 5 (five), 6 (six), 7 (seven) and 9 (nine). Again, failure to achieve this will be considered a non-compliant response and may result in your elimination from the competition.

In addition, on those questions scored under a yes/no marking regime – A score of “yes” will be determined to be a compliant response while a score of ‘no’ will be considered a non-compliant response.

1. EXECUTIVE SUMMARY – Weighting (see above table)

Question 1.1 (*maximum 1500 word count*): Tenderers are to provide a synopsis of their approach to delivering the Authority’s requirement, setting out the key points of their proposal. In the event of any differences between this and the detailed method statements requested at Section 5, the latter will take precedence in the evaluation.

Scoring

0	Not Answered	The Tender does not include a synopsis of their approach to delivering the Authority's requirement.
20	Poor	The Tenderer has provided a synopsis of their approach to delivering the Authority's requirement. However, the synopsis lacks considerable detail and does not set out key points of their proposal.
40	Partially Acceptable	The Tenderer has provided a synopsis of their approach to delivering the Authority's requirement. However, the synopsis lacks detail and does not set out all key points of their proposal.
60	Acceptable	The Tenderer has provided a detailed synopsis of their approach to delivering the Authority's requirement that sets out all key points of their proposal.
80	Good	The Tenderer has provided a detailed synopsis of their approach to delivering the Authority's requirement which sets out all the key points of their proposal and exceeds Authority's expectations.
100	Excellent	The Tenderer has provided a detailed synopsis of their approach to delivering the Authority's requirement which sets out the key points of their proposal and significantly exceeds Authority's expectations, showing insight into the project and including examples of how they would manage the requirement and mobilisation.

2. CONTRACT INFORMATION – Weighting (see above table)

Question 2.1 (*maximum 1500 word count*): Tenderers are required to provide

- The name, address, telephone numbers, and e-mail address of the Company from which the Contract will be managed, with that for any parent company;
- The name, address, telephone, VOIP and e-mail address of the senior member of the Company who will be responsible for the Contract;
- The names and addresses of any Partnering Contractor and Core Service and/or Specialist Subcontractors] that you intend to use for the Contract. Clearly indicate the relevant discipline in which you intend to use any Partner or Subcontractor throughout the duration of the Contract. The Tenderer may undertake any specialist Works include, but must submit evidence that they has the 'in-house' capability to carry out such Works at time of Tender.

Scoring

No	The Tenderer has not provided all the required Information
Yes	The Tenderer has provided all the required Information.

3. CONTRACT PERSONNEL – Weighting (see above table)

Question 3.1 (*maximum 1500 word count*): Tenderers must provide details of the personnel they propose to be responsible for the Contract and the location of those personnel. The personnel should be categorised as follows:

- Professional – defined as those personnel who are Chartered members of a recognised Professional Institution, include specific site management staff.
- Senior Technician – defined as those personnel that hold a Higher National Certificate (HNC), or equivalent qualification, as a minimum standard in a relevant discipline: As well as professionally qualified engineers, this will include head chefs, fleet managers and waste management heads.
- Technician – defined as those personnel that hold a City & Guilds or an Ordinary National Certificate (ONC) or an equivalent qualification, and suitable experience in an appropriate discipline.
- Senior Administration – defined as those personnel that hold a recognised business qualification.
- Administration – defined as those support staff with no technical function, e.g. accounts, purchasing etc.
- Tradesmen – defined as those personnel with specific training, qualifications and appropriate experience in an appropriate trade.
- Labourers – defined as those staff with no specific technical training who perform non-technical labour intensive tasks e.g. cleaners, pot washers etc.

Question 3.2 (*maximum 1500 word count*): Tenderers shall identify key personnel (including any Supply Chain members integrated into the Supplier's management team) and confirm that they are suitably qualified and experienced to deliver the role.

Question 3.3 (*maximum 1500 word count*): Tenderers shall demonstrate that their key personnel have suitable qualifications and experience by providing detailed job descriptions for all management team posts together with names and Curriculum Vitae (CV) which, must include (as a minimum); age, full details of qualifications and a detailed breakdown of experience (including currency and competency). Tenderers should be aware that any personnel offered by the successful tenderer for acceptance by the Authority's must have, as a minimum, the qualifications and experience shown on the CV. Any proposed changes to the tenderer's nominated personnel must be submitted to the Authority's for approval, substantiated by the details above.

Question 3.4 (*maximum 1500 word count*): Tenderers shall nominate a senior member of the Company to whom the Delivery manager will report, and who will be responsible for the Contract.

Question 3.5 (*maximum 1500 word count*): Tenderers shall clearly state the following:

- The number of site management staff to be committed to the contract.
- The minimum number of technicians (by type) to be totally committed to the contract.
- The minimum number of tradesmen to be totally committed to the contract.
- Precise details of the qualifications of the above technicians and tradesmen.
- The minimum number of labourers to be totally committed to the contract.
- The number of off-site technicians available for unplanned or emergency support, and the response times for bringing them to the relevant Theatre.

- The numbers of off-site tradesmen, by discipline, available for unplanned or emergency support and response times for bringing them to the relevant Theatre.
- The number and discipline of the Authorised Persons (AP) to be committed to the contract.
- The location(s) from which out-of-hours call outs will be arranged.

Question 3.6 (maximum 1500 word count): Tenderers shall describe those functions of the performance of the Contract which they propose to undertake out of Theatre at the Company's own premises and provide the location, names, and CVs of the personnel principally responsible for those functions.

Question 3.7 (maximum 1500 word count): Tenderers shall submit proposed organisation charts (family trees) which display the personnel at each site, identifying individual posts, their occupants and inter-relationships with the Authority's. Each post should indicate whether the personnel are LRWs, TCNs or UK Nationals. The number of working hours per week for each category of staff should also be stated as well as leave patterns, proposals to provide cover for illness, programmed absences, training etc.

Question 3.8 (maximum 1500 word count): Tenderers shall submit a separate organisation chart showing the relationships with the Company's out of theatre organisation, clearly delineating the chains of command within the organisation.

Scoring (Questions 3.1 to 3.8)

0	Not Answered	The Tender does not include any details of their key personnel, functions or organisational charts they propose to operate the Contract.
20	Poor	The Tenderer has provided details of the key personnel, functions or organisational charts they propose to operate under the Contract. However, they lack the expertise/detail required and will require significant additional support from the Authority in most areas.
40	Partially Acceptable	The Tenderer has provided details of the key personnel, functions or organisational charts they propose to operate under the Contract. However, they lack the expertise/detail required and may require additional support from the Authority in some areas.
60	Acceptable	The Tenderer has provided details of the key personnel, functions or organisational charts they propose to operate under the Contract. All of which meet the Authority's requirement.
80	Good	The Tenderer has provided details of the key personnel, functions or organisational charts they propose to operate under the Contract which exceed the Authority's Requirement in some areas and requires limited additional support from the Authority.
100	Excellent	The Tenderer has provided details of the key personnel, functions or organisational charts they propose to operate under the Contract which exceed the Authority's Requirement in all areas and requires no additional support from the

		Authority.
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4. CONTRACT MANAGEMENT – Weighting (see above table)

Tenderers must provide within their submissions:

Question 4.1 (*maximum 1500 word count*): Precise details of the proposed CAFM System. Demonstrate that the chosen system(s) is mature, tested and is capable of providing accurate, timely, accountable and auditable Infrastructure management.

Question 4.2 (*maximum 1500 word count*): Details of all vehicles, plant, equipment, assets, facilities and/or installations that the Tenderer intends to maintain include.

Question 4.3 (*maximum 1500 word count*): Details of all plant, equipment, assets, facilities and/or installations (or components thereof) that the Tenderer intends to operate and/or maintain by subcontracting to specialists. Provide the names and addresses of any Partnering Contractor and/or Specialist Subcontractors that you intend to use for the Contract. You must clearly indicate the relevant discipline in which you intend to use any Partner or Subcontractor throughout the duration of the Contract.

Question 4.4 (*maximum 1500 word count*): A proposed methodology for selection and management of supply chain partners and subcontractors not previously identified, including proposals as to how they will incentivise their supply chain arrangements and how they will demonstrate that this is happening.

Question 4.5 (*maximum 1500 word count*): Details of how the Tenderer proposes to manage the Contract, demonstrating how tasks involving in-house and external resources are to be co-ordinated.

Question 4.6 (*maximum 1500 word count*): A Method Statement and a flow chart for the processing and control of Authority Instructions and 'Emergency Call-Outs' received from the Authority or designated representatives to include determination of critical assets (Tier system).

Question 4.7 (*maximum 1500 word count*): Details of how the Help Desk facility described in the Contract Documents will be provided.

Question 4.8 (*maximum 1500 word count*): An example of a monthly report, demonstrating how the delivery of services will be presented, including an auditable trail and demonstration of CAFM output including trend analysis.

Question 4.9 (*maximum 1500 word count*): A statement describing your fraud prevention policy.

Question 4.10 (*maximum 1500 word count*): Provide a Method Statement showing how they intend to provide support and advice to the Authority.

Scoring (Questions 4.1 to 4.10)

0	Not Answered	The Tender does not include any of the required Contract Management information.
20	Poor	The Tenderer has provided Contract Management information. However, the information does not meet all of the Authority's required output (less than 50%) and/or the information supplied is significantly lacking in detail with major omissions.

40	Partially Acceptable	The Tenderer has provided Contract Management information. However, the information does not meet all of the Authority's required output (less than 100% but more than 50%) and/or the information supplied is lacking in detail with minor omissions.
60	Acceptable	The Tenderer has provided Contract Management Information. All of which meets the Authority's requirement.
80	Good	The Tenderer has provided Contract Management Information which exceeds the Authority's Requirement in some areas and requires limited additional support from the Authority.
100	Excellent	The Tenderer has provided Contract Management Information which exceeds the Authority's Requirement in all areas and requires no additional support from the Authority.

5. METHOD STATEMENTS Weighting (see above table)

Question 5 The Tenderer must provide a Method Statement on how quality of service will be assured by the Tenderer and reported to the Authority, including (but not limited to) helpline response times, achievement of KPI's, satisfaction surveys and statistical analysis of core services.

INFRASTRUCTURE SERVICES

Question 5.1 (*maximum 1500 word count*): The Tenderer must provide an overall statement of their interpretation of the requirement and the proposed method of operation to achieve the requirements and to meet the Core Deliverables detailed in the Requirements Modules in Booklet 3.

Question 5.2 (*maximum 1500 word count*): The Tenderer must provide a Method Statement for the monitoring and control of the Planned Preventive Maintenance (PPM) Regime and Remedial Maintenance in accordance with MOD SFG 20.

Question 5.3 (*maximum 1500 word count*): The Tenderer must describe their understanding and application of the IRL and provide a Method Statement detailing the processes/procedures proposed for carrying out and recording remedial maintenance up to the IRL.

Question 5.4 (*maximum 1500 word count*): The Tenderer must provide a Method Statement detailing the processes/procedures proposed for carrying out and recording Remedial Maintenance above the IRL and Response Maintenance tasks and Minor New Works up to the Threshold Value in Module L. Tenderers are to describe their understanding and application of the Value/Event Banding levels.

Question 5.5 (*maximum 1500 word count*): The Tenderer must provide a Method Statement detailing the processes/procedures proposed for carrying out Ordered Works over the Threshold Value up to \$325,000 in Module L, using MOD Form 1097/1. This should include details of management, quality control, compliance, inspection, testing, valuation and price.

Question 5.6 (*maximum 1500 word count*): The Tenderers must provide a Method Statement detailing the processes/procedures proposed for providing cost estimates for works services using the Authority's selected Schedule of Rates.

Question 5.7 (maximum 1500 word count): The Tenderers must provide a Method Statement detailing how all design activities will be carried out stating the proposed qualifications and experience of the intended designers.

Question 5.8 (maximum 1500 word count): The Tenderers shall provide a Method Statement of how pest, vector and vermin control will be managed in accordance with the requirement as defined in Module H.

Scoring (Questions 5.1 to 5.8)

0	Not Answered	The Tender does not include the required Method Statement for the Authority's Service Requirement.
20	Poor	The Tenderer has provided the required Method Statement for the Authority's Service Requirement but is significantly lacking in detail with major omissions and would require substantial additional support from the Authority.
40	Partially Acceptable	The Tenderer has provided the required Method Statement for the Authority's Service Requirement but is lacking in detail with minor omissions and would require some additional support from the Authority.
60	Acceptable	The Tenderer has provided an acceptable Method Statement which meets the Authority's Service Requirement and requires limited additional support from the Authority.
80	Good	The Tenderer has provided a Method Statement which exceeds the Authority's Service Requirement in some areas and requires limited additional support from the Authority.
100	Excellent	The Tenderer has provided a Method Statement which exceeds the Authority's Service Requirement in all areas and requires no additional support from the Authority.

6. QUALITY MANAGEMENT – Weighting (see above table)

Tenderers are to note that this section is completely stand alone and will be evaluated separately by a Subject Matter Expert approved by the Authority. As such, all information must be contained within the same response section with no cross references to other documentation.

Question 6.1 (maximum 1500 word count): The Tenderers shall provide the name and details of experience of the member of their staff who will be responsible for the installation and maintenance of the Quality Management System.

Question 6.2 (maximum 1500 word count): The Tenderers shall provide a statement describing the proposed Quality Management System to be adopted for the Contract together with any evidence of any independent 3rd party accreditation.

Question 6.3 (maximum 1500 word count): If the Company has registration to ISO 9001/ISO 9002 under an independent third-party accreditation scheme the Tenderer shall provide the name of the National Accreditation Council for Certification Bodies (NACCB) accreditation body, the registration number(s), the scope of registration, and at what locations.

Question 6.4 (maximum 1500 word count): The Tenderers shall provide a controlled copy of the Company's Quality Management System Manual and Procedures including its policy and forms.

Question 6.5 (maximum 1500 word count): The Tenderers shall provide details of any off-site support, including the levels and periodicity, to be provided for the independent reviewing and monitoring of on-site Quality Management System.

Question 6.6 (maximum 1500 word count): The Tenderers shall provide details of the member of staff on-site who will be responsible for the maintenance of Quality Management System and Procedures.

Question 6.7 (maximum 1500 word count): The Tenderers shall provide a System Installation Plan identifying which Quality Procedures are to be installed, and when, together with a statement as to how the Quality Management System and Procedures will be implemented and maintained.

Question 6.8 (maximum 1500 word count): The Tenderers shall provide a description how you will ensure that your Quality Management System is understood, implemented and maintained at all levels.

Question 6.9 (maximum 1500 word count): The Tenderers shall provide an Audit Plan for the monitoring of Supplier's Quality Management System and Procedures by the nominated on-site member of staff.

Scoring (Questions 6.1 to 6.9)

0	Not Answered	The Tender does not include any of the required Quality Management information.
20	Poor	The Tenderer has provided Quality Management information. However, the Quality Management information provided is significantly lacking in detail with major omissions and would require substantial additional support from the Authority.
40	Partially Acceptable	The Tenderer has provided Quality Management information. However, the Quality Management information provided is lacking in detail with minor omissions and would require some additional support from the Authority.
60	Acceptable	The Tenderer has provided Quality Management Information. All of which meets the Authority's requirement.
80	Good	The Tenderer has provided Quality Management Information which exceeds the Authority's Requirement in some areas and requires limited additional support from the Authority.
100	Excellent	The Tenderer has provided Quality Management Information which exceeds the Authority's Requirement in all areas and requires no additional support from the Authority.

7. HEALTH AND SAFETY- Weighting (see above table)

Tenderers are to note that this section is completely stand alone and will be evaluated separately by a Subject Matter Expert appointed by the Authority. As

such, all information must be contained within the same response section with no cross references to other documentation.

For MoD Establishments Overseas we apply UK standards where reasonably practicable and, in addition, comply with the relevant host nation standards in accordance with the Secretary of States policy statement; Safety, Health, Environmental Protection and Sustainable Development. For the purpose of this contract, UK health & safety legislation is augmented by the MoD mandated procedures as defined in the most up to date version of the Joint Service Publication (JSP) 375. The legal requirements are neither specifically reproduced in the contract documents nor even listed, as all automatically apply. The MoD's mandated requirements are described in Joint Services Publications (JSPs), Warning Notices, Safety Alerts, Practitioner Guides, Defence Instruction Notices, Defence Standards, Design and Maintenance Guides, Functional Standards and Policy Instructions. The MoD Safety Rules and Procedures have been incorporated into JSP 375.

In Health and Safety terms, the requirements of the Contract will include but not be limited to:

Ensuring that the Health and Safety of all persons working on the Contract and anyone else who may be affected by the undertaking of the Contract is maintained at all times.

Ensuring that the Supplier addresses Health and Safety as a prime issue and that it enables the Authority to comply with its duties and responsibilities.

These H&S Requirements of Response will apply to all elements of the Contract.

Legal Obligations

The Supplier will be required to comply with, and satisfy the obligations placed upon them by means of, Statutory Instruments, Regulations and Approved Codes of Practice (AcoP) throughout the duration of this Contract.

Mandated Requirements

Within the Contract there are many MoD Mandatory tasks for the Supplier to undertake. MoD Mandatory tasks, in this context, means that the task is one which the MoD demands be carried out.

Support to the Commanding Officer (CO)/Head of Establishment

The Secretary of State for Defence has overall responsibility for H&S of MoD Establishments. H&S duties are carried out through the various chains of command, which flow from The Secretary of State. The Supplier will be required to support the Commanding Officer or Head of each Establishment in discharging their overall H&S responsibilities on behalf of the Secretary of State.

Purpose of Requirements of Response

The purpose of the H&S Requirements of Response is to:

Assist tenderers in formulating the H&S aspects of their submission,

Define the H&S deliverables to be delivered within the submission, and

Define the additional information, required from tenderers, which will enable the Authority to evaluate each tenderer's submission.

Commitment to Health and Safety

These Requirements of Response are designed to give tenderers the opportunity both to demonstrate commitment to, and understanding of, Health and Safety.

Understanding of Statutes and Regulations

The FMO Contract will require the Supplier to comply with UK law. The Contract will not relieve the Supplier of their statutory duties and obligations. The overarching health and safety legislation is the Health and Safety at Work Act 1974 (HSWA) under which many sets of regulations have been issued. These Requirements of Response are designed to examine the tenderers' knowledge of, understanding of, ability to, and proposals to apply the statutory and regulatory Health and Safety requirements to the FMO Contract.

The Supplier will have the duties and responsibilities relating to the whole of each establishment, and hence in relation to other Suppliers working thereon.

Understanding of Mandated H&S Requirements

The Supplier's methodology for dealing with the MoD's mandated health and safety requirements will have a significant impact on the H&S service delivery. These Requirements of Response are therefore designed to examine the tenderers' knowledge of, understanding of, ability to and proposals to apply the mandated health and safety requirements to the FMO Contract.

Records, Monitoring and Auditing

An important element of managing health and safety is recording, monitoring and auditing. Without these, it is not possible to establish contract, legal and mandatory compliance, determine trends, develop targeted improvements to existing systems and measure the effects of the improvements. Tenderers are invited to demonstrate their proposals for a systems approach to H&S records, monitoring and auditing, together with their proposals for bringing about continuous improvement to the H&S performance of the contract.

Requirements of Response

Question 7.1 (*maximum 1500 word count*): The Tenderer shall provide a signed copy of their H&S Policy, including a Statement duly signed and dated by the Senior Director or Partner. The H&S Policy shall set out the organisations commitment to H&S including the identification of key personnel who have H&S responsibilities and the arrangements for implementation of the Policy on each site.

Question 7.2 (*maximum 1500 word count*): The Tenderer shall provide a clear statement and give an outline of how compliance with all relevant MoD and Establishment, Safety Health Environmental and Fire, (SHEF) procedures will be achieved. This should include how the interface will be managed between the Supplier's system and that of MoD.

Question 7.3 (*maximum 1500 word count*): The Tenderer shall give a clear statement that they will comply with their Safety Management Systems (SMS) and all relevant H&S legislation throughout the duration of the Contract and provide a concise outline as to how this will be achieved.

Question 7.4 (*maximum 1500 word count*): The Tenderer shall give a clear account as to how they, as Principal Contractor, will safely carry out the requirements of this Contract, with particular reference to the proper application of the Construction (Design & Management) Regulations 2015 (CDM 2015). The information provided

must draw on the procedures in the Supplier's SMS and include full details of the key personnel, excluding H&S professionals, who will be responsible for the delivery of safety management on this Contract. Submit personal profiles for those persons not yet identified.

Question 7.5 (*maximum 1500 word count*): The Tenderer shall give a clear account of how they will, when required, carry out the role of Principle Designer specific to this Contract. This must identify how the relevant procedures within their SMS are to be implemented. It must also give a clear account of how they will ensure that the Principle Designer will enjoy independence of action, explaining the importance of this independence. (Note: A précis of the legislation and the HSE Guidance is unacceptable.) The tenderer shall provide a sample CV for the Principle Designer(s), identifying their competencies, responsibilities, training and experience in the role.

Question 7.6 (*maximum 1500 word count*): The Tenderer shall give a clear account of how they will carry out the role of Principal Contractor, specific to this Contract. This must identify how the relevant procedures within their SMS are to be implemented. This account must also answer any relevant requirements identified within the Information Pack. (Note: A précis of the legislation and the HSE Guidance is unacceptable.)

Question 7.7 (*maximum 1500 word count*): The Tenderer shall give a clear account of how safety will be suitably considered in all designs specific to this Contract. This must identify how the relevant procedures within their SMS are to be implemented.

Question 7.8 (*maximum 1500 word count*): The Tenderer shall, with appropriate reference to their SMS, provide clear details of their subcontractor evaluation and selection procedures, how they will ensure that any staff/subcontractors engaged are competent, how they will comply with the conditions of the contract, how they will be supervised and how they will ensure that they have received appropriate H&S training.

Question 7.9 (*maximum 1500 word count*): The Tenderer shall provide clear details of how H&S standards within the supply chain will be achieved, maintained and monitored throughout the life of the contract, who will be responsible for ensuring this is done, and what procedures will be used to ensure that non-compliances are suitably rectified.

Question 7.10 (*maximum 1500 word count*): The Tenderer shall provide details of the process (including operational procedures) covering the selection, appointment, auditing and monitoring of designated competent persons (e.g. Authorising Engineers, Authorised Persons etc.); identify their competencies, responsibilities, training and familiarisation with systems. Indicate by way of example CV's (or generic CV's) and job descriptions for each competent person specialism the calibre of person proposed for each role.

Question 7.11 (*maximum 1500 word count*): The Tenderer shall describe details of the processes (including operational procedures) covering the application of JSP 375 clearly identifying how the Principal Contractor and competent person will discharge their responsibilities with particular reference to the operations of other contractors working within the various Sites and Establishments. This shall include, but not be limited to the proposed methods of deciding, recording, controlling, monitoring and enforcing the requirements relating to their proposed actions in areas for which the responsibility is held. the Tenderer shall also provide proposals

for incorporating the requirements of the competent person into the maintenance programme.

Question 7.12 (*maximum 1500 word count*): The Tenderer shall provide CV(s) detailing the experience, training and relevant in date qualifications for the appointed competent personnel, and the support available to them.

Question 7.13 (*maximum 1500 word count*): The Tenderer shall provide brief details of reportable accidents (as defined by RIDDOR 2013) over the last 3 years **and** provide incident and frequency rates for the last 3 years. (If a Consortium, details for each company are required).

Question 7.14 (*maximum 1500 word count*): The Tenderer shall provide details of **all** enforcement action taken within the last 5 years and explain clearly how the Organisation has implemented suitable procedures and corrective actions to ensure that the circumstances which led to the enforcement action do not reoccur. (If a Consortium, details for each company are required).

Question 7.15 (*maximum 1500 word count*): The Tenderer shall demonstrate compliance with MoD's Policy for provisions of environmental legislation wherever practicable and to work towards reducing the causes and impacts of pollution. Tenderers shall show, with 3 examples, each relating to a different activity and different pollutant, how they propose to support the implementation of this policy and relate each example to the controlling statute, regulation or MoD mandated requirement.

Question 7.16 (*maximum 1500 word count*): Within your organisation, how do you ensure effective communication with the Authority (Client), other Stakeholders and Third Parties?

Question 7.17 (*maximum 1500 word count*): How does your organisation identify risks to which your Employees and others are exposed? Please demonstrate how this is mitigated, managed and communicated.

Question 7.18 (*maximum 1500 word count*): Tenderers shall demonstrate how they will ensure the competence of their sub-contractors and how they will ensure that they comply with their Organisation's and MoD's requirements?

Question 7.19 (*maximum 1500 word count*): Tenderers shall demonstrate their knowledge of local environmental and health and safety legislation and how they will provide a balance between MoD / UK legislation and in-country law; whichever is the more stringent, applied to all infrastructure and logistic services.

Scoring (Questions 7.1 to 7.19)

0	Not Answered	The Tender does not include any of the required Health & Safety information/ documentation.
20	Poor	The Tenderer has provided Health & Safety information/ documentation. However, the Health & Safety information/ documentation provided is significantly lacking in detail with major omissions and does not provide the Authority with any assurance the Supplier can meet the Authority's Health & Safety standards without substantial additional support from the Authority.
40	Partially	The Tenderer has provided Health & Safety information/ documentation. However, the Health & Safety information/

	Acceptable	documentation provided is lacking in detail with minor omissions and provides the Authority with limited assurance the Supplier can meet the Authority's Health & Safety standards without some additional support from the Authority.
60	Acceptable	The Tenderer has provided Health & Safety information/ documentation. All of which meets the Authority's requirement.
80	Good	The Tenderer has provided Health & Safety information/ documentation which exceeds the Authority's Requirement in some areas and requires little additional support from the Authority.
100	Excellent	The Tenderer has provided Health & Safety information/ documentation which exceeds the Authority's Requirement in all areas and requires no additional support from the Authority.

8. DECLARATIONS

Question 8.1 (*maximum 1500 word count*): The Tenderer shall confirm in writing their understanding of the exact nature of the sites and the likely conditions affecting the sites. This includes demonstrable knowledge of Host Nation cultural sensitivities, customs, by-laws and norms.

Question 8.2 (*maximum 1500 word count*): The Tenderers shall provide a statement signed at Director Level to the effect that the Contract will be managed in accordance with the Company's Quality Management System and Documentation.

Question 8.3 (*maximum 1500 word count*): The Tenderers shall provide a statement signed at Director Level to the effect that you are tendering for and able to deliver the **complete** service as described in the Tender Documents.

Question 8.4 (*maximum 1500 word count*): The Tenderers shall provide a statement signed at Director Level to confirm that any Partnering Contractor(s) and/or Specialist Subcontractor(s) you intend to use for the Contract have the necessary expertise in their discipline.

Question 8.5 (*maximum 1500 word count*): The Tenderers shall provide a statement at Director Level that you have legal entities operating within each country, or existing Joint Ventures, or alternative arrangements that are legally able to operate within each country to deliver the services required under this contract.

Question 8.6 (*maximum 1500 word count*): The Tenderers shall provide a statement signed at Director Level to confirm that the information provided in your Tender is correct.

Scoring (Questions 8.1 to 8.6)

No	No statements provided.
Yes	Required statements provided

9. MOBILISATION PROGRAMME – Weighting (see above table)

Question 9.1 (*maximum 1500 word count*): Tenderers shall provide a mobilisation programme, in accordance with the Authority's mobilisation requirements at Booklet 3, Module D (inclusive of the Contractors Plan at Booklet 3, Module K), showing how they intend to organise their arrangements and ensure the smooth transition of

service delivery. This should include as a minimum, visual representation depicting the particular activities. The mobilisation plan should include sufficient resources to ensure that customer service does not diminish during the transition period at the start of the Contract. Describe how you will measure performance during this period:

Question 9.2 (*maximum 1500 word count*): The Tenderers shall provide a Mobilisation Strategy to be read with the mobilisation programme showing how they intend to organise their arrangements and ensure the smooth transition of service. They are to present comprehensive, logical, coherent, resourced and achievable processes to govern the strategies for Mobilisation, Transition and Evaluation, from Contract Award to the end of Contract Quarter 1.

Question 9.3 (*maximum 1500 word count*): The Tenderers shall provide a data migration plan demonstrating a clear understanding of what historical information is required from legacy systems, in which format and when to allow sufficient time for testing and remediation prior to ISD. The Tenderers are to provide details on how they will validate and cleanse data prior to migration to ensure integrity, security classification, migration resource, and SQEP are available to deliver the transition tasks required.

Question 9.4 (*maximum 1500 word count*): The Tenderers shall provide a transition management strategy demonstrating how the service will transition without impact to the end user. The strategy shall provide sufficient information to provide confidence that each element of transition has been considered and planned in sufficient depth to protect the service.

Scoring (Questions 9.1 to 9.4)

0	Not Answered	The Tender does not include a mobilisation strategy/programme, plan, data migration plan or a transition management strategy.
20	Poor	The Tenderer has provided the requested mobilisation plans and strategy. However, the requested information provided is significantly lacking in detail with major omissions and does not provide the Authority with any assurance the Supplier can meet the Authority's in service dates without substantial additional support from the Authority.
40	Partially Acceptable	The Tenderer has provided the requested mobilisation plans and strategy. However, the requested information provided is lacking in detail with minor omissions and provides the Authority with limited assurance the Supplier can meet the Authority's in service dates without some additional support from the Authority.
60	Acceptable	The Tenderer has provided the requested mobilisation plans and strategy which meets the Authority's requirement.
80	Good	The Tenderer has provided the requested mobilisation plans and strategy which exceeds the Authority's Requirement in some areas and requires little additional support from the Authority.
100	Excellent	The Tenderer has provided the requested mobilisation plans and strategy which exceeds the Authority's Requirement in all areas and requires no additional support from the Authority.

10. DEMOBILISATION STRATEGY – Weighting (see above table)

Question 10.1 (*maximum 1500 word count*): Tenderers shall provide a Demobilisation Strategy in accordance with Module D. This is to incorporate as a minimum, the following:

- details of how you will co-operate with the Authority and the incoming Supplier, if applicable, during the transition period including attendance at handover meetings, sharing of extant PPM/Asset information, assisting with data transfer exercise, allowing staff to participate in appropriate training by the incoming Supplier, etc...;
- details of how you will work with the Authority and incoming Supplier in the planning and delivery of future works during the final year of the Contract including the completion of any legacy tasks post Vesting Day;
- confirmation that you will terminate any existing contracts with Supply Chain or sub-contractors, leasing agreements, etc., without cancellation charges falling to the Authority; and
- confirmation that on request you will provide the Authority with full and accurate details of all existing employees who may transfer to the incoming Supplier under ARD/TUPE.

Scoring

No	No statements provided.
Yes	Required statements provided

11. ADDED VALUE QUESTIONS – Weighting (see above table)

11.a Managing Major Contract Changes

Question 11.a.1 (*maximum 1500 word count*): The Authority may be required to make significant changes to the estate, which may need to be addressed differently from the additions and deletions mechanism used for minor changes, including the inclusion of new Level 1 assets at existing Parcels. Explain what criteria you would consider defines a change to be significant and therefore outside of the additions and deletions mechanism and explain how you would manage significant changes providing details of any change control mechanism, the main factors to be addressed, areas where this would impact on day-to-day contract delivery. Provide examples of where you have worked with a customer to implement and manage major change to a contract and outline the benefits to both parties following the change.

Scoring

0	Not Answered	The Tender has not provided any details on how they would manage a Major Contract Change.
20	Poor	The Tenderer has provided details of how they would manage a Major Contract Change. However, the response lacks considerable detail and does not provide the Authority with confidence that the Tenderer could effectively manage a Major Contract Change without substantial additional support from the Authority.

40	Partially Acceptable	The Tenderer has provided details of how they would manage a Major Contract Change. However, the response is lacking in detail in some areas and does not provide the Authority with confidence that the Tenderer could effectively manage a Major Contract Change without some additional support from the Authority.
60	Acceptable	The Tenderer has provided details of how they would manage a Major Contract Change which meets the Authority's requirement.
80	Good	The Tenderer has provided details of how they would manage a Major Contract Change which exceeds the Authority's Requirement in some areas and requires little additional support from the Authority.
100	Excellent	The Tenderer has provided details of how they would manage a Major Contract Change which exceeds the Authority's Requirement in all areas and requires no additional support from the Authority.

11.b Adding an Entirely New Site

Question 11.b.1 (maximum 1500 word count): Explain how you will approach pricing an entirely new site in a new location and demonstrate that the Authority would obtain value for money should it wish to include this change within the contract. For example, if an entirely new Tier 2 site (predominately modular buildings/cabins) was required to be added to the contract, how would you approach pricing that change? Similarly for an entirely new Tier 3 site (predominately wet build), how would you approach pricing this? The Authority would wish to see that it is obtaining value for money in such potential changes. The response should address the full range of services.

Scoring

0	Not Answered	The Tender has not provided any details on their approach to adding an entirely new site.
20	Poor	The Tenderer has provided details on their approach to adding an entirely new site. However, the response lacks considerable detail and is not considered to provide a value for money solution to the Authority.
40	Partially Acceptable	The Tenderer has provided details on their approach to adding an entirely new site. However, the response is lacking in detail and does not fully demonstrate a value for money solution to the Authority.
60	Acceptable	The Tenderer has provided details on their approach to adding an entirely new site. The approach is considered to demonstrate value for money to the Authority.
80	Good	The Tenderer has provided details on their approach to adding an entirely new site. The submission contains a level of detail which demonstrates additional value for money to the

		Authority.
100	Excellent	The Tenderer has provided details on their approach to adding an entirely new site. The submission contains considerable level of detail which demonstrates exceptional value for money to the Authority.

11.c Closing an Entire Site at Short Notice

Question 11.c.1 (*maximum 1500 word count*): It is possible that the estate may change within the duration of the contract and the Authority may need to close a site at short notice (<90 Days). Explain how you would approach pricing such a change and demonstrate that the Authority would retain value for money within this potential change.

Scoring

0	Not Answered	The Tender does not include any detail in closing an entire site at short notice.
20	Poor	The Tenderer has provided details on their approach to closing an entire site at short notice. However, the response lacks considerable detail and is not considered to provide a value for money solution to the Authority.
40	Partially Acceptable	The Tenderer has provided details on their approach to closing an entire site at short notice. However, the response is lacking in detail and does not fully demonstrate a value for money solution to the Authority.
60	Acceptable	The Tenderer has provided details on their approach to closing an entire site at short notice. The approach is considered to demonstrate value for money to the Authority.
80	Good	The Tenderer has provided details on their approach to closing an entire site at short notice. The submission contains a level of detail which demonstrates additional value for money to the Authority.
100	Excellent	The Tenderer has provided details on their approach to closing an entire site at short notice. The submission contains considerable level of detail which demonstrates exceptional value for money to the Authority.

11.d Value for Money (VfM) – IRL

Question 11.d.1 (*maximum 1500 word count*): How do you propose to seek best value for the Authority by balancing repairs arising from planned maintenance against the option of asset replacement that may offer a more cost-effective means of preserving the service provided by the equipment in question? Give examples of your experience of the application of your proposal in practice. Explain what part the Authority is required to play to ensure your proposal can work in practice?

Question 11.d.2 (*maximum 1500 word count*): Describe how you will manage your workforce/supply chain to make cost effective repairs identified as part of the

planned maintenance regime but are valued in excess of the Inclusive Repair Limit (IRL). Illustrate from your own experience how your approach has been successful.

Question 11.d.3 (*maximum 1500 word count*): What mechanisms will be put in place to identify if subsequent Help Desk Occurrences result from ineffective initial repairs and how will this data be recorded to identify trends and prevent reoccurrences?

Scoring

0	Not Answered	The Tender does not include any detail on representing VfM through the IRL or identifying Help Desk Occurrences which have resulted from ineffective initial repairs.
20	Poor	The Tender has provided detail on representing VfM through the IRL and identifying Help Desk Occurrences which have resulted from ineffective initial repairs. However, the response lacks considerable detail and is not considered to provide a value for money solution to the Authority.
40	Partially Acceptable	The Tender has provided detail on representing VfM through the IRL and identifying Help Desk Occurrences which have resulted from ineffective initial repairs. However, the response is lacking in detail and does not fully demonstrate a value for money solution to the Authority.
60	Acceptable	The Tender has provided detail on representing VfM through the IRL and identifying Help Desk Occurrences which have resulted from ineffective initial repairs. The approach is considered to demonstrate value for money to the Authority.
80	Good	The Tender has provided detail on representing VfM through the IRL and identifying Help Desk Occurrences which have resulted from ineffective initial repairs. The submission contains a level of detail which demonstrates additional value for money to the Authority.
100	Excellent	The Tender has provided detail on representing VfM through the IRL and identifying Help Desk Occurrences which have resulted from ineffective initial repairs. The submission contains considerable level of detail which demonstrates exceptional value for money to the Authority.

11.e Ordered Works Services above the Threshold Value via a F1097/1

Question 11.e.1 (*maximum 1500 word count*): The Tender is to explain what mechanisms and processes they have in place to deliver Ordered Works above the Threshold Value but below \$325k.

Question 11.e.2 (*maximum 1500 word count*): The Tender is to demonstrate that they have the capability and adequate resources in-house or external that provide design, procurement and management services capable of developing and delivering Ordered Works (Remedial Maintenance, Response Maintenance and New Works) above the Threshold Value but below \$325k.

Question 11.e.3 (maximum 1500 word count): The Tender is to explain how they intend to achieve compliance of Ordered Works above the Threshold Value in line with Module L.

Question 11.e.4 (maximum 1500 word count): The Tender is to explain how they intend to approve the FMR for works not funded in year in line with Module F.

Scoring

0	Not Answered	The Tender does not include any detail of their mechanisms, processes, capability, resources and compliance on how they intend to deliver the FMR and works above the Threshold Value but below \$325k.
20	Poor	The Tender includes details of their mechanisms, processes, capability, resources and compliance on how they intend to deliver the FMR and works above the Threshold Value but below \$325k. However, the response lacks considerable detail and does not meet the Authority's requirement.
40	Partially Acceptable	The Tender includes details of their mechanisms, processes, capability, resources and compliance on how they intend to deliver the FMR and works above the Threshold Value but below \$325k. However, the response is lacking detail and does not fully meet the Authority's requirement.
60	Acceptable	The Tender includes details of their mechanisms, processes, capability, resources and compliance on how they intend to deliver the FMR and works above the Threshold Value L but below \$325k. The information provided meets the Authority's requirement.
80	Good	The Tenderer includes details of their mechanisms, processes, capability, resources and compliance on how they intend to deliver works above the Threshold Value but below \$325k. The submission contains a level of detail which requires minimal additional support from the Authority.
100	Excellent	The Tenderer includes details of their mechanisms, processes, capability, resources and compliance on how they intend to deliver the FMR and works above the Threshold Value but below \$325k. The submission contains a considerable level of detail which requires no additional support from the Authority.

11.f Commitment to Collaborative Working

Question 11.f.1 (maximum 1500 word count): Provide evidence of how you have established and maintained collaborative relationships with your suppliers and employing authorities. Confirm the criteria used to select your supply chain. Please also explain how you will manage them to ensure correct behaviours and how you will deal with any associated issues that impact on the level of service delivery required or achievement of VfM. Illustrate your answer with evidence of tangible benefits you have gained through collaborative working.

Scoring

0	Not	The Tenderer has not included any detail of their
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	Answered	commitment to collaborative working.
20	Poor	The Tenderer has included details of their commitment to collaborative working. However, the response lacks considerable detail and contains no tangible benefits to the Authority.
40	Partially Acceptable	The Tenderer has included details of their commitment to collaborative working. However, the response is lacking in detail and contains little tangible benefits to the Authority.
60	Acceptable	The Tenderer has included details of their commitment to collaborative working. The response contains sufficient detail and demonstrates acceptable tangible benefits to the Authority.
80	Good	The Tenderer has included details of their commitment to collaborative working. The response exceeds the Authority's expectations in some areas and demonstrates additional tangible benefits to the Authority.
100	Excellent	The Tenderer has included details of their commitment to collaborative working. The response exceeds the Authority's expectations in all areas and demonstrates considerable tangible benefits to the Authority.

11.g Statutory Compliance

Question 11.g.1 (*maximum 1500 word count*): Given the importance of achieving statutory compliance provide an illustration of how you will contribute to the management of statutory compliance within the Contract. Provide examples of your contribution in support of this subject from experience on similar contracts. What system will you put in place to identify shortfalls in statutory compliance? How will your operatives be trained to observe and report shortcomings in statutory compliance to the Authority as part of their day-to-day activities?

Scoring

0	Not Answered	The Tenderer has not included any detail of how they will achieve statutory compliance or of how they will contribute to the management of statutory compliance within the Contract.
20	Poor	The Tenderer has included details of how they will achieve statutory compliance and how they will contribute to the management of statutory compliance within the Contract. However, the response lacks considerable detail and does not provide the Authority with any confidence that the Tenderer could achieve statutory compliance nor effectively manage statutory compliance within the Contract without substantial additional support from the Authority.
40	Partially Acceptable	The Tenderer has included details of how they will achieve statutory compliance and how they will contribute to the management of statutory compliance within the Contract. However, the response is lacking in detail and does not provide the Authority with full confidence that

		the Tenderer could achieve statutory compliance nor effectively manage statutory compliance within the Contract without some additional support from the Authority.
60	Acceptable	The Tenderer has included details of how they will achieve statutory compliance and how they will contribute to the management of statutory compliance within the Contract. The response provides the Authority with the confidence that the Tenderer can achieve statutory compliance and contribute to the management of statutory compliance within the Contract.
80	Good	The Tenderer has included details of how they will achieve statutory compliance and how they will contribute to the management of statutory compliance within the Contract. The response exceeds the level of detail required to provide confidence to the Authority and requires little additional support from the Authority.
100	Excellent	The Tenderer has included details of how they will achieve statutory compliance and how they will contribute to the management of statutory compliance within the Contract. The response significantly exceeds the level of detail required to provide confidence to the Authority and requires no additional support from the Authority.

11.h High Profile Incidents

Question 11.h.1 (*maximum 1500 word count*): Provide details of how you will manage and contain high profile incidents, failures in service or materialising risk issues within this Contract including when and how the Authority will be engaged to ensure there are no surprises for the MOD part of the team.

Scoring

0	Not Answered	The Tenderer has not included any detail of how they would manage and contain a high-profile incident.
20	Poor	The Tenderer has included any detail of how they would manage and contain a high-profile incident. However, the response lacks considerable detail and does not provide the Authority with any confidence that the Tenderer could effectively manage and contain a high-profile incident without substantial additional support from the Authority.
40	Partially Acceptable	The Tenderer has included any detail of how they would manage and contain a high-profile incident. However, the response is lacking in detail in some areas and does not provide the Authority with full confidence that the Tenderer could effectively manage and contain a high-profile incident without some additional support from the Authority.
60	Acceptable	The Tenderer has included any detail of how they would manage and contain a high-profile incident. The response provides the Authority with the confidence that the Tenderer can effectively manage and contain a high-profile incident.

80	Good	The Tenderer has included any detail of how they would manage and contain a high-profile incident. The response exceeds the level of detail required to provide confidence to the Authority that the Tenderer can effectively manage and contain a high-profile incident with little additional support from the Authority.
100	Excellent	The Tenderer has included any detail of how they would manage and contain a high-profile incident. The response significantly exceeds the level of detail required to provide confidence to the Authority that the Tenderer can effectively manage and contain a high-profile incident with no additional support from the Authority.

11.i Contract Improvements

Question 11.i.1 (maximum 1500 word count): Summarise your strategy for ensuring continuous improvement within the contract supported by a plan showing how you will improve the efficiency of this Contract and outlining the mutual benefits of any improvement. Please provide evidence demonstrating where application of this strategy in other similar contracts has been successful, including recording any financial benefits.

Scoring

0	Not Answered	The Tenderer has not provided a strategy for ensuring continuous improvement within the Contract.
20	Poor	The Tenderer has provided a strategy for ensuring continuous improvement within the Contract. However, the strategy lacks considerable detail and does not outline any mutual benefits of any improvement.
40	Partially Acceptable	The Tenderer has provided a strategy for ensuring continuous improvement within the Contract. However, the strategy is lacking detail in some areas and provides little mutual benefits of any improvement.
60	Acceptable	The Tenderer has provided a strategy for ensuring continuous improvement within the Contract. The strategy contains adequate detail and outlines mutual benefits of any improvement.
80	Good	The Tenderer has provided a strategy for ensuring continuous improvement within the Contract. The strategy is highly detailed in most areas and outlines mutual benefits of any improvement.
100	Excellent	The Tenderer has provided a strategy for ensuring continuous improvement within the Contract. The strategy is highly detailed in all areas and outlines considerable mutual benefits of any improvement.

11.j Mission Critical Tasks

Question 11.j.1 (maximum 1500 word count): The Authority places a high emphasis on supporting our customers, particularly for mission critical tasks and those activities directly in support of such tasks. Describe how you intend to work with the Authority to instill a customer orientated “ethos” that would respond appropriately to mission critical tasks and supporting activities.

Scoring

0	Not Answered	The Tenderer has not submitted a description of how they intend to work with the Authority to instill a customer orientated “ethos” that would respond appropriately to mission critical tasks and supporting activities.
20	Poor	The Tenderer has submitted a description of how they intend to work with the Authority to instill a customer orientated “ethos” that would respond appropriately to mission critical tasks and supporting activities. However, the description lacks considerable detail and does not provide the Authority with any confidence of the Tenderers ability to respond to mission critical tasks and supporting activities without considerable support from the Authority.
40	Partially Acceptable	The Tenderer has submitted a description of how they intend to work with the Authority to instil a customer orientated “ethos” that would respond appropriately to mission critical tasks and supporting activities. However, the description lacks detail and does not provide the Authority with full confidence of the Tenderers ability to respond to mission critical tasks and supporting activities without some additional support from the Authority.
60	Acceptable	The Tenderer has submitted a description of how they intend to work with the Authority to instil a customer orientated “ethos” that would respond appropriately to mission critical tasks and supporting activities. The description contains sufficient detail to provide the Authority with confidence of the Tenderers ability to respond to mission critical tasks and supporting activities.
80	Good	The Tenderer has submitted a description of how they intend to work with the Authority to instil a customer orientated “ethos” that would respond appropriately to mission critical tasks and supporting activities. The description is comprehensive and provides the Authority with confidence of the Tenderers ability to respond to mission critical tasks and supporting activities with little additional support required from the Authority.
100	Excellent	The Tenderer has submitted a description of how they intend to work with the Authority to instill a customer orientated “ethos” that would respond appropriately to mission critical tasks and supporting activities. The description is comprehensive and provides the Authority

		with full confidence of the Tenderers ability to respond to mission critical tasks and supporting activities with no additional support required from the Authority.
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11.k Technical Experience

Question 11.k.1 (*maximum 1500 word count*): To supplement the response to the Requirements Document, give examples of how you would utilise technical experience to provide added value to all aspects of the contract with reference to previous examples in the last five years.

Scoring

0	Not Answered	The Tenderer has not provided any information detailing their technical experience on how they would provide added value to all aspects of the contract.
20	Poor	The Tenderer has provided information detailing their technical experience on how they would provide added value to all aspects of the contract. However, the response lacks considerable detail in response to the Requirements Document.
40	Partially Acceptable	The Tenderer has provided information detailing their technical experience on how they would provide added value to all aspects of the contract. However, the response lacks considerable detail in some areas and adds little value to the Tenderers response to the Requirements Document.
60	Acceptable	The Tenderer has provided information detailing their technical experience on how they would provide added value to all aspects of the contract. The response contains sufficient information and adds value to the Tenderers response to the Requirements Document.
80	Good	The Tenderer has provided information detailing their technical experience on how they would provide added value to all aspects of the contract. The response is comprehensive in most areas and adds value to the Tenderers response to the Requirements Document.
100	Excellent	The Tenderer has provided information detailing their technical experience on how they would provide added value to all aspects of the contract. The response is comprehensive in all areas and adds considerable value to the Tenderers response to the Requirements Document.

11.l Site Specific Challenges

Question 11.l.1 (*maximum 1500 word count*): The Contract includes a wide variety of assets and facilities over a number of locations, each with their own particular

environments. Identify the challenges you foresee specific to each of the locations and provide details of how you would assess and address these challenges.

Scoring

0	Not Answered	The Tenderer has not provided any details of how they would assess and address any site-specific challenges.
20	Poor	The Tenderer has provided details of how they would assess and address any site-specific challenges. However, the response lacks considerable detail in most areas and does not provide the Authority with confidence that the Tenderer could address all site-specific challenges without considerable support from the Authority.
40	Partially Acceptable	The Tenderer has provided details of how they would assess and address any site-specific challenges. However, the response lacks detail in some areas and does not provide the Authority with full confidence that the Tenderer could address all site-specific challenges without some additional support from the Authority.
60	Acceptable	The Tenderer has provided details of how they would assess and address any site-specific challenges. The response contains sufficient detail to give the Authority confidence that the Tenderer could address all site-specific challenges.
80	Good	The Tenderer has provided details of how they would assess and address any site-specific challenges. The response is comprehensive in most areas and provides the Authority with confidence that the Tenderer could address all site-specific challenges with little additional support required from the Authority.
100	Excellent	The Tenderer has provided details of how they would assess and address any site-specific challenges. The response is comprehensive in all areas and provides the Authority with full confidence that the Tenderer could address all site-specific challenges with no additional support required from the Authority.

11.m Resource Planning

Question 11.m.1 (*maximum 1500 word count*): The availability of a core of resources, across the area of responsibility, having the appropriate skills to deal with asset acceptance, performance and reliability issues over a 7 day a week, 24 hours a day, 365 days a year profile is an essential part of the contract, which the Supplier will be mandated to manage on behalf of the Authority. Provide a detailed explanation of how you will manage the resource availability profile during times of leave, absence and sickness to ensure that suitable and adequate cover is maintained to ensure business continuity. The explanation should clearly articulate proposed working hours, team rosters, leave profiles, etc, to meet this requirement.

Scoring

0	Not Answered	The Tenderer has not provided any information on resource planning.
20	Poor	The Tenderer has provided information on resource planning. However, the information provided lacks considerable detail and does not provide the Authority with the confidence that the Tenderer can manage resource effectively to meet expected output without significant support from the Authority.
40	Partially Acceptable	The Tenderer has provided information on resource planning. However, the information provided lacks detail in some areas and does not provide the Authority with full confidence that the Tenderer can manage resource effectively to meet expected output without some additional support from the Authority.
60	Acceptable	The Tenderer has provided information on resource planning. The information provided contains sufficient detail in most areas and provides the Authority with confidence that the Tenderer can manage resource effectively to meet the expected output from the Authority.
80	Good	The Tenderer has provided information on resource planning. The information provided is highly detailed in some areas and provides the Authority with full confidence that the Tenderer can manage resource effectively to meet expected output with little additional support required from the Authority.
100	Excellent	The Tenderer has provided information on resource planning. The information provided is highly detailed in all areas and provides the Authority with full confidence that the Tenderer can manage resource effectively to meet expected output with no additional support required from the Authority.

11.n Works outside the scope of the Schedule of Rates (SoR)

Question 11.n.1 (*maximum 1500 word count*): Works below the Threshold Value will be priced against the relevant PSA Schedule of Rates (SoR). Inevitably, there will be Works Services (or elements of Works Services) that cannot readily be valued using the SoR. Provide a detailed proposal of how you would calculate the value of such out of scope works. Your response should include all assumptions made and clearly outline any Authority actions, agreements endorsements etc. needed.

Scoring

0	Not Answered	The Tenderer has not provided a proposal of how they would calculate the value of out-of-scope works.
20	Poor	The Tenderer has provided a proposal of how they

		would calculate the value of out-of-scope works. However, the proposal lacks considerable detail in most areas and does not demonstrate a VfM solution to the Authority for the out-of-scope works.
40	Partially Acceptable	The Tenderer has provided a proposal of how they would calculate the value of out-of-scope works. However, the proposal lacks detail in some areas and does not fully demonstrate a VfM solution to the Authority for the out-of-scope works.
60	Acceptable	The Tenderer has provided a proposal of how they would calculate the value of out-of-scope works. The proposal contains sufficient detail to demonstrate a VfM solution to the Authority for the out-of-scope works.
80	Good	The Tenderer has provided a proposal of how they would calculate the value of out-of-scope works. The proposal is comprehensive in most areas and fully demonstrates a VfM solution to the Authority for the out-of-scope works.
100	Excellent	The Tenderer has provided a proposal of how they would calculate the value of out-of-scope works. The proposal is comprehensive in all areas and fully demonstrates a VfM solution to the Authority for the out-of-scope works.

11.o Change Management – Early Warning & Compensation Events

Question 11.o.1 (*maximum 1500 word count*): Provide a contract specific management strategy for risks (including mitigation) highlighted by Early Warnings and Compensation Events.

Scoring

0	Not Answered	The Tenderer did not include a contract specific management strategy for risks (including mitigation) highlighted by Early Warnings and Compensation Events.
20	Poor	The Tenderer did include a contract specific management strategy for risks (including mitigation) highlighted by Early Warnings and Compensation Events. However, the risk strategy lacks considerable detail in most areas and does not provide the Authority with confidence that Early Warnings and Compensation Events can be effectively managed without considerable support from the Authority.
40	Partially Acceptable	The Tenderer did include a contract specific management strategy for risks (including mitigation) highlighted by Early Warnings and Compensation Events. However, the risk strategy lacks detail in some areas and does not provide the Authority with full confidence that Early Warnings and Compensation Events can be effectively managed without

		additional support from the Authority.
60	Acceptable	The Tenderer did include a contract specific management strategy for risks (including mitigation) highlighted by Early Warnings and Compensation Events. The risk strategy contains sufficient detail to provide the Authority with confidence that Early Warnings and Compensation Events can be effectively managed by the Tenderer.
80	Good	The Tenderer did include a contract specific management strategy for risks (including mitigation) highlighted by Early Warnings and Compensation Events. The risk strategy is comprehensive in some areas and provides the Authority with confidence that Early Warnings and Compensation Events can be effectively managed with little support required from the Authority.
100	Excellent	The Tenderer did include a contract specific management strategy for risks (including mitigation) highlighted by Early Warnings and Compensation Events. The risk strategy is comprehensive in all areas and provides the Authority with full confidence that Early Warnings and Compensation Events can be effectively managed with no support required from the Authority.

12. SOCIAL VALUE – Weighting (see above table)

Tenderers are to note that this section is completely stand alone and will be evaluated separately by a Subject Matter Expert appointed by the Authority. As such, all information must be contained within the same response section with no cross references to other documentation.

Question 12.1 to 12.3 are detailed in Annex K to this Booklet 1. The questions are split as detailed below;

- **Question 12.1** – MAC 2.2 – Employment.
- **Question 12.2** – MAC 6.2 – Supporting in-work progression.
- **Question 12.3** – MAC 7.1 – Support health and wellbeing in the workforce.

Evaluation will be undertaken utilising the scorings below;

Scoring (Questions 12.1 through 12.3)

0	Fail	Fail: the response completely fails to meet the required standard or does not provide a proposal.
1	Poor	Poor: (meets some of the Award Criteria) The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following: - There is at least one significant issue needing considerable attention.

		<ul style="list-style-type: none"> - Proposals do not demonstrate competence or understanding. - The response is light on detail and unconvincing. - The response makes no reference to the applicable sector but shows some general market experience. - The response makes limited reference (naming only) to the social value policy outcome set out within the invitation.
2	Good	<p>Good: (meets all of the Award Criteria)</p> <p>The response broadly meets what is expected for the criteria. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows:</p> <ul style="list-style-type: none"> - Good understanding of the requirements. - Sufficient competence demonstrated through relevant evidence. Some insight demonstrated into the relevant issues. - The response addresses most of the social value policy outcome and also shows general market experience.
3	Very Good	<p>Very good: (exceeds some of the Award Criteria)</p> <p>The response meets the required standard in all material respects. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows:</p> <ul style="list-style-type: none"> - Good understanding of the requirements. - Sufficient competence demonstrated through relevant evidence. - Some insight demonstrated into the relevant issues. - The response addresses the social value policy outcome and also shows good market experience.
4	Excellent	<p>Excellent: (exceeds all of the Model Award Criteria).</p> <p>The response exceeds what is expected for the criteria. Leaves no doubt as to the capability and commitment to deliver what is required. The response therefore shows:</p> <ul style="list-style-type: none"> - Very good understanding of the requirements. - Excellent proposals demonstrated through relevant evidence. - Considerable insight into the relevant issues. - The response is also likely to propose additional value

		<p>in several respects above that expected.</p> <ul style="list-style-type: none"> - The response addresses the social value policy outcome and also shows in-depth market experience.
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Validity

C12. Your Tender must be valid and open for acceptance for eight (8) months from the Tender return date. In addition, the winning Tender must be open for acceptance for a further thirty (30) calendar days once the Authority announces its decision to award the Contract. In the event that legal proceedings challenging the award of the Contract are instituted, before entry into Contract, you must hold your Tender open for acceptance during this period, and for up to fourteen (14) calendar days after any legal proceedings have concluded.

Section D – Tender

The Tender Overview

D1. The Authority will conduct evaluations after the Tender Submission. A detailed description of each step is provided below. The Authority may also seek additional information from the Tenderer if any part of their ITT response cannot be evaluated adequately because it contains apparent errors, or its meaning and intent is unclear.

D2. Tenderers must provide a complete Tender response.

D3. **Tender Evaluation Process.** The Authority will award the Contract to the Tenderer who submits the Most Economically Advantageous Tender (MEAT), undertaking a Weighted Value for Money evaluation methodology in accordance with this Section D. For the avoidance of doubt, Tenderers who do not provide an affirmative Acceptance of all Conditions of Contract will be non-compliant and will be disqualified from taking any further part in this procurement process.

D4. **Applied Weighting.** The evaluation weightings for FMO to be applied in the evaluation are: 60% Non-Cost (6% of this 60% is attributed to Social Value) and 40% Cost.

D5. **The Authority Evaluation Team.** Tenderer responses will be evaluated by the Authority Evaluation Team. Technical and Commercial Evaluators are Subject Matter Experts (SMEs) and have been selected for their knowledge and expertise in the specific topics which are being evaluated.

D6. **Mandated Returns.** The Authority will conduct an evaluation to ensure bids are compliant with the ITT Documentation. The Authority will score the mandated elements of the Tenderers' responses as either compliant or non-compliant as part of the Tenderers Commercial Proposal as detailed at paragraph C4. Any Tenderer who is deemed non-compliant in any of the areas of the Commercial Proposal will be disqualified and cannot be awarded the Contract.

D7. **Non-Cost Evaluation.** Responses to the Technical Questions will be scored in line with the guidance in paragraphs C10 and C11. This Non-Cost evaluation will only be considered for evaluation if all elements of the Commercial Proposal have been submitted in line with paragraph C4.

- a. Non-Cost Evaluation will be used to assess the quality of the Tenderers. Questions will be divided into 12 (twelve) sections. Each section has been allocated an appropriate weighting (see the table at Paragraph C10 above). Questions together with marking criteria are listed at Paragraph C11 of this ITT document.
- b. The Technical responses will be allocated a score ranging from 0 to 100 (zero to one hundred). The Authority may decide to seek clarification or further information through Revise or Confirm rounds. The scores as prescribed at each question under paragraph C11 are the only scores that can be awarded; 10, 30, 50, 70 and 90 (ten, thirty, fifty, seventy and ninety) are not permitted scores. The scores awarded will be multiplied by the weightings as detailed and added together to arrive at a total Non-Cost Score. The Tenderer will be required to score a minimum Technical Score as outlined against each question set.

D8. **Technically Compliant Tenders.** All Tenders must first be deemed compliant against all mandated returns as detailed at paragraph D6 before they are taken forward to be evaluated technically;

- a. Tenders are considered Technically Compliant Tenders when they have achieved the minimum score in all technical questions as detailed in paragraph C11 and Annex B to this Booklet.
- b. Tenders are considered Technically non-compliant when they have not achieved the minimum score in all technical questions as detailed at paragraph C11 of this booklet.
- c. Any Tenderer who is deemed non-compliant in any of the technical questions will be disqualified and cannot be awarded the Contract.

D9. Cost Evaluation.

- a. The Pricing submissions will be thoroughly scrutinised on all aspects of the pricing provisions, including any Milestone Payment Schedules provided for the mobilisation and demobilisation periods.
- b. The Authority intends to award a Firm/Fixed Price Contract so any identified discrepancies or unexplainable variations will be clarified with the Tenderer to ensure they have fully understood and priced for the requirement.
- c. As part of the overall process the Tenderer's costed risk register will be reviewed to ensure that their submitted risk register takes appropriate account of the Authority's risks and reflects their price proposals. The Tenderer's risk register will not form part of the price evaluation. This process is intended to give confidence against the Tenderer's offer and to provide supporting data to inform any future change control processes.
- d. The contract comprises Core Services and the facility to inject Additional Services, see Booklet 3. Core Services will be a Fixed Price Tendered sum and Additional Services will be injected under a managed Change Management Process during the life of the contract. The "Total Tender Price" for the purpose of evaluation will be the Core Services Price as submitted on the basis required under Paragraph D10 hereof. The injected Additional Services will not form part of the "Total Tender Price", however, where the Authority's evaluation team considers any rates to be excessive this may be queried during the Tender evaluation phase.
- e. The Core Service contribution to the Total Tender Price will be based on the Core Service Firm Price 5 (five) years of delivery (as submitted on the basis required under Paragraph D10b through D10h hereof), plus mobilisation and demobilisation (as adjusted for five year contract period). In order to enable the Authority to determine the value of reductions, for the purposes of Booklet 2, Annex D – Performance Management Regime, Tenderers must, where possible, provide a breakdown of the pricing across these Items. Where a breakdown of pricing cannot be provided, a brief explanation of pricing buildup should be considered in its place (these will then be identified following contract award).
- f. During the period of the Contract, the Authority may request Additional Services over and above those provided within the Core Services. Additional Services may be requested to rectify failures the repair costs of which exceed both the IRL and the remedial (above IRL) at Items 2 and 3 of Booklet 5 – Pricing Information; for Additional Works to cover life cycle replacement; for Additional Works to produce a condition improvement of an asset, or for minor new works up to \$325 (Three Hundred and Twenty Five Thousand USD).

D10. Establishing the Total Tender Price. The 'Total Tender Price' will be determined using only the Core Contract Services. Tenderers should note that not all Core Services are

required in all locations. The Core Services being considered for Total Tender Price are detailed in the sub-paragraphs below, detailed as follows:

- a. Booklet 5, Item 1 – Mobilisation Fee in accordance with the Mobilisation Milestone Payment (MPS) Schedule detailed therein.
- b. Booklet 5, Item 1A – Management Fee. Fixed Price Lump Sum Fee in accordance with the Requirements Information (Booklet 3) and the Terms and Conditions (Booklet 2).
- c. Booklet 5, Item 2A – Operation Fee – PPM, O&M (IRL Not Applicable) & Remedial Maintenance (IRL Applicable). Fixed Price Lump Sum Fee in accordance with the Requirements Information (Booklet 3), and the Conditions of Contract (Booklet 2). Tenderers should submit a proposal against all bandings.
- d. Booklet 5, Item 2B – Operation Fee (■■■■■). Fixed Price Lump sum fee for delivery of SSoW in ■■■■■ in line with requirements Information (Booklet 3), and the Conditions of Contract (Booklet 2).
- e. Booklet 5, Item 3 – Response Maintenance & Remedial Maintenance (Above IRL). Fixed Price Lump Sum Fee for the provision of a delivery mechanism for all Response Maintenance and Remedial Maintenance (above IRL) activities up to the value of \$30K in accordance with the value and estimated occurrence bandings in Booklet 5 (Item 3A.1 – 3A.6) and the Requirements Information (Booklet 3) and the Conditions of Contract (Booklet 2).
- f. Booklet 5, Items 3A.1 to 3A.4 – Fixed Price lump sum fee for delivery of the quantity of works as provided at Items 3A.1 through 3A.4. This includes a % trigger point where the Tenderer should include a +/- adjustment should the Authority not meet/exceed the estimated occurrence level. These Works are funded (inclusion in Core Services) unlike those considered in Item 3B.
- g. Booklet 5, Item 5 – Grounds Maintenance. Fixed Price Lump Sum Fee in accordance with the Requirements Information (Booklet 3) and the Conditions of Contract (Booklet 2).
- h. Booklet 5, Items 12A to 12D – Life Support Costs. Fixed Price for Provision of Life Support not provided free of charge by the Authority. Note: The Authority reserves the right to query the cost of any provision not considered applicable for any site.
- i. Not used.
- j. Demobilisation at each of the services (D10b through D10h) applicable adjusted for the initial five year Contract completion.

Total Tender Price		Core Services Price
Used for VfM assessment and selection of winning bid	=	- Tendered Fixed Price (Core Services as detailed at D10b through D10h) as adjusted for initial 5 (five) year delivery. - Mobilisation (D10a) & Demobilisation (D10j)

D11. Most Economically Advantageous Tender (MEAT).

- a. All Tenders deemed compliant against all criteria contained within the Commercial and Technical Evaluations are then evaluated using the MEAT methodology. The MEAT will be determined by carrying out a Weighted Value for Money (WVfM) calculation as set out in paragraphs D12 through D14.
- b. The weightings to be applied in the WVfM calculation (as set out in paragraph D4) are:

Non-Cost (60%): the Non-Cost evaluation (in accordance with paragraphs C10 and C11 to this booklet and of which 6% (of the 60%) is attributed to Social Value as supplied at Annex K).

Cost (40%): The Total Tender Price evaluated by reference to the Pricing Schedule Workbook instructions provided in Booklet 5 and paragraph D10.

D12. The Tender Evaluation will be on the basis of: Weighted Value for Money Index (WVFM Index).

- a. This approach introduces a simple weighting to encourage tenderers to focus on the non-cost (technical) score rather than a low cost; as the higher non-cost score is the more important factor in the award decision for this procurement. This is achieved by applying a factor of non-cost score weighting divided by the cost weighting to the non-cost score. The formula which will be used is shown below:

$$\text{Non-cost score}^{(wQ/wC)}$$

and the overall tender score is calculated as follows:

$$\frac{\text{Non-cost score}^{(wQ/wC)}}{\text{Cost}}$$

Where: wQ = Weighting of non-cost (technical) criteria
wC = Weighting applied to cost

- b. It should be noted that very different solutions can give the same WVFM index and be considered equal. Should two or more tenders achieve the same WVFM index score the Authority will select the lowest priced tender.
- c. **Commercial Assessment.** The table below shows the results of the commercial assessment carried out in accordance with the commercial proposal as detailed at Paragraph C4.

Commercial assessment example table.

Ser	Company	Pass/Fail	Price (£M) (Example)
1	A	Pass	1.232732
2	B	Fail*	N/A
3	C	Pass	1.050500
4	D	Pass	0.950000
5	E	Pass	1.798598

***Note:** Company B did not pass all the minimum commercial requirements and has been excluded as detailed at paragraph D6.

- d. **Technical Assessment.** The table below illustrates the technical scores. These scores are the weighted scores in accordance with the weighting percentages detailed in Paragraph C10.

Weighted technical scores example table.

Ser	Company	Technical Score (Max 100)	Pass / Fail
1	A	80	Pass
2	B	N/A	Fail *
3	C	70	Fail **
4	D	75	Pass
5	E	95	Pass

***Note:** Company B did not pass all the minimum commercial requirements and so cannot be considered for Technical evaluation.

****Note:** Company C did not score forty (40) or more in all areas required.

- e. **Overall Assessment.** The table below illustrates the total scores following the evaluation of the technical and commercial submissions and the WVFM Index. **Note: The stated values for the actual tender exercise will be wQ = 60% and wC = 40%.**

WVFM Index (Non-cost Score^(60/40)/Price) example table.

Tender	Technical	Commercial	Price £M	WVFM Index	Rank
A	$80^{(60/40)} = 716$	Pass	1.232732	580.82	2
B	N/A	Fail	N/A	N/A	N/A
C	Fail	Pass	N/A	N/A	N/A
D	$75^{(60/40)} = 650$	Pass	0.950000	684.21	1
E	$95^{(60/40)} = 926$	Pass	1.798598	514.85	3

Note: In this worked Example Company D would be awarded the contract.

- f. Figures will be rounded up to the nearest [2] decimal points.

D13. Appointment of Successful Tenderer. Each Tenderer will be informed by notice in writing of any decision to award the Contract and such notice shall include the information prescribed in Regulation 33 (2) of the DSPCR 2011.

D14. Deselection of Successful Tenderer. Following the appointment of a successful Tenderer if the successful Tenderer:

- makes a material alteration to the Tender which formed the basis of its selection as successful Tenderer (whether as to the value or any other aspect of its Tender);
- is in breach of any of the conditions set out in the tender documentation;
- in the reasonable opinion of the Authority fails to make satisfactory progress towards signature of the Contract; or
- in the case of any of the above, fails to remedy the situation to the reasonable satisfaction of the Authority within a reasonable period, then the Authority shall be entitled to de-select the successful Tenderer and (at the absolute discretion of the Authority) to exclude the successful Tenderer from any further participation in the Project or to introduce a further stage in the Project in which the successful Tenderer may or may not (at the absolute discretion of the Authority) be invited to participate. Under no circumstances will the

Authority or any of its respective advisors be liable for any costs or expenses incurred by the successful Tenderer and/or any of its partners, suppliers, subcontractors or funders due to, or arising from, such de-selection or the introduction of a further stage in the Project.

D14. Standstill Period. The Authority is obliged to allow a minimum of ten (10) calendar days to elapse between the date of despatch of its Award Decision Notice (Standstill Letter) to Tenderers stating the name of the Tenderer to be awarded the Contract “the Winning Tenderer” in response to this ITT and the date on which the Authority proposes to enter into the Contract. Further information regarding the Standstill Period can be found at F12 to this booklet.

D15. Tenderers’ Debrief. A de-brief will be available on request as provided in regulation 33(7) of the DSPCR 2011 but may be given after the Contract has been awarded.

D16. Withdrawal from Tendering. If at any time a Tenderer decides not to submit an ITT response it should inform the Authority by contacting the relevant Commercial Officer at christopher.mcmanus104@mod.gov.uk. Tenderers should confirm their withdrawal in writing.

Section E – Instructions on Submitting Tenders

Submission of your Tender

E1. Your Tender and any ITT Documentation must be submitted electronically via the Defence Sourcing Portal (DSP) by the timings detailed at Section B. The Authority reserves the right to reject any Tender received after the stated date and time. Hard copy, paper or delivered digital Tenders (e.g. email, DVD) at OFFICIAL SENSITIVE classification are no longer required and will not be accepted by the Authority. Tenderers are required to submit an electronic online Tender response to ITT 707404450.

E2. Your priced Tender and priced ITT Documentation must only be submitted to the commercial envelope of the DSP ITT. You must ensure that there are no prices present in the technical or qualification (if applicable) envelopes of the DSP ITT. The Authority has the right to request, at its discretion, that any pricing information found in the technical or qualification (if applicable) envelopes is redacted in accordance with paragraph E3.

E3. The Authority may, in its own absolute discretion allow the Tenderer to rectify any irregularities identified in the Tender by the Authority or provide clarification after the Tender return date. For example, this may include, but is not limited to, redacting pricing information in the unpriced copy of the tender, rectifying, or providing clarification in relation to a corrupt or blank document. Tenderers will be provided with instructions via the DSP on how they can correct such irregularities which must be completed/provided by the deadline set. The Authority will cross reference the amended Tender with the original Tender submitted to the DSP before the Tender return date to ensure that no other amendments, other than in relation to the specific irregularity/clarification communicated by the Authority, have been made. Should Tenderers make additional amendments to the Tender other than those relating to the specific irregularity/clarification communicated to the Tenderer by the Authority, this will result in a non-compliant bid.

E4. The DSP is accredited to OFFICIAL SENSITIVE. Material that is protectively marked above this classification must not be uploaded to the DSP. Please contact christopher.mcmanus104@mod.gov.uk if you have a requirement to submit documents above OFFICIAL SENSITIVE

E5. You must not upload any ITAR or Export Controlled information as part of your Tender or ITT documentation into the DSP. You must contact christopher.mcmanus104@mod.gov.uk to discuss any exchange of ITAR or Export Controlled information. You must ensure that you have the relevant permissions to transfer information to the Authority.

E6. You must ensure that your DEFFORM 47 Annex A is signed, scanned and uploaded to DSP with your Tender as a PDF (it must be a scanned original). The remainder of your Tender must be compatible with MS Word and other MS Office applications.

Lots

E7. This requirement has not been split into lots.

Variant Bids

E8. The Authority will not accept variant bids.

Samples

E9. Samples are not required.

Section F – Conditions of Tendering

F1. The issue of ITN Documentation or ITT Material is not a commitment by the Authority to place a Contract as a result of this competition or at a later stage. Neither does the issue of this ITT or subsequent Tender submission create any implied Contract between the Authority and any Tenderer and any such implied Contract is expressly excluded.

F2. The Authority reserves the right, but is not obliged to:

- a. vary the terms of this ITT in accordance with applicable law;
- b. seek clarification or additional documents in respect of a Tenderer's submission during the Tender evaluation where necessary for the purpose of carrying out a fair evaluation. Tenderers are asked to respond to such requests promptly;
- c. visit your site;
- d. disqualify any Tenderer that submits a non-compliant Tender in accordance with the instructions or conditions of this ITT;
- e. disqualify any Tenderer that is guilty of misrepresentation in relation to their Tender, expression of interest, the DPQQ or the tender process;
- f. re-assess your suitability to remain in the competition, for example where there is a material change in the information submitted in and relating to the DPQQ response, see paragraphs A31 to A34;
- g. withdraw this ITT at any time, or choose not to award any Contract as a result of this tender process, or re-invite Tenders on the same or any alternative basis;
- h. re-issue this ITT on a single source basis, in the event that this procurement does not result in a 'competitive process' as defined in the Single Source Contract Regulations 2014, making such adjustments as would be required by the application of the Defence Reform Act 2014 and/or the Single Source Contract Regulations 2014;
- i. choose not to award any Contract as a result of the current tender process;
- j. where it is considered appropriate, ask for an explanation of the costs or price proposed in the Tender where the Tender appears to be abnormally low;

F3. The Contract will be effective when both parties sign the Contract. The Contract will be issued by the Authority via a DEFFORM 8, to the address you provide, on or before the end of the validity period specified in paragraph C3.

Conforming to the Law

F4. You must comply with all applicable UK legislation and any equivalent legislation in a third state.

F5. Your attention is drawn to legislation relating to the canvassing of a public official, collusive behaviour and bribery. If you act in breach of this legislation your Tender will be disqualified from this procurement. Disqualification will be without prejudice to any civil remedy available to the Authority or any criminal liability that your conduct may attract.

Bid Rigging and Other Illegal Practices

F6. You must report any suspected or actual bid rigging, fraud, bribery, corruption, or any other dishonest irregularity in connection to this tendering exercise to:

Defence Regulatory Reporting Cell Hotline

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Conflicts of Interest

F7. Any attempt by Tenderers or their advisors to influence the contract award process in any way may result in the Tenderer being disqualified. Specifically, Tenderers shall not directly or indirectly at any time:

- devise or amend the content of their Tender in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, supplier, consortium member or provider of finance;
- enter into any agreement or arrangement with any other person as to the form or content of any other Tender, or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other Tender;
- enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a Tender;
- canvass the Authority or any employees or agents of the Authority in relation to this procurement; or
- attempt to obtain information from any of the employees or agents of the Authority or their advisors concerning another Tenderer or Tender.

F8. Where you have provided advice to the Authority in relation to this procurement procedure or otherwise have been or are involved in any way in the preparation or conduct of this procurement procedure or where any other actual or potential conflict of interest (COI) exists or arises or may arise or any situation arises that might give the perception of a COI at any point before the Contract award decision, you must notify the Authority immediately.

F9. Where an actual or potential COI exists or arises or any situation arises that might give the perception of a COI at any point before the Contract award decision, you must provide a proposed Compliance Regime within seven (7) calendar days of notifying the Authority of the actual or potential COI. The proposal must be of a standard which, in the Authority's sole opinion, appropriately manages the conflict, provides sufficient separation to prevent distortion of competition and provides full details listed in F9 a to g below. Where the Contract is awarded and the COI is still relevant post-Contract award decision, your proposed Compliance Regime will become part of the Contract Terms and Conditions. As a minimum, the Compliance Regime must include:

- a. the manner of operation and management;
- b. roles and responsibilities;
- c. standards for integrity and fair dealing;
- d. levels of access to and protection of competitors' sensitive information and Government Furnished Information;
- e. confidentiality and/or non-disclosure agreements (e.g. DEFFORM 702);
- f. the Authority's rights of audit; and
- g. physical and managerial separation.

F10. Tenderers are ultimately responsible for ensuring that no Conflicts of Interest exist between the Tenderer and their advisers, and the Authority and its advisers. Any Tenderer who fails to comply with the requirements described at paragraphs F7 to F10 (including where the Authority

does not deem the proposed Compliance Regime to be of a standard which appropriately manages the conflict) may be disqualified from the procurement at the discretion of the Authority.

Government Furnished Assets

F11. Where the Authority provides Government Furnished Assets (GFA) in support of this competition, you must include details of the GFA in your Public Store Account and treat it in accordance with Def Stan 05-099. If unsuccessful in this competition, you must seek instructions for the GFA from the named Commercial Officer.

Standstill Period

F12. The Authority is allowing a space of ten (10) calendar days between the date of dispatch of the electronic notice of its decision to award a Contract to the successful Tenderer before entering into a Contract, known as the standstill period. The standstill period ends at 23:59 on the 10th day after the date the DEFFORM 158s are sent. If the 10th day is not a business day, the standstill period ends at midnight of the next business day.

Publicity Announcement

F13. If you wish to make an announcement regarding this procurement, you must seek approval from the named Commercial Officer and Press Office and such permission will only be given at the sole discretion of the Authority. Requests must be made in writing to the named Commercial Officer and a copy of the draft announcement provided. This shall then be forwarded to the Press Office and their contact details will be provided for further follow up.

F14. Under no circumstances should you confirm to any Third Party the Authority's Contract award decision before the Authority's announcement of the award of Contract.

Sensitive Information

F15. All Central Government Departments and their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-governmental role delivering overall Government policy on public procurement, including ensuring value for money, related aspects of good procurement practice and answering Freedom of Information requests.

F16. For these purposes, the Authority may share within Government any of the Tenderers documentation/information (including any that the Tenderer considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Tenderer to the Authority during this procurement. Tenderers taking part in this competition must identify any sensitive material in the DEFFORM 539A (or SC1B Schedule 4 or SC2 Schedule 5) and consent to these terms as part of the competition process. This allows the Authority to share information with other Government Departments while complying with our obligations to maintain confidentiality.

F17. Where required, the Authority will disclose on a confidential basis any information it receives from Tenderers during the tender process (including information identified by the Tenderer as Commercially Sensitive Information in accordance with the provisions of this ITN) to any Third Party engaged by the Authority for the specific purpose of evaluating or assisting the Authority in the evaluation of the Tenderer's Tender. In providing such information the Tenderer consents to such disclosure.

Reportable Requirements

F18. Listed in the DEFFORM 47 Annex A (Offer) are the Mandatory Declarations. It is a Condition of Tendering that you complete and attach the returns listed in the Annex and, where you select yes, you must attach the relevant information with the tender submission.

F19. Your Tender will be deemed non-compliant and excluded from the tender process if you fail to complete the Annex in full and attach relevant information where required.

Specific Conditions of Tendering

TUPE

F20. Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE), as amended and /or the Service Provision Change (Protection of Employment) Regulations (Northern Ireland) 2006, as amended from time to time and /or the Acquired Rights Directive (ARD) 77/187/EC, hereinafter referred to as TUPE.

F21. The Authority would be neither transferor nor transferee of the employees in the circumstances of any contract awarded as a result of this invitation, and it is your responsibility to consider whether or not TUPE applies to this re-let and tender accordingly.

F22. Notwithstanding this, you will wish to note that it is the Authority's view that TUPE is likely to be applicable if this tender exercise results in a Contract being placed, although the Authority shall not be liable for the opinion expressed above. In these circumstances the Authority will wish to satisfy itself that your proposals are responsibly based and take full account of your likely TUPE obligations.

F23. TUPE information in respect of the current employees is provided with this tender. This information may be updated prior to contract award in which event the short-listed tenderers will be given an opportunity to revise or confirm tendered prices. The information detailed in this ITT has been obtained from the contractors currently undertaking this task. The accuracy and completeness of this information cannot be warranted by the Authority. It remains the responsibility of the Tenderer to ensure their tender submission takes full account of all the relevant circumstances of this contract re-let and tender accordingly. The Tenderer is required to confirm when responding that they will not make any claim or demand or take any actions or proceedings against the Authority (nor seek to avoid any contract or seek any amendment to a contract placed with the contractor by the Authority) arising from or relating to the provision of the information, whether or not the Tenderer is awarded a contract as a result of this tender exercise. Failure to provide clear and unequivocal confirmation may result in the tender being deemed non-compliant and therefore a Contract cannot be awarded.

F24. Host Nation applicable staff transfer standards will also apply.

Contract Options

F25. There is the provision to extend the Contract for up to an additional 2 (two) (1+1) years at the Authority's discretion subject to enduring requirements; performance success against Key Performance Indicators as detailed within the Contract. Should the option detailed above be taken a formal Contract change will be enacted.

BPSS or in Country Equivalent

F26. As advised on release of DPQQ, the Authority has issued this ITT on the basis that all individuals within each potential Tenderer's bid team that are accessing or viewing ITT documentation holds Baseline Personnel Security Standard (BPSS) clearance or their in-country equivalent.

F27. Further details and the full requirements of the BPSS can be found at the Gov.UK website: <https://www.gov.uk/government/publications/government-baseline-personnelsecurity-standard>.

Ministry of Defence

Tender Submission Document (Offer) – Ref Number [ITT - 707404450]

To the Secretary of State for Defence of the United Kingdom of Great Britain and Northern Ireland
(hereafter called "the Authority")

The undersigned Tenderer, having read the ITT Documentation and ITT Material, offers to supply the Contractor Deliverables at the stated price(s), in accordance with any referenced drawings and/or specifications, subject to the Conditions of Tendering. It is agreed that only the Contract Terms & Conditions or any amendments issued by the Authority shall apply.

Applicable Law				
I agree that any Contract resulting from this competition shall be subject to English Law				Yes / No
Total Value of Tender (excluding UK VAT)				
\$				
WORDS				
UK Value Added Tax				
If registered for Value Added Tax purposes, insert:				
a. Registration No				
b. Total amount of Value Added Tax payable on this Tender (at current rate(s)) \$				
Location of work (town / city) where Contract will be performed by Prime:				
Where items which are subject of your Tender are not supplied or provided by you, state location in town / city to be performed column (continue on another page if required)				
Tier 1 Sub-Contractor Company Name	Town / city to be Performed	Contractor Deliverables	Estimated Value	SME Yes / No
Mandatory Declarations (further details are contained in Appendix 1 to DEFFORM 47 Annex A (Offer)):			Tenderer's Declaration	
Have you completed and attached a DEFFORM 711 – Notification of Intellectual Property Rights (IPR) Restrictions?			Yes* / No	
Are the Contractor Deliverables subject to Foreign Export Control and Security Restrictions? If the answer is Yes, complete and attach DEFFORM 528.			Yes* / No	
Have you obtained the foreign export approval necessary to secure IP user rights in the Contractor Deliverables for the Authority, including technical data, as determined in the Contract Terms & Conditions?			Yes* / No	
Have you provided details of how you will comply with all regulations relating to the operation of the collection of custom import duties, including the proposed Customs procedure to be used and an estimate of duties to be incurred or suspended?			Yes / No	
Have you completed a Supplier Assurance Questionnaire on the Supplier Cyber Protection Service?			Yes* / No / N/A	
Have you completed Form 1686 for Sub-Contracts?			Yes* / No	

Have you completed the compliance matrix / matrices?	Yes / No / N/A
Are you a Small Medium Sized Enterprise (SME)?	Yes / No
Have you and your Sub-Contractors registered with the Prompt Payment Code with regards to SMEs?	Yes / No
Have you completed and attached Tenderer's Commercially Sensitive Information Form?	Yes* / No
If you have not previously submitted a Statement Relating to Good Standing within the last 12 months, or circumstances have changed have you attached a revised version?	Yes* / No / N/A
Do the Contractor Deliverables, or any item provided in accordance with the Terms and Conditions of the Contract contain Asbestos, as defined by the control of Asbestos Regulations 2012?	Yes* / No
Have you completed and attached a DEFFORM 68 (supplied at Annex I) - Hazardous Articles, Deliverables materials or substances statement?	Yes* / No
Do the Contractor Deliverables or any item provided in accordance with the Terms and Conditions of the Contract (including Packaging) use Substances that deplete the Ozone Layer, as defined in Regulation (EC) 1005/2009, as it applies in Great Britain as retained EU law, and as it applies in Northern Ireland directly	Yes* / No
Where you have been informed that a Bank or Parent Company Guarantee is required, will you provide one during the standstill period, before Contract award, if you are identified as the winning Tenderer?	Yes / No / Not Required
Have you complied with the requirements of the Defence Safety Authority Regulatory Articles?	Yes / No / Not Required
Have you completed all Mandatory Requirements (as per paragraph F18) stated in this ITT?	Yes / No
*If selecting Yes to any of the above questions, attach the information detailed in Appendix 1 to DEFFORM 47 Annex A (Offer).	
Tenderer's Declaration of Compliance with Competition Law	
<p>We certify that the offer made is intended to be genuinely competitive. No aspect of the price has been fixed or adjusted by any arrangement with any Third Party. Arrangement in this context includes any transaction, or agreement, private or open, or collusion, formal or informal, and whether or not legally binding. In particular:</p> <ul style="list-style-type: none"> a. the offered price has not been divulged to any Third Party; b. no arrangement has been made with any Third Party that they should refrain from tendering; c. no arrangement with any Third Party has been made to the effect that we will refrain from bidding on a future occasion; d. no discussion with any Third Party has taken place concerning the details of either's proposed price; and e. no arrangement has been made with any Third Party otherwise to limit genuine competition. <p>We understand that any instances of illegal cartels or market sharing arrangements, or other anti-competitive practices, suspected by the Authority will be referred to the Competition and Markets Authority for investigation and may be subject to action under the Competition Act 1998 and the Enterprise Act 2002.</p> <p>We understand that any misrepresentations may also be the subject of criminal investigation or used as the basis for civil action.</p> <p>We agree that the Authority may share the Contractor's information/documentation (submitted to the Authority during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government tender processes, including value for money and related purposes. We certify that we have identified any sensitive material in the Tenderer's Commercially Sensitive Information Form (DEFFORM 539A).</p>	
Dated this.....day of Year	

Signature:		In the capacity of	
(Must be scanned original)		(State official position e.g. Director, Manager, Secretary etc.)	
Name: (in BLOCK CAPITALS) duly authorised to sign this Tender for and on behalf of: (Tenderer's Name)		Postal Address: Telephone No: Registered Company Number: Dunn And Bradstreet number:	

Information on Mandatory Declarations

IPR Restrictions

1. You must complete and attach DEFFORM 711 (Notification of Intellectual Property Rights (IPR) Restrictions) as part of your Tender. You must provide details of any information / technical data that is deliverable or delivered under the Contract where it is, or may be, subject to any IPR restrictions (or any other type of restriction which may include export restrictions) affecting the Authority's ability to use or disclose the Information / technical data in accordance with the conditions of any resulting Contract. You must also identify any Contractor Deliverables subject to IPR which have been funded exclusively or in part by private venture, foreign investment or otherwise than by the Authority.

2. In particular, you must identify:

- a. any restriction on the provision of information to the Authority; any restriction on disclosure or the use of information by the Authority; any obligations to make payments in respect of IPR, and any Patent or Registered Design (or application for either) or other IPR (including unregistered Design Right) owned or controlled by you or a Third Party;
- b. any allegation made against you, whether by claim or otherwise, of an infringement of Intellectual Property Rights (whether a Patent, Registered Design, unregistered Design Right, Copyright or otherwise) or of a breach of confidence, which relates to the performance of any resultant Contract or subsequent use by or for the Authority of any Contractor Deliverables;
- c. the nature of any allegation referred to under sub-paragraph 2.b., including any obligation to make payments in respect of the Intellectual Property Right of any confidential information and/or;
- d. any action you need to take, or the Authority is required to take to deal with the consequences of any allegation referred to under sub-paragraph 2.b.

3. You must provide the Authority with details of every restriction and obligation referred to in paragraphs 1 and 2. The Authority will not acknowledge any such restriction unless so notified using DEFFORM 711 or as otherwise agreed under any resultant Contract. You must also provide, on request, any information required for authorisation to be given under Section 2 of the Defence Contracts Act 1958.

4. You should refer to the DEFFORM 711 Explanatory Notes for further information on how to complete the form.

Notification of Foreign Export Control Restrictions

5. If, in the performance of the Contract, you need to import into the UK or export out of the UK anything not supplied by or on behalf of the Authority and for which a UK import or export licence is required, you will be responsible for applying for the licence. The Authority will provide you with all reasonable assistance in obtaining any necessary UK import or export licence.

6. In respect of any Contractor Deliverables, likely to be required for the performance of any resultant Contract, you must provide the following information in your Tender:

Whether all or part of any Contractor Deliverables are or will be subject to:

- a. a non-UK export licence, authorisation or exemption; or
- b. any other related transfer control that restricts or will restrict end use, end user, re-transfer or disclosure.

You must complete DEFFORM 528 (or other mutually agreed alternative format) in respect of any Contractor Deliverables identified at paragraph 6 and return it as part of your Tender. If you have previously provided this information you can provide details of the previous notification and confirm the validity.

7. You must use reasonable endeavours to obtain sufficient information from your potential supply chain to enable a full response to paragraph 6. If you are unable to obtain adequate information, you must state this in your Tender. If you become aware at any time during the competition that all or part of any proposed Contractor Deliverable is likely to become subject to a non-UK Government Control through a Government-to-Government sale only, you must inform the Authority immediately by updating your previously submitted DEFFORM 528 or completing a new DEFFORM 528.

8. This does not include any Intellectual Property specific restrictions mentioned in paragraph 2.

9. You must notify the named Commercial Officer immediately if you are unable for whatever reason to abide by any restriction of the type referred to in paragraph 6.

10. Should you propose the supply of Contractor Deliverables of US origin the export of which from the USA is subject to control under the US International Traffic in Arms Regulations (ITAR), you must include details on the DEFFORM 528. This will allow the Authority to make a decision whether the export can or cannot be made under the US-UK Defense Trade Co-operation Treaty. The Authority shall then convey its decision to the Tenderer. If the Authority decides that use of the Treaty for the export is permissible, it is your responsibility to make a final decision whether you want to use that route for the export concerned if you are awarded the Contract.

Import Duty

11. United Kingdom (UK) legislation permits the use of various procedures to suspend customs duties.

12. For the purpose of this competition, for any deliverables not yet imported into the UK, you are required to provide details of your plans to address customs compliance, including the Customs procedures to be applied (together with the procedure code) and the estimated Import Duty to be incurred and/or suspended.

13. You should note that it is your responsibility to ensure compliance with all regulations relating to the operation of the accounting for import duties. This includes but is not limited to obtaining the appropriate His Majesty's Revenue & Customs (HMRC) authorisations.

Cyber Risk

14. Cyber risk has been considered and in accordance with the Cyber Security Model resulted in a Cyber Risk Profile of Low. The Risk Assessment Reference is [895854984]. Tenderers are required to complete the Supplier Assurance Questionnaire on the Supplier Cyber Protection Service and submit this as part of their Tender response, together with a Cyber Implementation Plan as appropriate.

Sub-Contracts Form 1686

15. Form 1686 (also known as Appendix 5) is to be used in all circumstances where contractors wish to place a Sub-Contract at OFFICIAL-SENSITIVE with a contractor outside of the UK, or where the release of SECRET or above information is involved within the UK or overseas. The process will require submission of the single page document either directly to the MOD Project

Team or, where specified, to the DE&S Security Advice Centre. Form 1686 and further guidance can be found in the Cabinet Office - Contractual Process.

Small and Medium Enterprises

16. The Authority is committed to supporting the Government's Small and Medium-sized Enterprise (SME) policy, and we want to encourage SME participation throughout our supply chain. Our goal is that 25% of the Authority's spending should be spent with SMEs by 2022; this applies to the money which the Authority spends directly with SMEs and through the supply chain. The Authority uses the European Commission definition of SME.

17. A key aspect of the Government's SME Policy is ensuring that its suppliers throughout the supply chain are paid promptly. All suppliers to the Authority and their Sub-Contractors are encouraged to make their own commitment and register with the <https://www.smallbusinesscommissioner.gov.uk/ppc/>.

18. Suppliers are also encouraged to work with the Authority to support the Authority's SME initiative, however this is not a condition of working with the Authority now or in the future, nor will this issue form any part of the Tender evaluation. Information on the Authority's purchasing arrangements, our commercial policies and our SME Action Plan can be found at [Gov.UK](https://www.gov.uk) and the DSP.

19. The opportunity also exists for Tenderers to advertise any Sub-Contract valued at over £10,000 on the Defence Sourcing Portal and further details can be obtained directly from: <https://www.gov.uk/guidance/subcontract-advertising>. This process is managed by the Strategic Supplier Management team who can be contacted at: DefComrcISSM-Suppliers@mod.gov.uk.

Transparency, Freedom Information and Environmental Information Regulations

20. The Authority shall publish notification of the Contract and publish Contract documents where required following a request under the FOI Act except where publishing such information would hinder law enforcement; would otherwise be contrary to the public interest; would prejudice the legitimate commercial interest of any person or might prejudice fair competition between suppliers.

21. The Authority may publish the contents of any resultant Contract in line with government policy set out in the Government's [Transparency Principles](#) and in accordance with the provisions of either DEFCON 539, SC1B Conditions of Contract Clause 5 or SC2 Conditions of Contract Clause 12.

22. Before publishing the Contract, the Authority will redact any information which is exempt from disclosure under the Freedom of Information Act 2000 ("the FOIA") or the Environmental Information Regulations 2004 ("the EIR").

23. You must complete the attached Tenderer's Commercially Sensitive Information Form (DEFFORM 539A, SC1B Schedule 4 or SC2 Schedule 5) explaining which parts of your Tender you consider to be commercially sensitive. This includes providing a named individual who can be contacted with regard to FOIA and EIR.

24. You should note that while your views will be taken into consideration, the ultimate decision whether to publish or disclose information lies with the Authority. You are advised to provide as much detail as possible on the form. It is highly unlikely that a Tender will be exempt from disclosure in its entirety. Should the Authority decide to publish or disclose information against your wishes, you will be given prior notification.

Electronic Purchasing

25. Tenderers must note that use of the Contracting, Purchasing and Finance (CP&F) electronic procurement tool is a mandatory requirement for any resultant Contract awarded following this Tender. By submitting this Tender, you agree to electronic payment. You may consult the service provider on connectivity options. Failure to accept electronic payment will result in your Tender being non-compliant and excluded from the tender process.

Change of Circumstances

26. In accordance with paragraph A31, if your circumstances have changed, please select 'Yes' to the appropriate question on DEFFORM 47 Annex A and submit a Statement Relating to Good Standing with your Tender.

Asbestos, Hazardous Items and Depletion of the Ozone Layer

27. The Authority is required to report any items that use asbestos, that are hazardous or where there is an impact on the Ozone. Where any Contractor Deliverables fall into one of these categories select 'Yes' to the appropriate question on DEFFORM 47 Annex A and provide further details in your Tender.

Defence Safety Authority (DSA) Requirements

28. Tenderers are required to comply with any applicable DSA military regulatory policy and regulation. Tenderers who wish to propose an alternative acceptable means of compliance must obtain agreement in principle from the relevant defence regulator (through the Project Team) in advance of submitting their Tender. Acceptable Means of Compliance (AMC) are strongly recommended practices and a justification will be required if they are not followed. Tenderers must consult the relevant defence regulator where there is more than one AMC. You must confirm how you intend to comply with the regulatory articles, and the date you consulted with the relevant defence regulator.

Bank or Parent Company Guarantee

29. You will be informed whether you are required to provide a Bank or Parent Company Guarantee. In the event that you are selected as the winning Tenderer, you must provide your Bank or Parent Company Guarantee (in the form of DEFFORM 24/24A as appropriate) during the standstill period. No Contract will be awarded until a suitable Bank or Parent Company Guarantee, as appropriate, is in place. Failure to provide a Bank or Parent Company Guarantee during the standstill period, will result in you being de-selected as the winning Tenderer. The Authority reserves the right to re-evaluate the Tenders, (if necessary) to take into account the absence of the de-selected Tenderer, enabling the Authority to establish the next winning Tenderer and award a Contract.



**Defence
Infrastructure
Organisation**

BOOKLET 3
REQUIREMENTS INFORMATION
IN RELATION TO
FACILITIES MANAGEMENT ON OPERATIONS (FMO)

CONTRACT NUMBER:
707404450

This is one of six booklets as listed below that together, comprise of the Facilities Management on Operations (FMO) Contract.

DOCUMENT No.	TITLE
Booklet 1 of 6	DEFFORM 47 (<i>Only Included at Invitation to Tender</i>)
Booklet 2 of 6	Conditions of Contract (including Contract data) Schedule of Amendments to NEC4 TSC Option A (as amended)
Booklet 3 of 6	Requirements Information
Booklet 4 of 6	Client Supplied Data
Booklet 5 of 6	Pricing Information
Booklet 6 of 6	Contractors Plan (to be Agreed)

Document Change Record

Version	Date	Detail	Issued
V1.0	15 Mar 24	Document at distribution of Contract	15 Mar 24
V1.1	3 Apr 24	Minor Changes to Annex A	3 Apr 24

Contents

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3.2 Operational Estate 2

3.3 Relationship 3

3.4 Constituent Parts..... 3

3.5 Requirement 4

3.1 Introduction

3.1.1. The role of the MOD (the *Client*) is to protect the people of the UK, prevent conflict, be ready to fight our enemies. The Permanent Joint Headquarters (PJHQ) is part of the MOD that provides and maintains infrastructure across the operational estate including Hard Facilities Management (HFM) services. The provision of HFM services is a key enabler in the support of operational capability, by contributing to the health and safety of Armed Forces personnel, their motivation and their satisfaction. HFM services provide the benign environment that overlays and incorporates the physical infrastructure to support personnel during their deployments and therefore is key to maintaining an effective operational capability.

3.1.2. The Operational Estate is unique in its requirements to support operations in the [REDACTED] [REDACTED]. It requires Hard FM services to maintain the physical infrastructure, and unique support services to enable operational support and a safe place to live and work for site occupants. The Services provided by the *Contractor* shall be capable of adapting to the changing needs and expectations of the *Client*, the Government, and other stakeholders. The *Contractor* shall ensure that technological innovations and advances are fully embraced, increasingly ensuring, at all times, that industry norms and best practice is delivered.

3.1.3. The *Contractor* shall manage the services within the Affected Property in accordance with the requirements of the Service Information. A Modular approach has been adopted to enable the provision of diverse stakeholder requirements whilst offering a consistent service to all sites in the Contract. The Modules are applied across this Contract to ensure coherence and a common End User and Occupant experience, except where impracticable or unachievable due to conditions stipulated within extant agreements between the UK and the Host Nation, details of which can be found in Booklet 4 - Employer Supplied Information.

3.1.4. Elements of the requirement will be subject to Inclusive Repair Limits (IRL). Where an IRL is specified, labour, materials, plant and consumables up to that value will be included within the relevant fee area for that particular Module. The *Client* has the right to include additional alternative IRL options annually (effective from the start of a year) from Year 2 of the Contract onwards. The *Client* will review and specify the IRL level on a yearly basis at Contract anniversary.

3.1.5. The Asset Register and information detailed in Booklet 4 in the Contract documents has been described in good faith, there may be some discrepancies as a result of continued work during the tender process. The *Contractor* shall be fully responsible for the maintenance and repairs of similar plant and equipment located within the managed buildings or other areas, whether it has or has not been detailed correctly in the Contract, until it can be brought to the *Clients* attention. Major plant items, additional floor area either as part of an existing building or new building and change in use, as detailed within Booklet 5 will be subject to an addition/deletion procedure. Minor changes are deemed to be included for maintenance within the Contract lump sum (such as additional socket outlets added, change of type or model of air conditioning unit, addition of window blinds, internal partition addition, etc).

3.1.6. The *Contractor* is to be aware that a number of the assets on the Affected Property were under construction during the period of contract preparation. All known and planned future development has been included within Booklets 4 and 5 with approximate delivery times. No commitment to carry out the works, either; fully, partially or by planned completion date; is implied or should be assumed by their inclusion within these documents. Although the assets have been included, full details were not available, the *Contractor* will be responsible for all maintenance after handover to the *Client*, whether included or not, until a Contract Change Notice (CCN), Add/Delete procedure is implemented.

3.1.7. This Contract covers work in the flight line area, and as such the *Contractor* is to anticipate the movement of plant, vehicles and the like, on any aircraft operating surface, and obtain the relevant permission for access from the *Client*.

3.1.8. All works are to be priced against the Schedules of Rates detailed within Booklet 5.

3.1.9. The *Contractor* shall support the requirements of this Booklet 3 (and associated Modules) within their Contractors Plan, outline of which is provided within Module K (*Contractors Plan*), at Booklet 6 of this Contract. This Document will be completed in line with the timelines and approvals as provided in Module D (*Contract Mobilisation & Demobilisation*) and, alongside the Technical Submission received at Tender, form binding contractual obligations.

3.2 Operational Estate

3.2.1. Through this Contract the *Contractor* shall deliver HFM services that supports the use of the UK's Operational Estate in the [REDACTED]. The *Contractor* shall deliver a Contract maintaining statutory compliance of the estate keeping it safe and legal to use, fit for UK Defence and better for the society of the nation.

3.2.2. The Operational Estate currently consists of 6 establishments which comprise the Level 1 Assets of the Contract: [REDACTED]

[REDACTED] Full detail of all constituent Level 2¹ Assets in scope of the Contract are contained in the *Client* Supplied Information at booklet 4.

3.2.3. Over the term of the Contract, it is expected that there will be changes in the size and shape of the estate as a result of changing policy, this may include delivering plans to optimise the use of the estate and rationalise assets.

3.2.4. There is a strategy to improve the management of data, moving towards one reliable and accurate set of data used multiple times, and it is likely that automation and technological advancements could offer significant opportunities to support the better delivery of Services. The *Contractor* will be required to work collaboratively, reacting to

¹ Level 2 assets relate to buildings or significant systems such as site electrical and water supply or drainage.

changes in data management and reacting to advances in technological capacity, to deliver one reliable and accurate set of data used multiple times.

3.3 Relationship

3.3.1. The Contract will be managed on behalf of the *Client* by a team comprising of both Military and Civilian personnel. The *Contractor* will work collaboratively at all levels with the *Client's* management team and the Military chain of command. The term *Client* is used throughout the specification and relates to the *Client* and the *Client's* Governance Structure. The FMO *Client's* Governance Structure is shown below:

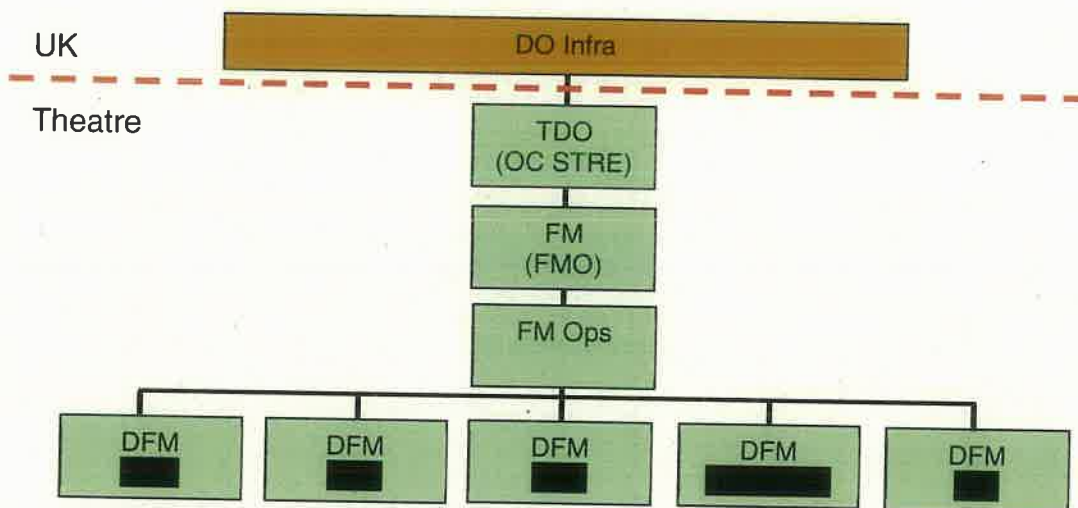


Diagram 1 – Example of a possible *Client's* Governance Structure

3.3.2. The *Client* is represented by PJHQ in which Demand and Supply responsibilities come together. PJHQ J8 has financial authority for the Contract and contractual authority rests with DIO Commercial (Operations International (Commercial)). Requirements and justifications for expenditure are articulated by the Designated Officer (DO) PJHQ in conjunction with Infrastructure Staff at [REDACTED] and representatives of deployed military units.

3.3.3. Delivery to meet the requirement is co-ordinated and monitored by the Theatre Designated Officer (TDO) and the Facilities Management Staff. The *Client* will provide an appropriate FM team with assistants across the estate. The *Contractor* is responsible for the delivery of the service described in this document and is expected to provide a clear management structure. Good communications at each level are essential to facilitate an open and collaborative working relationship.

3.4 Constituent Parts

3.4.1. The Table of Services contained in Annex A – Table of Services details the constituent parts of the Requirement and their contents. In summary:

3.4.2. Core requirements:

3.4.2.1. Module A – Management Services

- 3.4.2.2. Module B – Help Desk
- 3.4.2.3. Module C – IS and DATA Management
- 3.4.2.4. Module D – Contract Mobilisation and Demobilisation
- 3.4.2.5. Module E – Statutory and Mandatory Obligations
- 3.4.2.6. Module F – Maintenance Services
- 3.4.2.7. Module G – Support Services
- 3.4.2.8. Module H – Grounds Maintenance services
- 3.4.2.9. Module I – Sustainable Development and Environmental Management
- 3.4.2.10. Module J – Miscellaneous Services
- 3.4.2.11. Module K – Contractors Plan

3.4.3. **Non-Core requirements:**

- 3.4.3.1. Module L – Additional Services

3.5 Requirement

- 3.5.1. The Requirement is broken down into two areas:

3.5.1.1. **Core Service** is non-discretionary services required to keep the Affected Property safe, legal and operational. Modules A-K of this Requirement constitute the Core service:

3.5.1.1.1. All testing, inspections, and servicing in accordance with Statutory and Mandatory and Planned Preventative Maintenance (PPM) requirements, as defined in Module E.

3.5.1.1.2. All associated repairs and reactive maintenance to be delivered through an Inclusive Repair Threshold (IRT).

3.5.1.1.3. All management services associated with the delivery of the requirements including provision of help desk facilities, as set out in Module B: Help Desk.

3.5.1.1.4. Professional Services (including design, procurement and management services) required to deliver the Self Delivery Mechanism (SDM) (Remedial Maintenance (above the IRL), Response Maintenance and Minor New Works) up to the Threshold Value to Stage 6 (Handover) and up to Stage 2 (Concept Design) for Ordered Works valued above the Threshold Value and below \$325k in accordance with the procedure identified in the PSP Handbook for Project Management Services (in which the value utilised is £250k for the purpose of reference).

3.5.1.1.5. Sustainable development to include the effective consumption of utilities, replacement of plant, equipment, and delivery of additional infra.

3.5.1.2. **Non-Core Services** are discretionary services that can be called off at the discretion of the *Client* to meet specific customer needs.

3.5.2. The *Contractor* shall have a common understanding of the Contract with the *Client* and deliver the Services to a consistent standard throughout the Affected Property. The full detail of the Services to be provided is set out in this schedule.

3.5.3. The *Contractor* shall have overall responsibility for the delivery of requirements described in the Schedule twenty-four (24) hours a day and three hundred and sixty-five (365) days per annum across the Affected Property. As a minimum, on normal Working Days access to Services shall be provided 0800 to 1700 hours. Working days will be different across different sites but will consist of five and a half (5½) working days, actual working days are to be agreed on a site-by-site basis with the *Client*. Outside of these times and on weekends and public holidays, the *Contractor* shall provide an Out of Hours (OOH) Service described in Module F: Maintenance Services.

3.5.4. The *Contractor* shall accept that a commitment to work outside of the stipulated working hours may arise, which is deemed to be included within the Core Fee, as a result of:

3.5.4.1. Any tasks with frequencies of daily or twice daily.

3.5.4.2. Emergency call-outs.

3.5.4.3. Very urgent works.

3.5.4.4. The need to accommodate any agreed operational requirement of the *Client*.

3.5.4.5. The need to rectify any failure to achieve an adequate level of operation, maintenance or repair.

3.5.5. The *Contractor* through its work, actions and advice shall support Operational Activity by keeping the Affected Property in a Compliant and fit for use Condition.

3.5.6. The Requirement for each location is highlighted at Table 1 below:

Reqmt	Location						Remarks
Mod							
A	X	X	X	X	-	X	
B	X	X	X	X	-	X	
C	X	X	X	X	-	X	
D	X	X	X	X	-	X	
E	X	X	X	X	X ¹	X	AE services only (Module E7)
F	X	X	X	X	-	X	
G	X	X	X	X	-	X	
H	X	X	X	X	-	-	
I	X	X	X	X	-	X	
J	X	X	X	X	-	X	
L	X	X	X	X	-	X	

Notes:
¹ Safe System of Work only
² requirements to be confirmed

Table 1 – Requirement by Location

**Annex A to
Booklet 3 – Requirements**

Table of Services

Module	Service	ID	Title
Core Requirements			
A	Management Services	A1	Facilities Condition Management (FCM)
		A2	Transition
		A3	Management of the Service
		A4	Achievement of Value for Money
		A5	Performance Management
		A6	Quality Management
		A7	Stores Management
		A8	Contractor Staff - Competence
		A9	Supervision
		A10	Induction Training
		A11	Identification of Contractor's personnel
		A12	Management of sub-Contractors
		A13	Site Closure and Remediation Management
B	Help Desk	B1	General
		B2	Service Requests
		B3	Decision Tree
		B4	Access
		B5	Complaints
		B6	Compliant Records
		B7	Complaint Reports
		B8	Staff
C	Information Systems and Data Management	C1	Computer Aided Facilities Management (CAFM)
		C2	Asset Management
		C3	Stores Management
D	Contract Mobilisation and Demobilisation	D1	General
		D2	Mobilisation Period
		D3	Initial Service Delivery
		D4	Transition Period
		D5	Full-Service Commencement
		D6	Evaluation Period
		D7	Learning and Continuous Improvement
		D8	Demobilisation
E	Statutory and Mandatory Obligations	E1	General
		E2	Establishment Specific Task Schedule
		E3	Failures
		E4	Records
		E5	Health and Safety
		E6	Accidents, defects, Failures and Dangerous Occurrences
		E7	MOD Safety Rules and Procedures (Safe Systems of Work / Permits to Work Systems)
		E8	Construction (Design and Management) Regulations 2015 (CDM 2015)
F	Maintenance Services	F1	General
		F2	MOD SFG 20
		F3	Management of Works Services
		F4	Planning of Works Services
		F5	Reactive Maintenance

A-1

Facilities Management on Operations (FMO) – Contract No 707404450

Dated: 3 April 2024 (Version 1.1)

Booklet 3 – Requirements Information

OFFICIAL-SENSITIVE

		F6	Preventative Maintenance
		F7	Remedial Maintenance
		F8	Inspection Contracts
		F9	Response Times
		F10	Permissible Overdue Period Preventative Maintenance Tasks
		F11	Forward Maintenance Register
		F12	Self Delivery Mechanism (SDM)
		F13	Inclusive Repair Limit (IRL)
		F14	Occurrence Banding and Value Banding Pricing Schedules
		F15	Practical Completion
		F16	Siting / Handover / Take-over
		F17	Defect Liability Period Inspections
		F18	F1097/1 Process
		F19	Prevention of Legionella
		F20	Airfield and Air Operating Surface Maintenance
		F21	Naval Support Assests
		F22	Locksmith Services
		F23	Fire Alarm Testing / Free Standing Fire equipment
		F24	Portable Appliance Testing (PAT)
G	Support Services	G1	Support and Advice
		G2	Reporting
		G3	Facilities Manager Clerical Assistant
		G4	Surges and Relief in Place (RiP)
		G5	<i>Client</i> Business Continuity Plan (BCP)
H	Grounds Maintenance	H1	General
		H2	Clearance and weed Control
		H3	Grassed Areas
		H4	Explosive Storage Areas
		H5	Tree Maintenance
		H6	Pest Control
		H7	Sports Facilities and Artificial Surfaces
		H8	Irrigation
I	Sustainable Development and Environmental Management	I1	Management
		I2	Sustainable Procurement
		I3	Environmental Management Plans
		I4	Carbon Net Zero
		I5	Climate Change
		I6	Environmental Protection
		I7	Water Management
		I8	Waste Management
		I9	Air Conditioning
J	Miscellaneous Services	J1	Military Secondment
K	Contractors Plan	K1	Contractors Plan
Non-Core Requirements			
L	Additional Services	L1	Ordered Works
		L2	Technical Working Environment (TWE) Shelters
		L3	Prefabricated Buildings
		L4	Professional Services

Annex B to Booklet 3 – Requirements

Glossary of Terms

Airside

Those assets and areas used solely for the support of air operations, including AOS, technical and support buildings and facilities, including all services to/from or in these facilities.

Asset (Fixed)

A building, system or any element of a building or system, which is considered separately as a cost centre for maintenance and operation.

Asset (Static)

A construction built on a Land Parcel, and which can be either a Built Structure or a Ground Asset. The former is self-evident, and the latter comprises the likes of Roads, Runways etc. A Level 2 Asset.

Client

The Client and their representatives: Designated Officer (DO), Theatre Designated Officer (TDO), Facilities Manager (FM), Facilities Management Operations Warrant Officer (FM Ops WO), Deputy Facilities Manager (DFM).

Carry-in

Those funds, contractually or otherwise, committed to be spent on a particular job, which were not paid by the Financial Management Shared Services Centre (FMSSC) (Liverpool) before the end of the previous FY.

Carry-out

Those funds, contractually or otherwise, committed to be spent on a particular job, which will not be paid by the Financial Management Shared Services Centre (FMSSC) (Liverpool) before the end of the FY. This sum of money will also represent the Carry-in to a new FY.

Commanding Officer

The Head of Establishment or Senior British Military Officer in Theatre.

Condition Monitoring

The continuous or periodic measurement and interpretation of data to indicate the condition of an Asset, Sub Asset or parts thereof, to determine the need for maintenance.

Condition Survey

The Estate Condition Survey is intended to provide an annual update of condition, compliance, purpose and utilisation for all building assets owned by the MoD.

Core Requirement (Deliverable)

The main documents required and approvals specified within this Requirements Document, which will be used to measure the performance of all parties involved. NB.

They do not purport to be a comprehensive list of all the duties and responsibilities which must be undertaken on a day-to-day basis.

Core Services

Those Works delivered in support of Facilities Management activities included in the Contract.

Cost Plan

A plan drawn up immediately before the start of each FY on behalf of the Head of Establishment and PJHQ by the FM. This plan shows the planned spend profile of the funds allocated.

Critical Asset/Facilities

Asset or fixed infrastructure that is critical to Combat operations or flight safety.

Data Pack

A document containing details of theatre current assets and maintenance requirements.

Defence Infrastructure Organisation (DIO)

The central professional works organisation that provides an intelligent end-user capability within MOD.

Deputy Facility Manager (DFM)

A person, usually a Royal Engineer WO/SNCO, who is responsible to the FM for the day-to-day management of the contract on an individual or group of sites/establishments. (see Facilities Manager)

Designated Officer (DO)

The DO for the Contract is a suitably qualified appointed officer (or *Client* representative) who is responsible for articulating requirements and justifying expenditure, in conjunction with deployed infrastructure staff. The incumbent SO1 J4 Infra at PJHQ is the DO for this contract.

Draft Works Programme (DWP)

This is derived from the FMR, following joint review by the FM and Contractor.

Emergency Maintenance

The maintenance necessary immediately to avoid serious consequences.

End-user

The end-user is the person(s) holding the day-to-day responsibility for an Asset or Sub Asset on a site.

Energy Management

The management of the storage, conversion, distribution, and utilisation of energy/utilities directed to the economic provision of required services and the elimination of avoidable losses.

Energy/Utilities Target

The desired energy/utility demand of a building or process.

Establishment

A MOD Establishment is defined as a Main Operating Base (MOB), Forward Operating Base (FOB), Patrol Base (PB), Tactical Base (TB) or any other geographical entity on the Defence Estate so designated by the MOD. A Level 1 Asset.

Estimated Costs

An estimated cost is produced using either costs per m² of Gross Floor Area (GFA) or any other method appropriate to the level of information available.

Examination

A comprehensive inspection supplemented by measurement and physical testing in order to determine the condition of an Asset, Sub Asset or part thereof.

Expenditure

Expenditure is categorised as follows:

Authorised Expenditure. The total approved Limit of Liability (LoL) stated on the individual F1097/1s.

Committed Expenditure. The value of contracts placed by the FMS(Ops) for work authorised. This also includes work carried out by their self-delivery [internal] resources, which is outside the scope of the fixed fees.

Facility Management (FM) Team

The *Client's* team, normally comprised of individuals from the Royal Engineers, which is responsible for monitoring and assurance of the contracted outputs on time, within budget and to the required quality. The team normally consists of a Facilities Manager (FM), Facilities Management Operations Warrant Officer (FM Ops WO) and Deputy Facilities Manager(s) (DFM).

Feasibility Study

See "Strategic Brief".

Forward Maintenance Register (FMR)

A list of all known future Works Services including VAT and fees that have been identified for theatre. The FMR is used during the preparation of all plans and programmes and should include any Response and Remedial Maintenance items reported to the FM, which will not be undertaken in the FY in which they were identified.

Ground Asset

This is a natural Land based Asset which is not covered by a built, infrastructure or maritime asset. This will include a range of natural occurring features such as woodland, heathland, etc. which require maintenance/management.²

Inclusive Repair Limit (IRL)

The maximum value for a Works task and shall include all relevant and implicit resource costs (e.g. labour, materials, plant, equipment and consumables) necessary for its

² DIO Specification 024 (024), Part 2, Chap 3, Para 53

completion. The IRL will apply to the entire activity related to an occurrence (i.e. a single intervention rather than the aggregation of like activity). Only Remedial Maintenance will be subject to an IRL. IRL tasks are to be costed individually at Level 4 assets (i.e. if 2 no. smoke detector heads are unserviceable each will be costed individually as a distinct IRL task). It should be noted that multiple IRL tasks may be ordered on the same work order, but each will attract its own IRL task

Inspection

An assessment of an Asset, Sub Asset, or part thereof which, on the basis of professional judgement, will establish its conformity with specific or general requirements in respect of its ability to perform its required function.

Inspection Programme

Produced annually, the Inspection Programme sets out which inspection tasks included in the agreed Site-Specific Schedules are required and when they will be undertaken during the forthcoming FY.

Investment Appraisal (IA)

An assessment of the economic viability of Works Service options, to be carried out in accordance with Treasury/MOD/DIO Guidance for works above a certain threshold, or for works of a novel and contentious nature.

IA Threshold

The financial level above which an investment appraisal must be carried out for any Works Service. This threshold is currently £100k (whole-life costs) including fees and VAT.

Facilities Management on Operations (FMO) / Contractor

The organisation responsible for providing professional and management advice to: assess the condition of assets; find out and record the maintenance needs of the estate; plan, organise and manage the maintenance and repair of plant; maintain and repair assets; design and construct new works; and manage facilities.

J4 Infra Branch

The client's on-site Management Organisation who is responsible for determining the requirement, for liaison with the end-users of the estate and for communication of the requirement to the DO/FM. (see also SO1 J4 Infra Branch)

Key Performance Indicators (KPIs)

The main services which are amenable to quantitative measurement, which will be used to assess the performance of all parties involved in the implementation of this Requirements Document and will make up the criteria on which performance payments will be made. NB. They do not purport to be a comprehensive list of all the duties and responsibilities which must be undertaken on a day-to-day basis.

Level 1 Assets

A Level 1 Assets is, as defined in DE Spec 024. a "*Parcels of Land*". Within this contract such assets are a distinct establishment or location (i.e. [REDACTED])

Level 2 Assets

A Level 2 Assets is, as defined in DE Spec 024. a “*Managed areas of land or built structures above or below ground*”. Within this contract such assets are a distinct building or ‘land use’ (i.e. a HQ Building or road)

Level 3 Assets

A Level 3 Assets is, as defined in DE Spec 024. a “*A Sub-asset that is a component of, or a fixture for, a Level 2 Asset*”. Within this contract such assets are a component or system within a distinct building or area of land (i.e. electrical system, air conditioning system, sewage system etc.)

Level 4 Assets

A Level 4 Assets is, as defined in DE Spec 024. a “*A component of, or a fixture for, a Level 3 Asset*”. Within this contract such assets are the sub-components of a component or system within a distinct building or area of land (i.e. Distribution board, evaporator unit, window, socket outlet etc.)

Locally Recruited Workers (LRWs)

Those indigenous personnel engaged in theatre, by the Contractor in the delivery of the Contract. Sometimes also known as Third Country Nationals (TCNs).

Maintenance

The combination of all technical and administrative actions, including supervision, intended to retain an Asset, Sub Asset or part thereof in, or restore it to, a state in which it can perform its required function.

Maintenance Category

An indicator attached to an individual item of maintenance, which ensures its parity with other similar work across the Defence Estate.

Maintenance Cost

The total cost of retaining an Asset, Sub Asset or part thereof in, or restoring it to, a state in which it can perform its required function.

Maintenance Inspection

An inspection carried out as part of planned or preventative maintenance.

Maintenance Management

The organisation of maintenance within Facility Management.

Maintenance Programme

A time-based plan allocating specific maintenance tasks to specific periods.

Maintenance Requirements

A statement of the nature of the maintenance method or action needed.

Mandatory Requirements

Any requirements, provisions or conditions that are contained in, or having any effect under the MOD rules, regulations and policy requirements.

Master Index (MI)

A complete listing of all documents, drawings, plans and records held for every Asset, Sub Asset, building, system or service. Each document, drawing etc is to be allocated a unique reference number.

Minimum Military Requirement (MMR)

A standard of scope, construction and finish that meets both the statutory and military requirements without unnecessary aesthetic or quality enhancements (i.e. 'Gold-plating'). It is meant to ensure a robust form of construction to provide the lowest whole life costs. This may mean that more expensive, high-quality materials and finishes are appropriate to provide the best overall value for money.

Minor New Works (MNW)

New Works with a value below the Threshold Value stated in the Contract.

New Work

The combination of all technical and administrative actions, including supervision, required to provide a new asset or provide an additional or enhance functional capability of an existing asset.

Non-programmed Works

Works not previously identified within the FMR, which are capable/required for inclusion within the PMP. Work of this nature will normally arise as a directive from a higher authority, a change in operational output, as a requirement of revised legislation, or as a result of an accident or breakdown.

Novel and Contentious Work

When novel or contentious work is contemplated, the DO should consult TLB staff for guidance that will need to consider whether an Investment Appraisal is required. While the terms 'Novel' and 'Contentious' have no precise definition, the following may be used as general guidance:

Novel. Where goods and services have not previously been purchased by MOD, or unconventional methods of funding are being contemplated;

Contentious. Opposing the conclusions of an IA or competitive tender, or likely to arouse public or Parliamentary criticism of MOD, such as the demolition of housing.

Other work in the Novel and Contentious category might be that which produces an out-of-scale amenity exceeding the standards of JSP 315 Services Accommodation Code (See also JSP 434 Defence Construction in the Built Environment – Part 2).

Operation

The combination of all technical and administrative actions, including supervision, intended to enable an asset or part of an asset to perform its required function, recognising necessary adaptation to changes in external conditions.

Option Study

An Option Study will identify all the valid alternative works options that meet the requirements set out in the client's Statement of Requirement (SOR). It will provide

information necessary for the preparation of an IA and form the basis for an objective management decision on the preferred option.

Ordered Works

Works Services ordered by the FM using a MOD Form F1097/1, including: Remedial Maintenance which exceeds the IRL cost identified in the Contract and Emergency Work; Response Maintenance and Minor New Works which exceeds the Threshold Value identified in the Contract. Response Maintenance and Minor New Works activities in excess of the Occurrence Banding and Value Banding limits will also be ordered via a F1097/1.

Personnel

Personnel are categorised as follows:

Professional. Staff who are corporate members of professional bodies incorporated by Royal Charter regulating the engineering and construction professions.

Technical. Staff who hold NVQ Level 3, equivalent or higher qualifications in an appropriate discipline together with relevant experience.

Senior Administration. Staff who hold a recognised business qualification.

Administration. Support staff with no technical function, e.g. contracts, accounts, purchasing etc.

Planned Maintenance

The maintenance, including predetermined maintenance, organised and carried out with forethought, control and the use of records to a predetermined plan.

Planned Preventative Maintenance (PPM)

The maintenance carried out at predetermined intervals, or according to prescribed criteria and intended to reduce the probability of failure or the degradation of the functioning of an Asset, Sub Asset or part thereof.

Planning Round

The 4-year forward budgeting process from which the MOD builds up its proposed annual Defence Budget for presentation to Parliament.

Policy Instruction

Mandatory instructions issued by Defence Infrastructure Organisation that, where applicable, govern the standards for estate and construction management

Policy and Technical Publications

DIO produce various Technical Publications that are available for use in the management and construction of MOD's built Estate, this includes but is not limited to Specifications; Policy Instructions; Health and Safety Warning Notices; SRPs; Design and Maintenance Guides and Best Practice Guides. A complete list of the extant publications is recorded in the Technical Publications Index and the quarterly updates produced by DIO.

The Technical Publications Index also refers to some publications, which have been produced by other organizations, including the MOD and a range of commercial bodies and other organizations, which are relevant to works activities on the Defence Estate.

However, it should be noted that the Technical Publications Index concentrates on providing references to DIO and MOD publications and no attempt has been made to cover all technical documents relating to a particular subject. It is the responsibility of individuals engaged in Works Services to ensure compliance with all statutory legislation, regulations and British Standards, and to follow good practice guidelines in all circumstances.

PPM Programme

Produced annually, the PPM Programme sets out which predetermined maintenance tasks included in the agreed Site-specific Schedules are required and when they will be undertaken during the forthcoming FY.

Practical Completion

The Practical Completion is where a Works Service has been completed such that a Certificate of Practical Completion can be issued by the FMS(Ops).

Procurement Strategy (PS)

The PS will be produced annually by a date to be agreed each year, and detail how the FMS(Ops) intends to procure and manage the work on the PMP.

Quantity of Works

The Quantity of Works is that Employer selected quantitative limit (based on area or each item as detailed in booklet 5) under which all Rem and Res tasks are deemed to be included in the lump sum for the contract. Quantities of Works tasks are to be costed individually. It should be noted that multiple Quantity of Works tasks may be ordered on the same work order but each will attract its own Quantity of Works task.

Refurbishment

The extensive work intended to bring buildings or assets up to current acceptable functional conditions, often involving modifications and improvements.

Rehabilitation

Synonymous with Refurbishment.

Remedial Maintenance (Rem)

Work arising from planned routine Schedule A inspections, combined Schedule B and C checks, examinations and inspections identified by the FMS(Ops) and reported through the Help Desk for action (NB - Remedial Maintenance items that cost less than the IRL identified in the Contract will be undertaken by the FMS(Ops) at no additional cost. Remedial Maintenance items above the IRL but below the Threshold Value identified in the Contract will be undertaken by the FMS(Ops), when authorised by the FM, in accordance with the Value Bandings identified in the Contract.)

Repair

That part of maintenance in which actions to renew, replace or mend worn, damaged or decayed parts, are performed on an Asset, Sub Asset or part thereof.

Response Maintenance (Res)

Maintenance work identified by end-users of buildings/facilities³ reported through the Help Desk. (NB - Response Maintenance items below the Threshold Value identified in the Contract will be undertaken by the FMS(Ops) in accordance with the Value Bandings identified in the Contract).

Risk Assessment

The integrated analysis of the risks inherent in an activity, process, system, building asset etc. and the significance of these risks in an appropriate context.

Rough Order of Cost (ROC) Estimate

A ROC estimate produced using functional unit rates, cost per m2 of GFA or any other method appropriate to the level of information available. It is used to aid FMs in predicting their STP requirements, the cost of low value/maintenance work and other budgetary controls.

Safety Rules and Procedures (SRPs)

The documentation pertaining to Safe Systems of Work, prepared by DIO on behalf of the MOD – see JSP 375 H&S Handbook Volume 3.

Schedule of Rates

A list of predetermined rates for new works and maintenance items for various trade disciplines used to value works up to the limits identified in the Contract.

Senior Authorising Authority

The DIO Technical Authority responsible for assessment and technical audit of Authorising Engineers.

SO2 J4 Infra

The Client's on-site representative who is responsible for; determining the requirement; liaison with end-users of the estate; and communication of the requirement to the TDO/FM.

Specification

The documents that state the requirements to be met by the Asset, Sub Asset or part thereof or service. NB: A specification may refer to, or include, drawings, patterns or other relevant documents and should indicate the means and the criteria whereby conformity can be checked.

Strategic Brief

A study carried out in accordance with Principal Support Provider (PSP) Handbook for Project Managers Work Stages 1 and 2.

Statutory Requirements

Any requirements or provisions contained in or having effect under any Act of Parliament.

³ End Users can be, but not limited to, any of the following – Building Custodians (BC), Occupants (only via BC), MOD employees (via BC), Contractor's employees (if through this route further FM checks apply).

Specialist Team Royal Engineers (██████████) (STRE (██████████))

This is a formed Unit of Royal Engineers responsible for delivering infrastructure support to the area of operations, it includes the Theatre Designated Officer (TDO) and Facilities Management Organisation.

Sub Asset

A component of a static asset e.g. the lift in a building, the water distribution pipework. Usually a Level 3 Asset.

Contractor

The organisation responsible to the *Client* for providing professional and management advice; to assess the condition of assets; to find out and record the maintenance needs of the estate; to plan, organise and manage the maintenance and repair of plant; the maintenance and repair of assets; the design and construction of new works; and the Management of facilities.

Survey

Depending on the context, survey means: an examination, the written report of which would include a recommendation for any action deemed necessary; or, the action of taking and recording measurements.

Test

A technical operation that consists of the determination of one or more characteristics of a given asset, process or service according to a specified procedure.

Theatre Designated Officer (TDO)

The TDO for the Contract is a suitably qualified appointed officer (or Employer representative) who is responsible for the articulation of requirements and justifying expenditure, in conjunction with deployed infrastructure staff. It is currently the Officer Commanding (OC) of the STRE (██████████).

Threshold Value

A predetermined value identified in the Contract below which Remedial Maintenance, Response Maintenance and Minor New Works activities will be subject to valuation/measurement in accordance with the Employer specified Schedule of Rates. Such activities above this Threshold Value will be ordered by the FM on an F1097/1.

Value Banding

A predetermined schedule of values identified in the Contract detailing a specified number of Remedial and Response Maintenance activities and Minor New Works activities, for each range of values, over a specified time period. Such works activities up to the specified maximum number against each value range will be undertaken by the FMS(Ops) at no additional cost. Any such works activities over the specified maximum number for each value range will be ordered by the FM via an F1097/1.

Works Services

Operation, maintenance and new works including planning, design, management and organisation in respect of an Asset, Sub Asset or part thereof.

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Facilities Management on Operations (FMO) – Contract No 707404450

Dated: 3 April 2024 (Version 1.1)

Booklet 3 – Requirements Information

Annex C to Booklet 3 – Requirements

List of Abbreviations

Below is a list of abbreviations that are used in Booklet 3 or may be encountered in carrying out the Contract:

ACOP	Approved Code of Practice
AGL	Aeronautical Ground Lighting
AE	Authorising Engineer
AESP	Army Equipment Support Publication
AOS	Aircraft Operating Surfaces
AP0	Accounting Period Zero
APs	Authorised Person
AP	Air Publication
APCGM	Asset Physical Condition Grading Methodology
APS	Annual Procurement Strategy
ARCM	Asset Register Change Mechanism
B&CE	Building and Civil Engineering
BC	Business Case
BCP	Business Continuity Plan
BLR	Beyond Local Repair
BMS	Building Management System
BRE	Building Research Establishment
BS	British Standard
Bud Man	Budget Manager
CAFM	Computer Aided Facilities Management software system
CCTV	Closed Circuit Television System
CDM 2015	Construction (Design and Management) Regulations 2015
CIBSE	Chartered Institute of Building Service Engineers
CIRAM	Climate Impacts Risk Assessment
CLS	Contractor Logistic Supply
CO	Commanding Officer
CORGI	Confederation of Registered Gas Installers
COSHH	Control of Substances Hazardous to Health Regulations 2002 (as amended)
CP	Competent Person
CPP	Construction Phase Plan
CRP	Carbon Reduction Plan
DE	Defence Estates
DEA	Defence Estates Advisor
Def Stan	Defence Standard
DEL	Directly Employed Labour
DFM	Deputy Facilities Manager
DIA	Directorate of Internal Audit
DIO	Defence Infrastructure Organisation
DLP	Defects Liability Period
DMG	Design and Maintenance Guide
DO	Designated Officer
DP	Delivery Package

DQDP	Data Quality Development Plan
DURALS	Defence Unified Reporting and Lessons System
ECA:CP	Electrical Contractors Association: Code of Practice
ECP	Engineer Construction Plant
ECU	Environmental Control Unit
EH	HSE Guidance Note: Environmental Hygiene
EHT	Environmental Health Technician
EMPS	Establishment Maintenance Policy Statement
EMS	Environmental Management System
ESTS	Establishment Specific Task Schedule
FAQ	Frequently Asked Questions
FCM	Facilities Condition Management
F10 (Rev)	HSE Notification Form for CDM 2015 Notifiable Works
F1097/1	MOD Form F1097/1
FM	Facilities Manager
FMR	Forward Maintenance Register
FMS(Ops)	Facilities Management Services (Operations)
FOD	Foreign Object Damage/Foreign Object Debris
FOO	Forecast of Outturn
FP	Force Protection
FS	Functional Standard
FY	Financial Year
GDPR	Government Data Protection Regulations
GEMS	Ground Equipment Management System
GFA	Gross Floor Area or Government Furnished Assets
GFE	Government Furnished Equipment
GFX	Government Furnished Stores and Materials
GM	Grounds Maintenance
H&S	Health and Safety
HFM	Hard Facilities Management
HQ	Headquarters
H&S	Health and Safety
HSE	Health and Safety Executive
HS(G)	HSE Health and Safety (Guidance)
HV	High Voltage
IA	Investment Appraisal
IDP	Infrastructure Development Plan
IEE	Institution of Electrical Engineers
IGBC	Initial Gate Business Case
IMPS	Infrastructure Management Policy Statement
IRL	Inclusive Repair Limit
IRT	Inclusive Repair Threshold
ISD	In-Service Date
IT	Information Technology
JAMES	Joint Asset Management Engineering Solutions
JAP	Joint Air Publication
JSCS	Joint Support Chain Services
JSP	Joint Services Publication
KPI	Key Performance Indicator

L1	Level 1 Assets
L2	Level 2 Assets
L3	Level 3 Assets
L4	Level 4 Assets
LAPDS	Local Area Power Distribution System
LEV	Local Exhaust Ventilation System
LoL	Limit of Liability
LPG	Liquefied Petroleum Gas
LRW	Locally Recruited Worker
LSI	Logistic Support Inspection
LTHW	Low Temperature Hot Water
LV	Low Voltage
MAE	Military Air Environment
M&E	Mechanical and Electrical
MB	Management Board
MCS	Modular Control System
MGBC	Main Gate Business Case
MI	Master Index
MIS	Management Information System
MMR	Minimum Military Requirement
MNW	Minor New Work
MOB	Main Operating Base
MOD	Ministry of Defence
MRM	Monthly Meeting Review
MTHW	Medium Temperature Hot Water
MWPM	Monthly Works Progress Meeting
NAO	National Audit Office
NDC	Nationally Delivered Contribution
NER	Network Equipment Room (sometimes called Server Room)
OIP	Operational Infrastructure Programme
O&M	Operation and Maintenance
ONC	Ordinary National Certificate
PAPI	Precision Approach Path Indicator
PAT	Portable Appliance Testing
PC	Principal Contractor
PD	Principal Designer
PG	DIO/DE Practitioner Guide
PI	DIO/DE Policy Instruction (formerly Technical Bulletin)
PIC	Person in Charge
PJHQ	Permanent Joint Headquarters
PM	Project Manager
POC	Point of Contact
PPM	Planned Preventative Maintenance
PQC	Pavement Quality Concrete
PS	Procurement Strategy
PSP	Principal Support Provider
PSA	Property Services Agency
QA	Quality Assurance
QM	Quartermaster

QMS	Quality Management System
QP	Quality Plan
QRM	Quarterly Review Meeting
RAF	Royal Air Force
REAM	Royal Engineers Auditing and Monitoring
REH	Rapid Erect Hangar
Rem	Remedial Maintenance
Res	Response Maintenance
RES	Rapid Erect Shelter
RIBA	Royal Institute of British Architects
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
RiP	Relief in Place
RLI	Restricted Local area network (LAN) Interface
RMP	Royal Military Police
ROC	Rough Order of Cost
SAA	Senior Authorising Authority
SATCO	Senior Air Traffic Control Officer
SATO	Senior Ammunition Technician Officer
SDM	Self Delivery Mechanism
SECR	Streamlined Energy & Carbon Reporting
SHEF	Safety, Health, Environment and Fire
SLOC	Surface Lines of Communication
SOGE	Sustainable Operation of the Government Estate
SoR	Schedule of Rates
SOR	Statement of Requirement
SP	Skilled Person
SRP	Safety Rules and Procedures
SSoW	Safe Systems of Work
STRE	Specialist Team Royal Engineers
TCN	Third Country National
TDO	Theatre Designated Officer
TLB	Top Level Budget
TWE	Technical Working Environment
UK	United Kingdom
URD	User Requirement Document
VAT	Value Added Tax (or equivalent as applied in other countries)
VfM	Value for Money
VRES	Very Rapid Erect Shelter
WC	Work Complete
WEC	Work and Expenditure Complete
WPM	Work Progress Meetings

MODULE A

MANAGEMENT SERVICES

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

CONTRACT NUMBER:
707404450

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Annexes

- A. A9 Guidance for Condition Assessment
Appendix 1 – AA1 Frequently Asked Questions (FAQs)

Tables

1. Facility System Elements and Sub-elements.
2. Generic Facility System Condition Ratings.
3. Detailed Facility System Condition Ratings.

A1 Facilities Condition Management (FCM)

A1.1. Facility Condition Management (FCM) is the method for measuring the condition of Assets across the Estate. It will provide information to inform prioritisation of projects for maintenance, repair and / or renewal.

A1.2. FCM methodology is based on the assessment of a number of facility systems elements, which are dependent on the Asset type (Built, Infrastructure and Maritime) for each Level 2 Asset.

A1.3. The *Contractor* shall employ a suitably qualified person to undertake an asset condition survey and assign a condition rating to each facility system based on a systematic assessment for each Level 2 Asset as shown at Annex A to this Module.

A1.4. The *Contractor* shall capture the FCM information on the Computer Aided Facilities Management system (CAFM system) within 1 working week.

A1.5. The *Contractor* shall, whenever there is any work or other change, such as deterioration or damage or Works Service, to the Level 2 Asset, Level 3 Element or Level 4 Sub-element that is deemed to affect the condition assessment, each change shall be recorded on the CAFM system.

A1.6. The *Contractor* shall take account of any planned Statutory and Mandatory inspection and servicing, Reactive Maintenance, Ordered works, normal day to day monitoring and inspections in the condition assessment scoring.

A1.7. Any repairs identified during the assessment shall be reported and recorded on the CAFM system and carried out in accordance with Module F: Maintenance Services.

A1.8. Life-cycle improvements identified during the assessment shall be submitted to the *Client* for consideration and added to the CAFM system.

A1.9. FCM assessments shall be carried out at thirty-six (36) month intervals and all Level 2 Assets must have undergone a visual condition assessment within a thirty-six (36) month period following Full-Service Commencement (FSC).

A2 Transition

A2.1. The *Contractor* shall manage the mobilisation and demobilisation of the Contract in accordance with Module D and shall implement Initial Service Delivery (ISD) and Full-Service Commencement (FSC) to meet the requirements of Module D.

A3 Management of the Service

A3.1. The *Contractor* shall manage the outputs required under the Contract and shall keep in place an appropriate organisational structure to support the operational delivery and management of a safe, legal and operational Estate throughout the duration of the Contract. The *Contractor* shall provide effective management and leadership at all levels of the Service.

A3.2. The *Contractor* shall ensure that all *Contractor's* staff undertaking work against the Contract are skilled, competent, and appropriately trained and follow all relevant professional codes of practice, standards, guidelines, regulations and directives, applicable to their specialist area. All staff are to be qualified for their role.

A3.3. The *Contractor* shall ensure that all staff undertaking work against the Contract, both permanent and temporary, receives relevant induction, site familiarisation and training for their role.

A4 Achievement of Value for Money

A4.1. The *Contractor* shall at all times seek to optimise the achievement of Value for Money to the *Client*. This is both for the Services delivered directly under the Contract, and for related Services carried out by Third Parties, but which are influenced by the *Contractor's* actions. In achieving Value for Money the *Contractor* shall ensure the needs of the *Client* are met.

A5 Performance Management

A5.1. The *Contractor* shall meet extant Performance Measures specified at Booklet 2, Annex D (*Performance Management Regime*). The *Contractor's* dedicated contract compliance manager shall provide accurate and validated data on activity and performance, in mutually agreed formats, and facilitate processing and comparison with historic information to track trends over time. The *Contractor* shall be responsible for the collection and generation of the full range of data required by the *Client* to support this activity.

A5.2. The *Contractor* shall attend contractual performance meetings as specified in Module G: Support Services.

A5.3. The *Client* shall carry out their own planned and ad-hoc investigations into works activities to assess deviance from agreed time, cost, and quality of work, and to achieve an independent view of the quality of the *Contractor* Internal Checks. The Works Services to be audited are to be randomly selected and/ or specified by the *Client* from data collected from the CAFM system. The *Client* may also carry compliance checks in addition to this selection.

A6 Quality Management

A6.1. Quality Management System (QMS). The *Contractor* is to install, operate and maintain their approved corporate Quality Management System (QMS) and any appropriate local procedures to take account of collaborative working in on sites. All aspects of the QMS must comply with ISO 9001:2015 and it should be used to control all work carried out by the *Contractor*, their workforce and their sub-contractors. It must also have the capability of auditing, monitoring and reporting on self-delivered works and those works outsourced to sub-contractors.

A6.2. The *Contractor* shall issue copies of the internal company quality audit programme(s) and the results of the audits to the *Client*. All elements of ISO 9001:2015 and QMS are to be audited to determine the QMS are effective in achieving the quality

objectives. The frequency of audit is dependent upon the activity being carried out, with the programme and frequency agreed with the *Client*.

A6.3. Quality Plan (QP). The *Contractor* is to provide the *Client* with a QP, in accordance with ISO 9001:2015 and update it annually or when major changes are required, and it must also reflect the Contract Requirements. A full set and up to date copy of the QP must be given to the *Client* when updated or when requested. The QP must also reflect the collaborative working arrangements and, as a minimum, set out the methods by which the following requirements will be addressed:

A6.3.1. Identifying amendments made to the Site-Specific Schedules, Asset register and Services.

A6.3.2. The criteria to be used for holding pre-contract start and progress meetings.

A6.3.3. The criteria to be used for holding design and / or specification reviews.

A7 Stores Management

A7.1. The *Contractor* shall be responsible for maintaining an adequate and sufficient stock of spares, materials and consumables to meet requirements and priorities set out in the Contract.

A7.2. The *Contractor* shall provide stores management system and personnel to enable efficient operation of all facilities. The stores management system is to be capable of tracking stores requisitions from order to delivery and should be capable of monitoring issues against unique Works Services.

A7.3. The *Contractor* is to maintain adequate in-theatre stock levels of frequently used items and critical stores to facilitate effective operation. Within four (4) weeks of ISD the *Contractor* should establish a minimum stock level for each item in order that re-order levels can be triggered.

A7.4. *Client* supplied spares and consumables. All MoD spares and consumables shall remain the property of the *Client*. Stock levels are to be determined by provision factors such as (but not limited to) PPM/maintenance schedules and response repair timelines.

A7.5. Government Funded Equipment (GFE). All MoD issued equipment (e.g. RES, REH, generators, etc), spares and tools shall remain the property of the *Client*.

A7.6. The *Contractor* shall make their stock holdings of MoD spares and consumables available for inspection/audit by the *Client*. The *Contractor* shall facilitate audits and inspections as necessary, which will be carried out regularly by in-theatre military representatives.

A7.7. Where requested and agreed between the *Client* and the *Contractor*, the *Contractor* shall request common spares and consumables required to operate and maintain the TWE facilities by supplying in-Theatre military representatives with a detailed

requirement, who will order common items and consumables. A 14-week lead-time should be assumed.

A8 Contractor Staff - Competence

A8.1. The *Contractor* shall provide a management regime to provide the services described in the Contract. The *Contractor* shall provide details of his management regime at time of Tender.

A8.2. The *Contractor* shall employ trained, qualified, security cleared personnel and supervise their personnel for the Sites. The *Contractor* shall maintain a competent and effective workforce, as required to operate and maintain the Site in accordance with the Contract, including any remedial works arising from the inspections or emergency callouts.

A8.3. The *Contractor* shall be competent for the work covered by this Contract, be trained to a standard which is comparable with the UK Health and Safety Executive (HSE) guidance and be familiar with the potential dangers of this type of work. Unless otherwise indicated, the *Contractor* shall be registered for the appropriate category of work. Tenderers shall submit written evidence of registration with their Tenders.

A8.4. The *Contractor* shall provide labour with the requisite standard of technical knowledge and experience of the type of work involved to meet the requirements of the Contract. The *Contractor* shall provide the *Client* with formal evidence of his work force's competence (e.g. current welding certificate of competence, or current training certificates for such as Electrical Testing and Inspection).

A8.5. On electrical work, the *Contractor* shall employ a suitable qualified and competent person. They shall possess sufficient technical knowledge and experience to avoid danger to health or life or limb. The *Contractor's* competent persons shall be listed by the *Contractor* for information in the event of an emergency call-out.

A8.6. Prior to the execution of the Contract the *Contractor* shall nominate key persons from their workforce and from members of the Supply Chain (identifying in each case whether they are employed or sub-contractors' staff) who may require access to the Site in connection with the performance of the Contract. The *Contractor* shall nominate only suitably qualified and competent personnel.

A8.7. The *Contractor* shall not remove any of the nominated key persons from carrying out the Works under the Contract without prior written approval from the *Client*. If such approval is given, the *Contractor* shall replace that person with a suitably qualified and competent replacement within an agreed timescale (unless the *Client* and the *Contractor* agree a replacement is unnecessary).

A8.8. The *Client* may request the removal of any of the persons engaged in the performance of the Contract if, in the opinion of the *Client*, his/her performance or conduct is or has been unsatisfactory. On receipt of such a request in writing, the *Contractor* shall promptly remove the person concerned and replace that person with a suitably qualified and competent replacement within an agreed timescale (unless the *Client* and the *Contractor* agree a replacement is unnecessary).

A8.9. The *Contractor* shall comply with and shall ensure that all his employees, agents, sub-contractors and *Contractors* comply with the security requirements set out in the Contract.

A9 Supervision

A9.1. The *Contractor* shall be responsible for co-ordination, supervision and administration of the Works, including all sub-contracts. The *Contractor* shall arrange and monitor a programme with each sub-contractor, specialist sub-contractor, *Contractor*, local Employer statutory undertaker, and obtain and supply information as necessary for co-ordination of the work.

A9.2. In addition to the constant management and supervision of the Works provided by the *Contractor's* Agent, all significant types of work shall at all times be under the close control of competent Supervisors to ensure maintenance of satisfactory quality and progress. Supervisors shall be competent in their particular discipline.

A10 Induction Training

A10.1. The *Contractor* is responsible for arranging or providing the statutory induction training for all members of his team and supply chain. This training is to make individuals aware of the Theatre H&S requirements, emergency procedures, and as far as is reasonably practicable, any hazards that are reasonably identifiable. The *Contractor* and supply chain employees are required to attend a unit safety brief.

A10.2. The *Contractor* is also responsible for providing all his visitors, sub-contractors etc. engaged by them or visiting in connection with facility management works, with induction training.

A11 Identification of *Contractor's* Personnel

A11.1. The *Contractor's* site operatives shall be readily identifiable at all times by wearing suitable clean working clothing with the *Contractor's* name clearly identified.

A11.2. The *Contractor* shall also ensure that all sub-*Contractors'* operatives are also readily identifiable at all times by wearing suitable clean working clothing with the name of the sub-contractor or *Contractor* clearly identified. There must be a clear distinction between staff carrying out different roles (hygiene, front of house v. rear of house etc.) and UK Nationals, Third Country Nationals (TCNs) and Locally Recruited Workers (LRWs).

A11.3. The *Contractor* shall ensure that each operative is in possession of a *Contractor's* Identification Card, which is to be displayed at all times.

A11.4. The *Contractor* shall ensure that each operative and sub-contractors operative is in possession of suitable, sufficient and serviceable personal protective equipment for the task being performed.

A11.5. The *Client* reserves the right to instruct the *Contractor* to remove immediately from site/theatre any operative (both *Contractor* and sub-contractor). The *Clients'* decision will be final in all cases.

A11.6. Any operative so ordered under from site/Theatre may only return to work on the written permission of the *Client*, following suitable and sufficient re-training. It should be noted that permission may not be granted and should not be assumed even after re-training.

A12 Management of Sub-contractors

A12.1. Sub-contracting any part of the Contract shall not relieve the *Contractor* of any of its obligations, duties or liabilities under the Contract.

A12.2. The *Contractor* is responsible for managing the sub-contractor. The *Contractor* is to ensure that any sub-contracted work is completed within the agreed time-scale and cost, and the standard specified. The *Contractor* shall be responsible for monitoring where applicable, all sub-contractor H&S and quality standards.

A12.3. The *Contractor* will be responsible for ensuring a satisfactory level of performance by the *Contractors* sub-contractors through site inspections, control and justification of variation orders, and regular contact with the *Client*.

A12.4. The *Contractor* shall ensure that any security issues and / or constraints which may impact upon the performance of the Works Service are appropriately managed and the *Client* is informed.

A12.5. The *Contractor* will hold pre-start and site progress meetings for appropriate Works services with sub-contractors, which the *Client* and interested parties should be invited to attend. Minutes of those meetings are to be produced by the *Contractor* and supplied to the *Client* within 5 working days.

A12.6. Any input from end-users at meetings or during the course of the works must be authorised by the *Client*. The *Contractor* shall ensure that his staff and sub-contractors are understand that end-users have no authority whatsoever to order variations to the agreed Works Services and that the *Contractor* will be held responsible for any unauthorised changes so actioned, bearing any costs involved.

A13 Site Closure and Remediation Management

A13.1. The *Contractor* shall provide a suitable management structure to undertake the site management functions associated with any future drawdown of facilities and locations, including the management and coordination of any subsequent remediation works that may be required.

Annex A to Module A – Management Services

A9 Guidance for Condition Assessment

High Level Requirement

AA9.1 The *Contractor* shall undertake a condition assessment on the following two levels for all in-scope MOD assets:

- AA9.1.1. *Facility System Element (or overall condition); and*
- AA9.1.2. *Facility System Sub-Element (granular condition).*

AA9.2 This document sets out the guidance for capturing the asset condition assessments at both levels.

AA9.3 The *Contractor* (Assessor) shall maintain the condition assessment data and update their Computer Assisted Facilities Management (CAFM) systems whenever there is any work or other change, such as deterioration or damage or works, to the Level 2 Asset, Level 3 Element or Level 4 Sub-element that is deemed to affect the condition assessment / element.

Facility System Element

AA9.4 The *Contractor* shall assign a condition rating for each of ten *Facility System Elements (where appropriate)* per Level 2 asset.

AA9.5 The ten *Facility System Elements* are:

- AA9.5.1. Structure
- AA9.5.2. Roofing
- AA9.5.3. Exterior
- AA9.5.4. Interior Finishes
- AA9.5.5. HVAC Systems
- AA9.5.6. Electrical Systems
- AA9.5.7. Plumbing Systems
- AA9.5.8. Conveyance Systems
- AA9.5.9. Programme Support Equipment.
- AA9.5.10. Flooring

AA9.6 Full definitions of the ten *Facility System Elements* are detailed in *Table 1: Facility System Elements and Facility System Sub-Elements*.

AA9.7 The *Facility System Elements* are to be rated for their condition from a score of 5 (Excellent: only normal scheduled maintenance required) to 1 (Bad: Major repair or replacement required, unsafe to use). The score of 0 will be used to highlight that the system does not exist within the asset.

AA9.8 Where any known planned statutory and mandatory inspection and servicing, Reactive Maintenance, Works, and normal day to day monitoring and inspections the

Contractor should draw on this information to make an informed visual condition assessment scoring.

9 x Facility System Elements	34 x Facility System Sub-Element (aligned to the RICS New Rules of Measurement)
A. Structure	1.1 Substructure 2.1 Frame 2.2 Upper Floors 2.4 Stairs and Ramps 2.5 External Walls 2.7 Internal Walls and Partitions
B. Roofing	2.3.1 Roof Structure 2.3.2 Roof Coverings 2.3.4 Roof Drainage 2.3.5 Roof lights, Skylights and Openings
C. Exterior	2.6.1 External Windows 2.6.2 External Doors
D. Interior Finishes	2.8 Internal Doors 3.1 Wall finishes 3.2 Floor finishes 3.3 Ceiling Finishes 4.1 Fittings, Furnishings and Equipment
E. Heating/Ventilating/Air Conditioning (HVAC) Systems	5.5 Heat Source 5.6 Space Heating and Air Conditioning 5.7 Ventilation systems 5.9 Fuel installations
F. Electrical Systems	5.8 Electrical Installations 5.11 Fire and Lightning Protection 5.12 Communications, Security and Control Systems 5.13 Specialist Installations 5.14 Power Generation Systems
G. Plumbing Systems	5.1 Sanitary Installations 5.3 Disposal Installations 5.4 Water Installations
H. Conveyance Systems	5.10.1 Lifts and Enclosed Hoists 5.10.5 Conveyors 5.10.6 Dock Levellers and Scissor Lifts 5.10.7 Cranes and Unenclosed Hoists
I. Program Support Equipment	5.2 Services Equipment
J. Flooring	5.3 Flooring Finish

Table 1 – Facility System Elements and Sub-elements

AA9.9 The *Contractor* should also use the Year of Build of the Level 2 asset as a consideration when determining the condition of the asset. Where the Year of Build is missing, or if is suspected to be inaccurate, the *Contractor* should make an appropriate judgement of the Year of Build and record within the 'Structure' comments of the asset. This data will then be used to update the Information Management System records. Further guidance on using the asset age within the condition assessment is provided in Appendix 1.

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AA9.10 The *Contractor* should capture comments only by exception, and should be both informative and legible. Observations and possible reasons for asset deterioration for example, as well as the inability to gain a visual assessment of the asset, should be recorded. e.g. leaking from gutters as a result of vegetation; cracking on building exterior possible subsidence; evidence of damp/condensation possibly from rising damp; loose or cracked roof tiles; unable to gain access; heavy corrosion on door fittings, asbestos cladding etc. The *Contractor* shall provide recommendations for remediation of the recorded observations for *Client* approval.

AA9.11 Where the asset is not being used for the purpose in which it was built, e.g. a hangar now used as a gym, the *Contractor* should record in the 'Structure' comments what the asset is currently being used for.

AA9.12 Any repairs identified during the assessment shall be carried out in accordance with Module F: Maintenance Services and be subject to the IRL.

AA9.13 Life-cycle improvements identified during the assessment shall be submitted to the *Client* for consideration and added to the Service Register.

AA9.14 The condition scores for each Facility System Elements should **NOT** just be the average of the Facility System Sub-Elements, but an overall assessment based on professional judgement of that element. Further information on scoring of the Facility System Elements can be found in Table 3.

Facility System Sub-Element

AA9.15 The *Contractor* shall also provide a condition rating for each of 34 Facility System Sub-Elements (where appropriate) per Level 2 Built asset.

AA9.16 The 34 Facility System Sub-Elements are a further level of granularity of the nine Facility System Elements described above and are detailed in Table 1.

AA9.17 The Facility System Sub-Elements are to be rated for their condition from a score of 5 (Excellent: only normal scheduled maintenance required) to 1 (Bad: Major repair or replacement required, unsafe to use). The score of 0 will be used to highlight that the system does not exist within the asset.

AA9.18 Where any known planned statutory and mandatory inspection and servicing, Reactive Maintenance, Works, and normal day to day monitoring and inspections the *Contractor* should draw on this information to make an informed visual condition assessment scoring.

AA9.19 The *Contractor* should capture comments only by exception and should be both informative and legible.

System Ratings

AA9.20 Table 2 outlines the general definitions and provides an overall framework for how the systems shall be rated. Table 3 provides specific guidance that shall be applied to each of the Facility System sub-Elements.

Approach

AA9.21 The *Contractor* shall carry out the assessments in a consistent and standardised approach using a standard protocol for conducting and documenting the facility condition assessments. The *Contractor* shall record the date that the assessments were conducted.

AA9.22 Where the *Contractor* is required to carry out assessments which are outside the capability of the organisation, the *Contractor* is to arrange for this work to be carried out by a suitably qualified specialist sub-contractors. The *Contractor* should familiarise themselves with the RICS New Rules of Measurement Edition 2012 documentation, and the general and specific guidance detailed above and in Tables 1, 2 and 3; and Frequently Asked Questions (Appendix 1).

SCORE	RATING	DESCRIPTION
5	Excellent (no issues; 10+ yrs)	Excellent. Only normal scheduled maintenance and very minor repairs required. No issues need to re-evaluate in 10+ years; no action is required at this time.
4	Good (recommendations at 6–9 yrs)	Good. Some minor repairs needed. System normal functions as intended. Conditions predicted based on life expectancy; suggestion for future improvements. Recommendations at 6-9 years.
3	Fair (Necessary, but not critical; 3-5 yrs)	Fair. More minor repairs and some infrequent larger repairs required. System occasionally unable to function as intended. Needed within 3-5 years; predictable maintenance must be scheduled to prevent unnecessary failures.
2	Poor (Potentially critical; 1-2 yrs)	Poor. Significant repairs required. Excessive wear and tear clearly visible. Obsolete. System not fully functional as intended. Conditions require attention within the next 1-2 years; if conditions are not scheduled for correction, further degradation of equipment is imminent.
1	Bad (Currently Critical)	Bad. Major repair or replacement required to restore function. Unsafe to use. Conditions that require immediate action. Equipment graded as 1 have life safety issues, potential safety hazards, necessary to prevent potential environmental hazards from occurring.
0	Non-existent	Non-existent. Zero rating identifies that this system does not exist within the Asset.

Table 2 – Generic Facility System Condition Ratings

A STRUCTURE

- 1.1 Substructure
- 2.1 Frame
- 2.2 Upper Floors

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2.4 Stairs and Ramps
2.5 External Walls
2.7 Internal Walls and Partitions

Notes: Where the structure is New or <10 years old with no visible defects the overall score of 5 (Excellent) should be used e.g. SLAM Blocks. Where the structure is >10 years old the maximum overall score it can achieve will be 4. Assess any cladding and if vertical asbestos cladding is present on approximately 75% or greater a maximum score of 2 (Poor) should be applied. Please ensure all Fire escapes, Ladders, Chutes and Slides are assessed when assessing 2.4 Stairs and Ramps. External decorations should be assessed when assessing 2.5 External Walls. The Safety Audit and Technical Inspection Reports, as well as visual assessment, should be used when determining the condition score.

5	Excellent (no issues; 10+ yrs)	Only normal scheduled maintenance required. No issues need to re-evaluate in 10+ years; no action is required at this time.
4	Good (recommendations at 6–9 yrs)	Some minor repairs could be required. Does not affect structural integrity or intended use.
3	Fair (Necessary, but not critical; 3-5 yrs)	Cracking, crazing, and/or visual defects. Could affect structural integrity or intended use.
2	Poor (Potentially critical; 1-2 yrs)	Visible settlement, structural defects, significant repairs required
1	Bad (Currently Critical)	Unrepairable, replacement required

B ROOFING

2.3.1 Roof Structure
2.3.2 Roof Coverings
2.3.4 Roof Drainage
2.3.5 Roof lights, Skylights and Openings

Notes: If the Roof Structure/Coverings is >10 years old a condition score of no higher than 4 shall be used. Any relevant Inspection reports should be consulted to aid in determining the condition score. Any roof that is known to consist of >30% of the building footprint with asbestos e.g. asbestos cladding, a default maximum value of 2 (Poor) shall be applied.

5	Excellent (no issues; 10+ yrs)	Only normal preventative maintenance required
4	Good (recommendations at 6–9 yrs)	Some minor repairs could be required. Watertight, sound flashing and penetrations, positive drainage
3	Fair (Necessary, but not critical; 3-5 yrs)	More minor repairs required. Mostly watertight
2	Poor (Potentially critical; 1-2 yrs)	Significant repairs required. Not waterproof. Obvious evidence of leaking from interior assessment
1	Bad (Currently Critical)	Significant leaking, deteriorated, requires entire re-roof.

C EXTERIOR

2.6.1 External Windows
2.6.2 External Doors

Notes: Exterior consists solely of External Windows and External Doors. External walls are covered within the Structure Facility System Element. PVC double glazed windows which are approximately <10 years old, should be given a condition score of 5, unless obvious defects on a significant volume (50%) of window units of the asset. If the asset contains a significant number of older PVC windows, a condition score of no higher than 4 should be applied. Any wooden or steel framed, and/or single glazed windows should be scored no higher than 3. Information contained within Statutory Inspection Reports, as well as visual assessment, should be used when determining the condition score for Hangar doors, for example. Where it is deemed unsafe to use a maximum score of 2 (Poor) shall be applied.

5	Excellent (no issues; 10+ yrs)	Only normal preventative maintenance required
4	Good (recommendations at 6–9 yrs)	Some minor repairs could be required. Sound and weatherproof

3	Fair (Necessary, but not critical; 3-5 yrs)	More minor repairs required. Wear and tear visually noticeable. Not completely sound and/or weatherproof
2	Poor (Potentially critical; 1-2 yrs)	Significant repairs required. Not sound and/or weatherproof
1	Bad (Currently Critical)	Unrepairable, replacement required
D INTERIOR 2.8 Internal Doors 3.1 Wall finishes 3.2 Floor finishes 3.3 Ceiling Finishes 4.1 Fittings, Furnishings and Equipment		
Notes: A condition score of 5 should only be given by exception, e.g. recently handed over buildings, or where recent refurbishment/maintenance has taken place to the majority of the asset.		
5	Excellent (no issues; 10+ yrs)	Only normal preventative maintenance required.
4	Good (recommendations at 6-9 yrs)	Some minor repairs could be required. Slight evidence of marring, discolouration, facing or cracking
3	Fair (Necessary, but not critical; 3-5 yrs)	More minor repairs required. Wear and tear noticeable, Mis-matched and or broken/damaged flooring, wall coverings or ceilings.
2	Poor (Potentially critical; 1-2.yrs)	Significant repairs required. Broken elements. Wear and tear excessive.
1	Bad (Currently Critical)	Replacement required.
E Heating/Ventilating/Air Conditioning (HVAC) Systems 5.5 Heat Source 5.6 Space Heating and Air Conditioning 5.7 Ventilation systems 5.9 Fuel installations 5.13.1 Specialist Piped Supply Installations		
Notes: A condition score of 5 should only be given by exception e.g. recently handed over buildings (<5 years old), or where recent refurbishment has taken place to the majority of the HVAC systems. If the majority of HVAC systems are > 20 years old, a maximum rating of 3 should be applied. If the majority of HVAC systems are > 30 years old, a maximum rating of 2 should be applied. Assessors must exhibit judgment when rating HVAC systems, focusing on the condition of higher value, larger system components (i.e. chillers).		
5	Excellent (no issues; 10+ yrs)	Only normal preventative maintenance required. Equipment room clean and neat
4	Good (recommendations at 6-9 yrs)	Some minor repairs could be required.
3	Fair (Necessary, but not critical; 3-5 yrs)	More minor repairs required. Some signs of corrosion, leaking, alarm indicators and poor housekeeping are obvious.
2	Poor (Potentially critical; 1-2 yrs)	Significant repairs required. Not functioning as intended. Obvious poor housekeeping and maintenance practices due to excessive corrosion, leaking or alarm indicators. Does not meet all codes. Obvious age issues and problems getting replacement parts.
1	Bad (Currently Critical)	Non-functional, system unrepairable, complete replacement required. System unsafe and does not meet codes
F ELECTRICAL SYSTEMS 5.8 Electrical Installations 5.9 Power Generation 5.11 Fire and Lightning Protection 5.12 Communications, Security and Control Systems 5.13 Specialist Installations		

Notes: A condition score of 5 should only be given by exception e.g. Assets <10 years old with no visible defects or where recent refurbishment/maintenance has taken place to the majority of the electrical systems. Where the majority of the Electrical Systems are more than 10 years old it should be downgraded by one level. Where possible the assessor should view the last periodic fixed wiring certification for the asset. Whilst assessing 5.8 and 5.9 Electrical Installations and Power Generation please ensure Uninterrupted Power Supplies (UPS) are assessed if applicable. Any outstanding C1 or C2 defects should be taken into consideration whilst applying a condition score. Fire Safety Management Plans and other relevant report (where available), as well as visual assessments, should be used when determining the condition score for Electrical Systems. It should be noted that many Electrical Systems do not meet the current code of practice but are still safe to use.

5	Excellent (no issues; 10+ yrs)	Only normal preventative maintenance required.
4	Good (recommendations at 6–9 yrs)	Some minor repairs could be required. Meets code.
3	Fair (Necessary, but not critical; 3-5 yrs)	More minor repairs required. Mostly functional.
2	Poor (Potentially critical; 1-2 yrs)	Significant repairs required. System not fully functioning for buildings intended use. Systems obsolete. Does not meet all codes. Age issue a factor here too.
1	Bad (Currently Critical)	Unrepairable, replacement required. Repair parts not available. Systems do not meet code and are unsafe

G PLUMBING SYSTEMS

5.1 Sanitary Installations
5.3 Disposal Installations
5.4 Water Installations

Notes: Where the plumbing systems are new (< 10 years old) with no visible or known maintenance issues a score of 5 should be used. All communal ablutions should be visually assessed, including pumps and a selection of en-suite facilities from across different floors of the block should be assessed.

5	Excellent (no issues; 10+ yrs)	Only normal preventative maintenance required
4	Good (recommendations at 6–9 yrs)	Some minor repairs could be required. Good fixture and piping appearance, no leaks
3	Fair (Necessary, but not critical; 3-5 yrs)	More minor repairs required. Wear and tear noticeable.
2	Poor (Potentially critical; 1-2 yrs)	Significant repairs required. Fixtures and plumbing are obsolete. Many leaks and obvious corrosion in piping systems
1	Bad (Currently Critical)	Non-functional, system unrepairable, complete replacement required

H CONVEYANCE SYSTEMS

5.10.1 Lifts and Enclosed Hoists
5.10.5 Conveyors
5.10.6 Dock Levellers and Scissor Lifts
5.10.7 Cranes and Unenclosed Hoists

Notes: Where available, Statutory Inspections for Conveyance Systems, such as LOLER reports, should be used when determining the condition score of Conveyance Systems.

5	Excellent (no issues; 10+ yrs)	Only normal preventative maintenance required.
4	Good (recommendations at 6–9 yrs)	Some minor repairs could be required.
3	Fair (Necessary, but not critical; 3-5 yrs)	More minor repairs required, overall conveying system generally functional
2	Poor (Potentially critical; 1-2 yrs)	Significant repairs required. Does not meet all codes.

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1	Bad (Currently Critical	Existing system not operational and unrepairable, replacement required. Unsafe to use.
PROGRAM SUPPORT EQUIPMENT 5.2 Services Equipment		
Notes: Only FIXED mechanical and electrical equipment should be assessed – this should include: Commercial/Industrial Catering equipment (typically found in Mess Kitchens), commercial washers and dryers, free standing non ducted fume cupboards. It should be noted that Catering Equipment does not include typical domestic catering equipment e.g. microwaves.		
5	Excellent (no issues; 10+ yrs)	Normal preventative maintenance required
4	Good (recommendations at 6–9 yrs)	Some minor repairs could be required. Safe to use, meets all codes.
3	Fair (Necessary, but not critical; 3-5 yrs)	More minor repairs required. Wear and tear noticeable. Meets most codes.
2	Poor (Potentially critical; 1-2 yrs)	Significant repairs required. Broken elements. Wear and tear excessive.
1	Bad (Currently Critical	Replacements required. Unsafe to use.

Table 3 – Detailed Facility System Condition Ratings

**Appendix 1 to
Annex A to
Module A – Management Services**

AA1 Frequently Asked Questions (FAQs)

Q1. What should I do where I have identified evidence of settling and cracking but this does not represent a significant risk to the asset?

A1. Care must be exercised when rating the structural systems. While these are not ideal conditions, in many cases this evidence of damage does not represent a significant risk to the asset, and would not warrant a repair project. If the settling or cracking is not severe and there is no obvious need for an immediate repair, this needs to be taken into account whilst applying the overall condition score.

Q2. How do I deal with different types of Roofing?

A2. Assessors can anticipate many different roof types (e.g., built up, rubber membrane, metal seam). The differing roof types present different challenges for the assessors. Ratings should consider the amount of problems identified. The criteria suggest assessors should look for positive drainage. If ponding exists on a roof, one isolated incident on a large roof should not dictate a reduction in the rating; such a problem would need to be more widespread before reducing the rating.

Rubber membrane and built up roofs will show signs of aging and weathering, and roof patches will be visible to indicate past failures of portions of the roof. For roofs with very low ratings, one should expect to see visual evidence or hear reports of leaking within the Asset.

Metal seam roofs may not show signs of prior maintenance. These roofs usually leak at their seams, and repairs may be effected from underneath the roof. When assessing metal seam roofs, the assessor will need to check for evidence of leaks from within the Asset, or inquire regarding past problems during the assessment.

Q3. What is the difference between Exterior and Structure?

A3. Assessors must be careful not to confuse exterior and structural ratings; evidence of structural cracking, vs. cracking in stucco or other exterior applications must be distinguished. Exterior condition scores should be obtained for external doors and external windows only.

The age of windows and doors are a consideration in the rating for exterior. Many older DIO facilities still have single pane, lower efficiency windows and doors, in this instance the highest score rating would be a 3.

Q4. How do I assess Interior Finishes?

Assessors should consider whether the condition and appearance of the interior finishes is appropriate for the intended asset usage.

Assessors should walk through a representative sampling of interior spaces to judge the age and condition of interior finishes. Warehouses and shop facilities do not dictate exceptional interior finishes. Assessors should consider whether the condition and appearance of the interior finishes is appropriate for the intended Asset usage.

Q5. How do I condition assess a Level 2 asset with more than one HVAC system?

A5. The HVAC system includes all equipment associated with air movement, heating, or cooling within the Asset. For simple facilities, it may consist of the roof mounted, wind driven exhaust fan.

Assessors should consider the overall condition of the systems, assessing a representative sampling of systems throughout the Asset. Steam or condensate piping within an Asset that is fed from a central plant should be rated under Plumbing.

Assessors should look at the overall condition of equipment. If a majority of HVAC system equipment is > 20 years old a maximum rating of 3 should be applied. If the majority of equipment is > 30 years old, a maximum rating of 2 should be applied. Assessors must exhibit judgment when rating HVAC systems, focusing on the condition of higher value, larger system components (i.e. chillers).

Assessors should also evaluate the automated digital controls (if present) of HVAC systems. Older systems may not have any, or may have obsolete digital controls. This should be a factor in the overall rating. Non-traditional facilities may not have HVAC systems, and should receive a zero rating for this system.

Q6. Is age a factor in assessing the condition of Electrical Systems?

A6. Assessors should focus on the condition and appearance of maintenance or repairs within the electrical systems. Age is a significant factor in rating electrical systems. Where the Electrical system is more than 10 years old it should be downgraded by one level. The assessor must not arbitrarily judge the electrical system based upon the age of the overall Level 2 Asset; he or she must visually assess a representative sampling of equipment to determine its age and condition.

Less complicated facilities may have very little electrical service. Some storage facilities may have no electrical service, and should have a zero rating for this system.

Q7. Will insulation and other coatings be considered as part of the Plumbing System?

A7. Plumbing systems will not be rated for exterior. Insulation or other coatings should be considered a part of the piping itself; deteriorated coatings can contribute to downgrading of the plumbing system.

Assessors should look for obvious signs of leaks or prior repairs in these systems. For traditional facilities, plumbing also includes the fixtures within restroom and shower facilities, and this system can be downgraded one level based upon the age and condition of piping and fixtures in these areas.

Q8. What do you mean by Conveyance Systems?

A8. Conveying includes all elevators and escalators, and cranes and hoists that are permanent parts of the Asset. Due to safety considerations, conveying systems typically must be certified annually.

If the conveying within the Asset is operating the assessors should assume it is certified, and therefore at a minimum should receive no less than a 3 rating. Conveying systems in abandoned buildings likely are not certified, and should receive no higher than a 3 rating.

Age of conveying systems is a factor, and systems should be downgraded by one level if they are more than 30 years old.

Q9. What Is Program Support Equipment?

Program Support Equipment includes plant and machinery **solely** required to support operations or research within the Asset e.g. commercial/industrial catering equipment, commercial washers and dryers, free standing non ducted fume cupboards. Catering Equipment does not include typical domestic catering equipment.

MODULE B

HELPDESK

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

CONTRACT NUMBER:
707404450

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B1 General

B1.1 The *Contractor* shall provide, operate, and maintain a Hard Facilities Maintenance (HFM) Helpdesk that is linked to its CAFM system and:

B1.1.1 Provides the first point of contact for HFM Service Requests.

B1.1.2 Provides a Helpdesk to respond to HFM Service Requests, for the purpose of emergency fault reporting, twenty-four (24) hours per day, three hundred and sixty-five (365) days a year.

B1.1.3 Provide a Helpdesk for all other HFM Service Requests related to non-emergency fault reporting, complaint and advice related Service Requests during Working Hours.

B1.1.4 Provide the function of collating and prioritising work, such that tasks are not double booked and minor works are taken in accordance with *Client* defined priorities.

B1.1.5 Accept Service Requests raised by various forms of media including but not restricted to telecommunications and email. A Voice over Internet Protocol (VoIP) option is to be made available for nil cost calls across all sites.

B1.1.6 Accept, log and forward occasional, ad-hoc communications for Services out of scope of this Contract to points of contact as notified by the *Client*.

B1.1.7 Keep records of all Helpdesk actions, activities and non-conformities including failures to meet Helpdesk performance and Contract requirements. Where a *Contractor* Non-performance is discovered, it is to be reported to the *Client*.

B1.1.8 Provide the *Client* with access to all Helpdesk records as required.

B1.1.9 Manage information in accordance with the Government Data Protection Regulations (GDPR).

B1.1.10 Ensure all contact received and subsequent actions are recorded on the CAFM system and shall retain such records for ten (10) years after the communication date.

B1.1.11 Maintain emergency contact information.

B1.1.12 Ensure all Helpdesk personnel are to be competent in both written and spoken English.

B2 Service Requests

B2.1 The *Contractor* shall:

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B2.1.1 Apply the Response Time categories in Module F – Maintenance Services.

B2.1.2 Ensure that all Service Requests are allocated a unique reference number on receipt.

B2.1.3 Ensure all collated Service Requests for the same fault are distributed appropriately under the same unique reference number.

B2.1.4 Ensure the *Client's* FM Team is notified of new tickets and status details.

B2.1.5 Record as a minimum the following details on receipt of the Service Request:

B2.1.5.1 Name of requester, contact details, location, nature of request / fault.

B2.1.5.2 The contractual response time.

B2.1.5.3 Date and time of Service Request.

B2.1.5.4 Action taken.

B2.1.6 Provide the FM Team, and person who raised the Service Request an acknowledgement on receipt, including the unique reference number, and inform them of the action to be taken. The Helpdesk shall provide the FM Team and the requestor with an update regarding status / completion of the call when requested.

B2.1.7 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 Requestor notified.

B2.2 Ensure that the status of a Service Request can be provided when requested to do so by the *Client* within one (1) hour.

B2.3 The *Contractor* shall ensure that all Service Requests remain open until:

B2.3.1 The Service Request has been addressed or rectified in accordance with the Contract.

B2.3.2 The Service Request completion information is received by the Helpdesk.

B2.3.3 The CAFM system has been updated.

B2.4 The *Contractor* shall not close a Service Request if:

B2.4.1 Materials are not available

B2.4.2 The correct tradesperson is not available.

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B2.5 The *Contractor* shall ensure that Service Requests relating to previously closed Service Requests for the same item can be linked to assist with identifying repeat failures and / or repeat accidental or deliberate damage or where planned preventative maintenance is required to prevent or reduce failures.

B3 Decision Tree

B3.1 The *Contractor* shall determine the nature of the Service Request, the priority and the appropriate course of action for resolution through the use of Helpdesk Decision Tree question set which is to be agreed by the *Client* prior to ISD.

B3.2 The *Contractor* shall amend the Decision Tree question sets in accordance with the Change Process for agreement by the *Client*.

B4 Access

B4.1 The *Contractor* shall make its own arrangements for access to an Asset or part of an Asset, where it has unrestricted access.

B4.2 The *Contractor* shall make arrangements with the Asset user / custodian and if necessary, make an appointment, where access to an Asset is restricted. Appointments shall be defined as either in the morning or afternoon period as agreed with the user / custodian.

B4.3 The *Contractor* shall make and attend up to three appointments for each task. If the user / custodian fails to allow access during these appointments the *Client* and Requestor shall be informed to make access arrangements and inform the *Contractor* of a suitable time.

B4.4 The *Contractor* shall record any missed appointments on the CAFM system.

B4.5 The Asset user / custodian shall be given a minimum of one working days' notice of any changes to appointments such as postponement or cancellation and arrangements made for a revised booking.

B4.6 The Asset user / custodian shall be given a minimum of seven working days' notice for any cancellations / amendments affecting critical assets.

B5 Complaints

B5.1 The *Contractor* shall operate a Complaints management system in accordance with the *Contractors* Quality Management System (QMS). When *Client's* staff or End Users state that they are making a Complaint, the *Contractor* shall record it as a Complaint on the system.

B5.2 The *Contractor* shall elevate all Complaints that are not resolved within one calendar week to the *Client's* representative and *Contractor's* representative for resolution. Should the issue again remain unresolved after a further three calendar weeks, it shall be passed to the *Client* and appropriate *Contractor's* representative for full and final

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resolution. Upon resolution the Helpdesk shall notify the originator prior to closing out the action.

B5.3 The Complaints recording system shall be capable of receiving and recording Complaints. The contact details for complaints shall be the same contact details as the Helpdesk.

B5.4 The methodology for recording, processing, resolution and close out of all Complaints shall be dealt with in accordance with the *Contractor's* QMS. Where Complaints are found to have arisen from *Contractor* Non-Performance, they shall be reported to the *Client*.

B5.5 If the Complaint lodged lacks the detail required, the *Contractor* shall contact the complainant and obtain the information required. Complaints shall not be discounted unless agreed by the *Client*.

B5.6 The *Contractor* shall implement changes to the QMS arising as a result of Complaints no later than three (3) months after the resolution of the Complaint is agreed.

B6 Complaint Records

B6.1 When recording Complaints, the *Contractor* shall gather the following information as a minimum:

B6.1.1 Name and contact details of complainant.

B6.1.2 Description of the Complaint.

B6.1.3 Date of Complaint.

B6.1.4 Preferred outcome for the complainant

B6.1.5 Actual outcome of the Complaint.

B6.1.6 Category: Quality / timeliness / cost of service delivery.

B6.1.7 Location: Establishment / Level 2 Asset / room.

B6.1.8 Type of service such as Helpdesk, grounds maintenance, statutory and mandatory tasks, reactive maintenance, planned maintenance or billable works.

B6.1.9 Date of Service delivery relating to the Complaint.

B6.1.10 Discipline: B&CE / M&E / Other

B6.1.11 The number and details of Helpdesk records relating to the Complaint made prior to the Complaint.

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B7 Complaint Reports

B7.1 The *Contractor* shall provide a monthly report including the following as a minimum:

B7.1.1 Number of Complaints received by Establishment.

B7.1.2 Historic analysis by category, discipline, and type of service by Establishment.

B7.1.3 Number and list of unresolved Complaints by Establishment.

B7.1.4 Number of Complaints not closed within the defined periods and elevated with reasoning for escalation outlined.

B8 Staff

B8.1 The *Contractor* shall ensure all Helpdesk personnel are to be competent in both written and spoken English.

B8.2 The *Contractor* shall provide all staff appointed to operate the Helpdesk with documented training prior to ISD or thereafter within one (1) month of recruitment, including, but not limited to:

B8.2.1 Training on the CAFM system package.

B8.2.2 Customer Service Skills.

B8.2.3 Service Request management.

B8.2.4 Listening skills.

B8.2.5 Escalation procedures.

B8.2.6 Emergency procedures.

B8.2.7 Training in respect of the Affected Property.

B8.2.8 Training on Assets under warranty.

B8.2.9 Training on pollution incidents.

B8.2.10 *Contractor* staff shall not be deployed on the Helpdesk until fully trained.

MODULE C

INFORMATION SYSTEMS & DATA MANAGEMENT

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

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C1 Computer Aided Facilities Management (CAFM)

C1.1 The *Client* requires the *Contractor* to use a Computer Aided Facilities Management (CAFM) system for the management of the Hard Facilities Management (HFM) requirements. The *Client* uses a specific, adapted SFG20 schedule called MoD SFG20 that includes MoD statutory and country specific requirements and is accessible through normal SFG20 interface. The *Contractor* shall provide the system and software required to deliver the Services for the *Client*. The *Client* will require the CAFM provision to interface with the *Client's* IT network and therefore the CAFM system must have an interface capability and the *Contractor* shall be responsible for the provision of this interface once acquired.¹

C1.2 The *Contractor* shall be responsible for the provision of all *Client* licenses to the *Client's* HFM Representatives on each site to the CAFM system. Costs for this provision should be included within the *Contractor* costs within the Charges.

C1.3 The *Contractor* shall be responsible for ensuring the CAFM system:

C1.3.1 Has the capability to ensure that all managerial quality monitoring, complaints, planned and reactive activities are managed, executed and monitored through the CAFM system.

C1.3.2 Enables the *Client* full access to the live CAFM system data at all times and be responsible for ensuring that the data can be accessed electronically via the *Client's* internal network i.e. a web based application which can be accessed via a web browser.

C1.3.3 Has the capability to enable live reporting on levels of statutory compliance across all in-scope Services and *Client* Premises.

C1.3.4 Includes the use of an application programming interface or export function for the systems data at all times to the *Client*.

C1.3.5 Has the capability to enable all feedback information associated with its activities and information relating to the completion of Service requests to be promptly and accurately entered into the CAFM system.

C1.3.6 Has the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM system to the mutual benefit of both itself and the *Client* are provided. This shall include:

C1.3.6.1 The adoption of point cloud survey information;

C1.3.6.2 Building information models;

C1.3.6.3 Photogrammetry; and

¹ There is no requirement for the CAFM system to run on Buyer classified IT systems (i.e. MODNET) but unfettered access must be provided, either through the provision of Supplier provided terminals or, preferably, through a web-hosted portal which meets MODNET certificate standards.

C1.3.6.4 Telemetry.

C1.3.7 That all response and rectification periods required by the *Client* are maintained within the CAFM system and the CAFM system has the capability to produce automated alerts as reactive or planned works that are about to breach their KPI agreement.

C1.3.8 Has the capability to link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion.

C1.3.9 Codifies and records all parent and child relationships within any data or information exchange from the CAFM system(s).

C1.4 The CAFM system shall have the capability to:

C1.4.1 Record and report by each *Client* Premises or location;

C1.4.2 Review work assignment to *Contractor* Staff and Sub-contractors;

C1.4.3 Record and track the history of reactive work on all Assets as required by the *Client* and track progress on logged activities, issue status updates and the provision of on-screen alerts;

C1.4.4 Provide automated email notifications of work requests;

C1.4.5 Provide automatic status updates to the *Client's* Representatives;

C1.4.6 Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all *Client* Premises (e.g. compliance dashboard);

C1.4.7 Provide search and visibility of calls and activities logged directly by *Client* Staff via an interface or other electronic means;

C1.4.8 Provide automatic associated hazard warnings, for example asbestos alerts;

C1.4.9 Allocate and schedule appointment dates and times with the occupants of residential housing and *Client's* representatives within *Client* Premises for audits and inspections;

C1.4.10 Provide online portal systems to facilitate automated online booking systems to enable the *Client's* representatives to schedule attendance for work related activities directly online;

C1.4.11 Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;

C1.4.12 Provide clear and proactive management of Key Performance Indicator (KPI) agreements;

C1.4.13 Provide accurate reporting Management Information and KPI performance data to meet the requirements of the *Client* and Authority, with KPIs able to be reported on down to level 4 and by site;

C1.4.14 Log Service requests via intranet and internet;

C1.4.15 Automatically prioritise work and job escalation when appropriate using priorities proposed by the *Client* and agreed / standardized by the *Contractor*;

C1.4.16 Individually reference all Assets and have the capability to identify Assets in four hierarchical structures to include service type, geographical location, NRM3 and Uniclass 2015;

C1.4.17 Having the flexibility to allow these four (4) hierarchies to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of Services within any *Client* Premises;

C1.4.18 Identify all Assets which are scheduled for maintenance or require attention due to malfunction on job sheets, using digital formats / forms wherever possible, with respect to type and accurate location;

C1.4.19 Ensure that all Planned Preventative Maintenance and reactive maintenance activities are managed, executed and monitored through the CAFM system;

C1.4.20 Capture all greenhouse gas emission, carbon net zero related data and all other harmful emissions as it applies to the *Client's* Assets and systems in accordance with Module I.

C1.4.21 Record data which shall be aligned with the *Clients* Asset information requirements. This will be aligned with the service level and duties required under an SFG20 regime; and

C1.4.22 Produce and maintain a Contract fixed Asset register. This shall be compiled from Condition Surveys, location surveys, schematic drawings, operating and maintenance manuals and all Asset register details entered into the CAFM system at the *Client* Premises.

C1.5 The *Contractor* shall work with the *Client* to limit the requirement for further survey and Asset Verification in the event of the coming to an end of their Contract. All data captured in CAFM systems remain the property of MOD at the contract end or any hand over.

C1.6 The *Contractor* shall create a measure within the CAFM system which allows the suspension of any reactive activity which results in a repair which cannot be completed due to lead times of Replacement Equipment or the need for the *Client's* sanction of costs (e.g.

automated delay request and authorization process). The *Contractor* shall agree in advance with the *Client* the exact criteria for suspension.

C1.7 At the end of the Contract, the *Contractor* shall be responsible for ensuring that all information is quality checked to ensure full compliance with the Standards of a Construction Operations Building information Exchange (CoBIE). Information shall be codified in line with MoD SFG20, Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy.

C1.8 The *Contractor* shall ensure that the Asset tracking functionality shall operate in line with the Asset information requirements of the *Client* and have the capability to:

C1.8.1 Provide various forms of information relating to Assets including location, warranty, parts, manufacture, costs, model/serial number and maintenance records;

C1.8.2 Construction Operation Building information Exchange (COBie) sheets.

C1.8.3 Building information Models for New Build and Retrofit projects. This should include access to BIM object library where available;

C1.8.4 Provide logical grouping of Assets for easy storage, retrieval and viewing codified in line with SFG20 MoD, NRM3 and Uniclass 2015;

C1.8.5 Provide the ability to record planned and reactive maintenance information to enable full visibility of an Asset's service history;

C1.8.6 Ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;

C1.8.7 Identify movement and tracking of Assets within existing or external systems;

C1.8.8 Associate Assets to the *Client's* staff departments or locations;

C1.8.9 Provide an export capability of Asset data to third party applications using industry standard tools, for example an application programming interface (API) or through export to a suitable interoperable file format aligned to the information structure of COBie and the classification Standards of SFG20 MoD, NRM3 and Uniclass 2015;

C1.8.10 Provide full Asset reporting for distribution to interested parties defined by the *Client*;

C1.8.11 Utilise the NRM3 standard to classify the information;

C1.8.12 Provide a dynamic link to property related Planned Preventative Maintenance activities;

C1.8.13 Provide storage and maintenance of hazardous related data, for example asbestos;

C1.8.14 Track the condition of the *Client* Premises including structure, fabric and mechanical elements;

C1.8.15 Monitor building lifecycle costs and energy efficiency;

C1.8.16 Provide status reports and updates on the level of statutory compliance at the *Client* Premises; and

C1.8.17 Provide a repository for all *Client* documents to include but not be limited to CAD drawings, schematic drawings, photographs, BIM drawings, statutory certificates in various formats to include 2D, 3D and scanned documents.

C1.8.18 Provide a Master Index of all Facility Management records including documents, drawings and records for every asset, building, system or service on all areas covered by the Contract.

C1.9 The **cost control** functionality shall have the capability to:

C1.9.1 Track costs through multi-level hierarchy of budgets, contracts and projects;

C1.9.2 Provide transparency of full facilities spend and generation of single or multi-line purchase orders;

C1.9.3 Provide details of spend for planned and reactive maintenance expenditure against specific Asset types and systems;

C1.9.4 Capture all costs including direct labour, Sub-contractor labour, Replacement Equipment, materials and consumable costs associated with Planned Preventative Maintenance and reactive maintenance Services;

C1.9.5 Provide a benchmark of costs at full service delivery;

C1.9.6 Provide purchase Order receipt acknowledgement;

C1.9.7 Navigate, search and view all budget information;

C1.9.8 Provide projects functionality which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates and stakeholders;

C1.9.9 Provide costs for all Billable Works, to include Call-Off unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the *Client* in the Call-Off Procedure;

C1.9.10 Easily distribute information to stakeholders through approved routes in a format that is accessible to the *Client*;

C1.9.11 Ensure Financial Reports are available for ad-hoc reporting or scheduled generation basis;

C1.9.12 Navigate data tree to ensure simple management and retrieval of all facilities information; and

C1.9.13 Manage health and safety equipment and Service requests.

C1.10 The **property management** functionality shall have the capability to:

C1.10.1 Use industry standard BIM tools to detail, plan and manage space allocation;

C1.10.2 Utilise industry standard classification SFG20, Uniclass 2015 and NRM3 to map spaces, Assets and assign attributes; in line with the COBie structure; and

C1.10.3 Ensure easy movement and tracking of Assets within the CAFM system.

C1.10.4 Store all *Client* Premises related documents including contracts and lease agreements;

C1.10.5 Store all *Client* Premises related documentation as required for inclusion within the *Client* Premises logbook, to include but not be limited to:

C1.10.5.1 Health and safety documentation;

C1.10.5.2 Written schemes of examination;

C1.10.5.3 Written schemes of control;

C1.10.5.4 Fire risk assessments;

C1.10.5.5 Electrical testing data;

C1.10.5.6 Asset data / registers;

C1.10.5.7 Asset condition data;

C1.10.5.8 Planned Preventative Maintenance schedules;

C1.10.5.9 Asbestos management plans;

C1.10.5.10 COSHH risk assessments;

C1.10.5.11 Legionella Management Plans;

C1.10.5.12 Energy performance / utility usage data;

C1.10.5.13 Audit reports;

C1.10.5.14 Asset data;

- C1.10.5.15 Insurance inspection records;
- C1.10.5.16 Water risk assessments;
- C1.10.5.17 Emergency isolation and utility metering data;
- C1.10.5.18 Security assignment instructions;
- C1.10.5.19 Business continuity and disaster recovery data; and
- C1.10.5.20 Emergency out-of-hours contact details.

C1.10.6 Securely store, in accordance with JSP 440, all details of the *Client's* residential properties including photographs, CAD plans, floor plans, external grounds drawings; resident facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents;

C1.10.7 Navigate the storage of *Client* Premises contact information; and

C1.10.8 Generate property management reports.

C1.11 The **report** functionality shall have the capability to:

- C1.11.1 Report on helpdesk performance management;
- C1.11.2 Report on levels of statutory compliance;
- C1.11.3 Automatically generate reports;
- C1.11.4 Provide direct email distribution to stakeholders;
- C1.11.5 Produce specific corporate reporting requirements;
- C1.11.6 Analyse data to show performance, cost changes, comparative trends etc.
- C1.11.7 Provide extensive reports as standard;
- C1.11.8 Provide measured performance benchmarking against; and
- C1.11.9 Provide cost control, monitoring and any other capability the *Client* recommends for delivery of the contract.

C1.12 The *Contractor* shall ensure that in line with best practice, the CAFM system has its own business continuity and disaster recovery plan in place to enable continuity of service without degradation.

C1.13 At the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract and for any reason, ownership of the *Client's* data contained within the CAFM system shall remain with the *Client*.

C1.14 *Contractor* controlled and owned CAFM system to be adopted. Include details or requirement and why including ability to interact with SFG20 for access to MIRS SFG20

C2 Asset Management

C2.1 The *Client* is in the process of developing its capability to better understand, decide, inform and advise through the adoption and development of an asset management capability in line with Good Industry Practice.

C2.2 The *Contractor* will be the primary route to capture the data to allow the *Client* to develop their asset management maturity. It is the intention under this Contract that the *Contractor* will fully populate and maintain the asset data required for the *Client* to fulfil their asset management role. The *Contractor* shall be required to work with the *Client* to fully populate and maintain these asset data requirements and bring sector innovation to the Contract on methods of capture, maintenance of data and providing operational insights. It is the intention of the *Client* to develop an in-house asset management and data storage systems accessible by the *Contractor*.

C2.3 At the end of the Contract, the *Contractor* shall warrant the accuracy of the Level 1 Asset, Level 2 Asset, Level 3 Element and Level 4 Sub-element data hosted within the IMS system (or data transfer as agreed). Any claims arising from inaccuracy will be the liability of the *Contractor* – all claims will be made within one year of the determination of the Contract. The additional year is to give sufficient time for the follow on *Contractor* to undertake a review, identify inaccuracies and for a joint validation exercise to be completed to reach the final position and agree the claim figure.

C2.4 The *Contractor* shall provide comprehensive support to the *Client* in the identification, capture and curation of data and documentation in support of the Asset Management Discipline in accordance with this Schedule.

C2.5 The *Contractor* shall adequately resource the Asset Management Discipline to bring industry sector best practice and innovation opportunities (in accordance with Call-Off Schedule 3- Continuous Improvement) to the attention of the *Client*, specifically through:

C2.5.1 Digital capture of data through existing FM services to increase understanding of Cost, Performance and Risk.

C2.5.2 Digital capture to common standards of existing estate records to enable full collation of estate intelligence within the *Client's* systems over the contract term.

C2.5.3 Use of prototyping, case studies and collaboration to demonstrate the value of potential innovations to influence the future Billable works programme.

- C2.6 The *Contractor* shall engage with the *Client* to develop and mature the Asset Information Model.
- C2.7 The *Contractor* shall capture, update, maintain and populate onto MOD systems, the data and information to support the effective asset management of the Defence estate in line with good industry practice (ISO55000)
- C2.8 The *Contractor* will be required to work with the *Client* to both structure the asset data in line with the asset hierarchy, but also to work with the Asset management discipline to evolve the data hierarchy in line with good industry practice. The evolution of the data hierarchy will likely see it converging and aligning with industry standards. These standards will include but not be limited to UNICLASS, SFG20, COBie and NRM.
- C2.9 The *Contractor* will ensure compliance with this direction for the full scope of services under this contract.
- C2.10 The *Contractor* shall work with the *Client* to automate the transfer asset data and information between *Contractor* and *Client* systems.
- C2.11 The *Contractor* shall work with the *Client* to create a Data Quality Development Plan (DQDP) including the setting of data quality targets. The DQDP will focus on addressing the completeness, accuracy, validity and timeliness of infrastructure asset data from level 0 down to level 4. The DQDP shall be aligned with the Provider's intervention schedules and plans such that asset data is captured, updated or validated at the time of intervention so that over the first few years of the contract the asset data quality will be improved without the requirement for a special data capture programme or visits. Data shall also be captured, updated or validated on any reactive interventions or work orders associated with faults or defects. Data shall be captured at the level 4 maintainable unit / asset level for all planned, reactive and Billable Work interventions even when the work order is raised at a higher level.
- C2.12 The *Contractor* shall generate and maintain a Digital Service Register, to cover all Establishments within the *Contractor's* region, which is a rolling ten (10) year forward programme of Service and maintenance requirements proposed by the *Contractor* and agreed with the *Client*.
- C2.13 The *Contractor* will adapt current annual processes in line with the maturing of the Asset Management Function to become an iterative planning and prioritisation capability in line with *Client's* strategy
- C2.14 The *Contractor* shall maintain the condition assessment data provided by the *Client* and update the information held on the CAFM system whenever there is any work or other change, such as deterioration or damage or Billable Works, to the Level 2 Asset, Level 3 Element or Level 4 Sub-element that is deemed to affect the condition assessment.
- C2.15 The *Contractor* shall capture the information from each assessment on the CAFM system and have this data made available to the *Client*.

C2.16 The *Contractor* shall work with the *Client* to prioritise the standardisation of historic and future digital inspection reports for transfer to a system as directed by the *Client*.

C3 Stores Management

C3.1 The *Contractor* Shall provide a stores management plan, hosted on the *Contractor's* CAFM system, capable of accounting for stocks, tracking stores requisitions from order to delivery and should be capable of monitoring issue against unique Works Services.

C3.2 The *Contractor* is to maintain adequate in-theatre stock levels of routine or frequently used items to facilitate effective operation. Within four weeks of operation the *Contractor* should establish a minimum stock level for each item in order that a re-order level can be triggered.

C3.3 The *Contractor* shall be required to purchase, from the outgoing *Contractor*, all items of residual stock to provide an initial working stock of spares, materials and consumables for the execution of this Contract. Thereafter, the *Contractor* shall then be responsible for maintaining an adequate and sufficient stock of spares, materials and consumables to meet the requirements and priorities set out in the Contract.

C3.4 After completion of an Asset Condition Survey, the *Contractor* is to propose a Critical Stores List to the *Client*. Agreed Critical Stores will be purchased by the *Client* and maintained by the *Contractor* in accordance with the stores management plan.

C3.5 The *Contractor* shall hold adequate stocks of spares for critical assets to maintain normal service operation. All critical stock levels shall be visible to the *Client* on the CAFM System.

MODULE D

MOBILISATION & DEMOBILISATION

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

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V1.0	15 Mar 24	Document at distribution of Contract	15 Mar 24
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D1	General	1
D2	Mobilisation Period	1
D3	Initial Service Delivery	4
D4	Transition Period	5
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D1 General

D1.1 The *Contractor* shall at Contract Award appoint a Manager for the Mobilisation Period; they shall be competent, suitably qualified and of sufficient seniority to have responsibility for the coordination and control of all Mobilisation issues.

D1.2 The *Contractor* shall assume responsibility for the delivery of the services from the outgoing *Contractor* in a carefully planned and orderly manner so that there is minimal disruption to delivery services, end users and other stakeholders within the specified timescales.

D2 Mobilisation Period

D2.1 The Mobilisation Period commences at Contract Award and ends at the Initial Service Delivery (ISD) date.

D2.2 **Mobilisation and Transition Planning.** The *Contractor* shall develop a Mobilisation Strategy to be presented to the *Client* as part of the Tender. The Mobilisation Strategy is to present a comprehensive, logical, coherent, resourced and achievable process to govern *Contractor* Mobilisation, Transition and Evaluation, from Contract Award to the end of Contract Quarter 1.

D2.3 The Mobilisation Strategy and Contractors Plan (as outlined in Booklet 3, Module K) are to be developed into a detailed Submission for review and agreement by the *Client* one (1) month after Contract Award, to facilitate delivery of the services in accordance with the timescale specified.

D2.4 The *Contractor* shall provide a Mobilisation Programme showing how they intend to organise their arrangements and ensure the smooth transition of service. This should include (as a minimum) bar charts or Gantt Chart depicting the critical activities such as staffing the Contract Team, interface with the *Client's* representatives, security clearance applications, CAFM mobilisation, asset handover and condition survey, production of Planned Preventative Maintenance charts and management information reports together with the timescales for completion.

D2.5 The *Contractor* shall facilitate a seamless transition into service ensuring capability is maintained. The *Contractor* shall cooperate closely with the outgoing *Contractor(s)* during the Mobilisation Period so that the *Contractor* can transfer all services, records and sub-contractors required to take over the delivery of the services. The *Contractor* may employ staff who may be eligible for staff transfer.

D2.6 A Transition Management Plan (TMP) is to be produced and agreed by the *Client* no later than Contract Award plus 3 months. The TMP will be used as a handrail for service implementation covering but not limited to the following key areas:

D2.6.1 Transition options and dependencies;

D2.6.2 Health and Safety compliance (appointments of appointed/ authorised personnel);

D2.6.3 Assets (location, examination, inspection, and handover including issue, risk, and safety considerations);

D2.6.4 Human resource (ARD/TUPE considerations, geographical locations, scheduling and recourse management, authorised / appointed personnel);

D2.6.5 Information and data transfer (CAFM system, security, data migration and testing) prior to ISD);

D2.6.6 Infrastructure and property;

D2.6.7 Logistics/ maintenance (supply chain management, resource scheduling);

D2.6.8 Training procedures (recorded, assured and auditable training processes);

D2.6.9 Transition schedule and burn down/ critical path (Compliance Demonstration Plan);

D2.6.10 Compliance acceptance and handover (process for formal acceptance and presenting the data to the *Client* during the Evaluation Period).

D2.7 **Human Resources.** To ensure a smooth transition, the *Contractor* shall provide an experienced team throughout the Mobilisation, Transition and Evaluation Periods. As a minimum, the team should comprise of the following staff from the tender bid team:

D2.7.1 One Senior Lead Manager;

D2.7.2 One Technical Manager, and;

D2.7.3 One Cost Manager.

D2.8 The *Contractor* shall outline the process for any ARD/TUPE consultations, ensuring sufficient time is considered for re-issue of passes, security clearances and training as part of the Mobilisation Plan, ensuring no reduction in service is encountered at ISD.

D2.9 The *Contractor* shall ensure that relevant security clearances and site access are applied for immediately following Contract Award to prevent any delays in mobilisation.

D2.10 The *Contractor* is to engage with the *Client* relating to the UK CONDO¹ mobilisation process to ensure that correct lead times for required documentation and passes are adhered to. It remains the responsibility of the *Contractor* to ensure sufficient notice periods are provided to facilitate this process.

¹ Contractors on Deployed Operations.

D2.11 Data migration and handover. The *Contractor* shall provide the *Client* with a data migration plan demonstrating a clear understanding of what historical information is required from legacy systems, in which format and when. The data is to be migrated pre-*ISD*. The *Contractor* shall validate and cleanse data prior to migration to ensure integrity, security classification, migration resource, and *SQEP* are available to deliver the transition tasks.

D2.12 As part of the *CAFM* system the *Contractor* shall ensure that the system is fully operational no later than *ISD*. Mobilisation will therefore include, but not be limited to, the following:

D2.12.1 Successful demonstration of the system (including security) as part of the mobilisation process;

D2.12.2 Successful test under load once data transfer and migration has taken place;

D2.12.3 Training that is specific to role and remains auditable by the *Client*;

D2.12.4 Integration of *MoD SFG 20* with all Estate Assets (to Level 2+);

D2.12.5 Recording and reporting of *KPIs* as per the performance management stipulations.

D2.12.6 *Client* acceptance testing prior to *ISD* to confirm operational readiness.

D2.13 The *Contractor* shall provide a resourced plan that ensures that the *Client's* service does not diminish during the transition period at the start of the Contract.

D2.14 Transfer of Authority. The *Contractor* shall agree with the outgoing *Contractor(s)* a date and time on which the responsibility for provision of the services will transfer at each Establishment, no later than *ISD*.

D2.15 The *Contractor* acknowledges that for three (3) months, commencing at *ISD*, the outgoing *Contractor(s)* shall be engaged in the demobilisation and removal of any plant, materials and equipment owned by the outgoing *Contractor(s)*. This together with any necessary arrangement for relocation of management and staff not subject to transfer to the *Contractor*.

D2.16 The *Contractor* shall present a draft copy of their Compliance Demonstration Plan, outlining their proposals for the delivery of evidence, required by the *Client* relating to the statement of requirement and detail contained within Module E.

D2.17 The *Contractor* shall develop its systems and processes sufficient to take full responsibility for the principal aspects of delivery of the services for all the assets at *ISD*.

Assurance will be completed by the *Client* through an Operational Readiness Review (ORR) in accordance with the Critical Activities specified and agreed.

D2.18 The systems and processes referred to in paragraph D2.17 shall include, as a minimum:

D2.18.1 Suitably developed Quality, Safety and Environmental Management Systems;

D2.18.2 Suitably developed, tested and functional CAFM system;

D2.18.3 Suitably developed and operational Help Desk;

D2.18.4 Suitably validated Establishment Asset Registers to 95% accuracy, within the Mobilisation Period.

D2.18.5 Suitably established, trained, qualified and competent workforce capable of delivering all aspects of the Contract.

D2.19 The *Contractor* shall have systems and processes in place sufficient to take full responsibility for:

D2.19.1 Service Failures;

D2.19.2 Compensation Events;

D2.19.3 Early Warnings, Issues, Risk and Opportunities Registers.

D3 Initial Service Delivery

D3.1 ISD is defined as the date three (3) months in advance of Full-Service Commencement (FSC).

D3.2 **Criteria.** By ISD the following conditions will have been met:

D3.2.1 The *Contractor* will have mobilised a sufficient number of Suitably Qualified and Experienced Personnel (SQEP) and supply chain organisations to be able to take full responsibility for the principal aspects of the service delivery below. The outgoing *Contractor* will commence demobilisation at ISD.

D3.2.2 The *Contractor* must be able to manage and maintain critical assets and emergency response timelines to achieve 100% KPIs in these areas.

D3.2.3 The *Contractor* will be able to implement the MoD Safety Health and Environment Rules and procedures including, as a minimum, AEs and APs in accordance with Module E, thus meeting 100% of the KPIs in these areas.

D3.2.4 The *Contractor* will have completed a full Asset Condition Survey (See Module A) and presented the report, along with recommendations for Tiering of Assets to the *Client* for agreement.

D3.2.5 The *Contractor* will be able to demonstrate CAFM functionality for critical assets and performance management record keeping (KPIs).

D3.2.6 The *Contractor* will have commenced ARD/TUPE process for staff transfers as applicable.

D3.2.7 The *Contractor's* Mobilisation Team will be in theatre managing mobilisation.

D3.3 **Performance measurement.** KPI recording and assessment will commence from ISD, the *Contractor* shall be provided with a bedding-in period of three months, during which time all KPIs shall be required to comply with the reporting requirements from ISD. This will allow trend analysis to commence from ISD whilst providing the *Contractor* time to refine the data collection processes.

D4 Transition Period

D4.1 The Transition Period commences at ISD and ends at FSC.

D4.2 The *Contractor* shall appoint a transition manager to oversee the delivery of the mobilisation and transition period up to ISD.

D4.3 The *Contractor* is to carry out all necessary work to achieve the conditions of FSC by the date stipulated.

D4.4 **Early Warning.** The *Contractor* is to notify the *Client* within one (1) day of any risk assessed as likely to:

D4.4.1 Delay achievement of FSC as detailed below;

D4.4.2 Result in loss of a critical asset or ability to respond to critical assets;

D4.4.3 Failure to resource or accredit SQEP for critical asset maintenance or SSoW;

D4.4.4 Any loss of service in transition.

D5 Full-Service Commencement

D5.1 FSC is to be self-certified by the *Contractor* to the *Client* no later than the date stipulated in the Contract Terms and Conditions (see Booklet 2).

D5.2 **Criteria.** By FSC the following conditions will be met:

D5.2.1 The *Contractor* will have full responsibility for Service Delivery at all Sites. The outgoing *Contractor* will be engaged in demobilisation activity only.

D5.2.2 The *Contractor's* Authorised Engineer will have visited all sites and delegated Appointed Persons as required by Module E.

D5.2.3 The *Contractor* will have completed the transfer of any staff and supply chain from the outgoing *Contractor*.

D5.2.4 The *Contractor* will have transferred all normal and critical stores from the outgoing *Contractor*.

D5.2.5 The *Contractor* will have UKSV security clearances (as required) for all UK national employees and base access passes (as required) for all *Contractor* and sub-contractor employees and staff.

D5.2.6 The *Contractor* will have completed all UK CONDO mobilisation requirements.

D5.2.7 The *Contractor* will have presented, and the *Client* will have agreed, a critical asset register and subsequent critical stores list.

D5.2.8 The CAFM system is to be fully operational with *Client* access as required in Module C. Assets are to be register to Level 3+.

D5.3 The *Contractor* will present retrospective quarterly (Q0) KPI reports (see Module G) for the Transition Period and will attend a Quarterly Review Meeting as arranged by the *Client's* representative (in accordance with the Performance Management Plan and reporting requirements).

D5.4 To ensure a focus on critical assets, retrospective KPIs for performance against items not listed in D3.2 will not be subject to Performance Credits (Booklet 2, Annex D under the Performance Management Regime) for Q0.

D6 Evaluation Period

D6.1 The Evaluation Period will commence at FSC and end three (3) months after FSC.

D6.2 At the end of the Evaluation Period, the *Contractor* will present retrospective quarterly (Q1) KPI reports (see Module G), and will attend a Quarterly Review Meeting as arranged by the *Client's* representative (in accordance with the Performance Management Plan and reporting requirements).

D6.3 The *Contractor* will be evaluated for acceptance against the endorsed requirements contained in the performance management standard. However, these KPIs are presented by the *Contractor* so Evaluation will include assessment of the validity and integrity of CAFM data. Consequently, evaluation effort will primarily be focused on service delivery aspects and the CAFM functionality and the reportable KPI's which underpins this.

D6.4 To sustain a focus on critical assets, the following concessions to KPIs may be accepted, covering the full quarter of the Evaluation Period:

D6.4.1	Tier 1 KPIs (Critical Assets, Critical Stores and SSoW)	-	100%
D6.4.2	Tier 2 KPIs (Domestic Assets)	-	85%
D6.4.3	Tier 3 KPIs (Non-essential Assets)	-	70%

D6.5 Performance Credits will be applied on the *Contractor* if the KPIs in D6.4 are not met during the totality of the Evaluation period. Any KPIs which do not achieve 95% success over the Evaluation Period are to be presented with an Action Plan for improvement in Q2.

D6.6 Full performance management regime will be in effect from Q2.

D7 Learning and Continuous Improvement

D7.1 After the Evaluation Period, the *Contractor* will participate with the *Client* in a Learning from Experience workshop, focussed on the Mobilisation and Transition periods. The purpose of the workshop will be for the *Contractor* and the *Client* to jointly identify any issues and lessons from the Mobilisation and Transition process to identify areas for improvement that would benefit later project phases or subsequent *Client* projects.

D7.2 The *Contractor* is encouraged, at any time, to make suggestions to the *Client* that constitute continuous improvement on the part of either the *Client* or *Contractor*, or bilaterally for the benefit of both organisations.

D8 Demobilisation

D8.1 All Asset data and maintenance records remain the property of the UK Ministry of Defence. The *Contractor* is to ensure that all data and records included CAFM archives are available for hand over to the *Client* in an accessible, readable, and transferable format, to be specified by the *Client*.

D8.2 The *Contractor* shall provide an Exit Management Plan to the *Client* by FSC plus twelve (12) months. The Exit Management Plan shall detail an efficient and effective hand-over of the capability back to the *Client* or future *Contractor*, including milestones detailing a progressive hand-over of capability. The Exit Management Plan should be reviewed and updated annually.

MODULE E

STATUTORY & MANDATORY OBLIGATIONS

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

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E1 General

E1.1 The *Contractor* is to comply with United Kingdom (UK) legislation in terms of both Health and Safety (H&S) and maintenance of the estate. The *Contractor* is to communicate any shortfalls in UK H&S to the *Client* as soon as reasonably possible.

E1.2 The *Contractor* shall keep the Affected Property serviceable and compliant with UK Statutory Requirements and MOD Mandatory Requirements. The *Contractor* shall carry out all UK Statutory, MOD Mandatory tests, inspections and servicing as stipulated in MOD SFG20.

E1.3 Where an MOD SFG20 Schedule does not exist, the *Contractor* shall follow legislative requirements to maintain functionality and subsequently generate an SFG20 Schedule in accordance with legislative requirements and manufacturer's instructions for agreement with the *Client* as part of the Core Service.

E1.4 Where the *Client* does not hold copies of the manufacturer's instructions and / or design calculations, the *Contractor* is to obtain such information on behalf of the *Client* and record the instructions on the Computer Aided Facilities Management (CAFM) system. This information will inform the creation of the SFG20 Schedule.

E1.5 Where the manufacturer's instructions are more detailed than specified in the MOD SFG20 or legislation changes during the Contract term, this is to be notified to the *Client* as a proposed amendment to the Schedule. The *Contractor's* CAFM system is to record and schedule approved maintenance requirements prior to the next inspection period.

E1.6 The *Contractor* shall review all Statutory and Mandatory requirements for execution of the Contract during the mobilisation period and shall inform the *Client* of any identified errors or omissions during the transition period (see Module D).

E1.7 The *Contractor* shall implement a testing, inspection and servicing regime to meet MOD SFG20 requirements and carry out associated servicing.

E1.7.1 The cost of carrying out Statutory and Mandatory testing, inspections and servicing, including all attendance and support services are not subject to the Inclusive Repair Threshold (IRT), irrespective of the costs of carrying out those tasks, and all such work is within the Core Service and shall not attract additional costs to the *Client*.

E1.7.2 All parts and consumables that are replaced as a result of the testing, inspection and / or servicing regime are not subject to the IRT, irrespective of the costs, and all such items are within the Core Service and shall not attract costs to the *Client*.

E1.8 The *Contractor* shall carry out repairs identified during the testing, inspection and servicing to meet Statutory and Mandatory

apply.

E1.9 The *Contractor* shall replace all parts and consumables identified for replacement in manufacturer's requirements to maintain any warranty and these shall not attract additional costs to the *Client*.

E1.10 The *Contractor* shall record the results of all inspections, testing servicing and / or repair activity on the CAFM system from when work was carried out and make available to the *Client*.

E2 Establishment Specific Task Schedule

E2.1 The *Contractor* shall provide an Establishment Specific Task Schedule (ESTS) for Statutory and Mandatory tests, inspections and servicing for each establishment at ISD which will be agreed by the *Client* within one (1) month of receipt. The *Contractor* shall update the ESTS for each Establishment as changes occur with the agreement of the *Client* and provide a six (6) monthly review and update to be agreed by the *Client*. The ESTS will be held on the CAFM system.

E2.2 The *Contractor* shall prepare the ESTS taking into account MOD SFG20.

E2.3 The ESTS shall include the Programme of all Planned Preventative Maintenance (PPM) tasks in accordance with Module F – Maintenance Services.

E3 Failures

E3.1 The *Contractor* shall ensure that where an asset or its component parts fails a Statutory and / or Mandatory test or inspection:

E3.1.1 The Helpdesk is informed, and a Reactive Maintenance Response Time is applied to the completion or repair / remedial tasks.

E3.1.2 That if the Asset needs to be taken out of service, the *Client* is notified immediately and at the same time the details are recorded on the CAFM system.

E3.1.3 Where the failure has the potential for harm to any person, cause damage to property or the asset, or its component parts:

E3.1.3.1 For Tier 1 Assets, the Asset User shall be informed immediately prior to removal of the Asset from service to assess the action and determine any wider safety implications before Asset removal (e.g. military operational implications).

E3.1.3.2 For Tier 2 and 3 Assets, the *Contractor* shall remove the Asset from service (make safe), inform the *Client* and record details on the CAFM system within one (1) hour.

E3.1.3.3 The *Contractor* shall consult the *Client* immediately on all measures taken to make an asset safe where a critical Tier 1 Asset (critical asset), or its component parts, fails a Statutory and / or Mandatory test or inspection, and where the failure has the potential for harm to any person, cause damage to property or the Asset, or its component parts.

E3.1.3.4 The *Contractor* shall provide within twenty-four (24) hours, a report to the *Client* to include remedial actions, potential options and costs required to return the Asset to a fully compliant operating condition following the notification of any Statutory or Mandatory failures. This information is to be recorded on the CAFM system.

E3.1.4 And there are similar Assets and / or components on the Estate, an appropriate assessment is completed within two (2) Working Days to determine what additional action may be necessary to ensure safety and compliance across all Estates maintained under the Contract. The *Client* is to be notified of the findings of the assessment upon its completion.

E4 Records

E4.1 The *Contractor* shall keep all records relating to Statutory and Mandatory Compliance for a minimum of ten (10) years or as required by UK / MOD legislation (if longer). This information is to be recorded on the CAFM system and made available to the *Client*.

E4.2 The *Contractor* shall support the *Client* by providing advice in the identification of errors or omissions in the schedules contained within MOD SFG20 and any proposed improvements or amendments including but not limited to inspection, maintenance and testing frequency and inspection requirement contained within MOD SFG20.

E4.2.1 The *Contractor* shall complete a full risk assessment of any identified improvements to the Statutory and Mandatory Tasks and submit these to the *Client* for approval prior to implementation.

E4.3 The *Contractor* shall provide to the *Client* (when requested), where certificates are issued, electronic and physical evidence of satisfactory completion of Statutory and Mandatory activities, for display within the Affected Property.

E5 Health and Safety

E5.1 The *Client* places the highest priority on safety and as such, the *Contractor* shall discharge the Contract requirements to ensure that they and the *Client* comply with Legislation, HSE Approved Codes of Practice (ACOP) and Guidance, good industry practice, the *Client's* requirements, policies and procedures together with the Health, Safety, Fire and Environmental Policies and Procedures for each Affected Property.

E5.2 The *Contractor* and all sub-contractors engaged by the *Contractor* are required to comply with all relevant H&S legislation, ACOPs, MOD Policies, and the requirements of the Theatre H&S Policy. All personnel will also be required to co-operate with theatre personnel and respond to emergency evacuations, exercises etc.

E5.3 The *Client* is responsible for holding and maintaining on-site, up-to-date controlled copies of the *Client's* Policy Statements, and for bringing the content to the attention of personnel. The *Contractor* is responsible for holding and maintaining on-site, up to date-controlled copies of the *Contractor's* Policy Statement and H&S Manual and for

bringing the content to the attention of their staff. Policy Statements should be displayed in a prominent position and brought to the attention of all personnel, sub-contractors, and visitors.

E5.4 All personnel have a shared responsibility to provide a safe working environment for those employed and for those affected by their activities.

E5.5 The *Client* is responsible for providing the *Contractor* with any information in his possession that will enable them to carry out their duties under relevant Health and Safety legislation. In the case of the *Contractor*, this information will include DIO/DE Policy Instructions, Guidance Notes, Safety Notices etc. listed in the DIO/DE Policy Instructions Index and the quarterly updates.

E5.6 The *Contractor* shall comply with and implement the *Client's* Safety Alerts and Notices and ensure that the requirements including reporting requirements are formally implemented within their working practices and procedures.

E5.7 The *Contractor* is responsible for providing all personnel and sub-contractors engaged by them with any information in their possession that will enable them to carry out their duties under the relevant Health and Safety legislation.

E5.8 The *Contractor* is also responsible for obtaining suitable and sufficient Risk Assessments, Method Statements, and where possible proof of Training/Competence etc. for all personnel and sub-contractors engaged by them and suitable information to demonstrate their capability to carry out works.

E5.9 The *Client* is responsible for putting arrangements in place to ensure co-operation, co-ordination, communication and control with the *Contractor* to allow them to maintain an integrated establishment risk assessment and establishment hazard register.

E5.10 The *Contractor* shall appoint a competent person to act as a focal point for all Safety, Health, Environmental and Fire (SHEF) matters. The competent person will provide information, advice and attend meetings related to SHEF issues as required.

E5.11 The *Contractor* is required to coordinate SHEF compliance in conjunction with other on-site Service providers. Provide SHEF advice for the following areas:

E5.11.1 Waste management and hazards.

E5.11.2 Water and sewage.

E5.11.3 Energy efficiency.

E5.11.4 Environmental management.

E5.11.5 Health and safety.

E5.11.6 Radiation safety.

E5.11.7 Legionella Management.

E5.11.8 Fire-fighting equipment provision, inspection, and maintenance.

E5.11.9 And, any other area identified by the Employer due to an emerging need during the length of the contract.

E6 Accidents, Defects, Failures and Dangerous Occurrences

E6.1 The *Contractor* must record and notify the *Client* about all accidents and/or dangerous occurrences involving their personnel, sub-contractors and their employees or visitors (when the accident is related to a facility management activity in Theatre). The *Contractor* is to provide the *Client* with sufficient information to enable an investigation, if required dependant on the level of severity.

E6.2 In addition, if the accident or dangerous occurrences was classed as "notifiable" under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, the *Contractor* must also notify¹ the *Client* as soon as practicable. On completion of the investigation(s) into these accidents, the *Client* must send a copy of the resulting report(s) to the *Client's* H&S Advisor and the DIO Senior Authorising Authority (SAA), where applicable.

E6.3 The *Contractor* will ensure any incident / accident / near miss reporting is done in line with the MOD DURALS process, and any information relating to the incident / accident / near miss is to be made available to the *Client* as required on request.

E6.4 The *Client* will also ensure that any defects, failures, dangerous occurrences or accidents related to tasks carried out under a recognised Permit to Work system are investigated as soon as is practicable. A copy of the resulting report must be sent to the *Client's* H&S Advisor.

E6.5 Contact details for the *Client's* H&S Advisor are to be provided by the *Client*.

E7 MOD Safety Rules and Procedures (Safe Systems of Work / Permits to Work Systems)

E7.1 The *Contractor* shall establish, maintain and comply with the requirements within the latest version of JSP 375 to ensure that a consistent and coherent Safe System of works is in place for all high-risk activities that are undertaken at the Affected property and are undertaken in accordance with the Secretary of State's Policy.

E7.2 The *Contractor* shall ensure that there are sufficient dedicated licenced Authorising Engineers (AE) available to discharge the function on behalf of the *Client* including, but not limited to, deputising arrangements for each discipline and any sub-discipline identified in JSP 375.

E7.3 On receipt of AE nominations, the *Client* is to forward details to the Senior Authorising Authority (SAA) in DIO Sutton Coldfield for approval. On receipt of this approval, the *Client* shall refer to the Head of Establishment ([REDACTED])

¹ Policy Instruction 11/10 sets out the reporting protocol.

[REDACTED] for appointment. The approved and appointed Contractor AEs will then appoint the approved Authorised Persons (AP) nominees.

E7.4 The *Contractor* shall ensure that there are sufficient dedicated appointed APs available to discharge the requirements of JSP 375 including the delivery of maintenance and support for other works.

E7.5 The *Contractor* shall ensure that there are suitably qualified and experienced Skilled Persons and Persons in Charge in accordance with JSP 375 for all disciplines as required to effectively operate and maintain the systems on each site.

E7.6 The *Contractor* shall provide sufficient AEs and APs to support discharging the requirements of JSP 375 for all projects procured by the *Client*, undertaken on the Affected Property, with which the *Contractor* may have no direct contractual relationship. This service shall include assessing the competence of third party contractors', Skilled Persons and being responsible for issuing them permits to work where applicable.

E7.7 The *Contractor* is to provide a monthly report to the *Client* showing the status and details of the appointed AEs and APs.

E7.8 The *Contractor* shall ensure that where any accidents, incidents, dangerous occurrences or near misses have occurred in connection with the application of any safety document issued in pursuance of JSP 375, they shall be investigated as soon as is practicable by the appropriate discipline AE, and a copy of the resulting report sent to the *Client*. Where the *Client* wishes to undertake further investigation, the *Contractor* will ensure full cooperation of its employees and supply chain with those undertaking the investigation on the *Client's* behalf.

E7.9 The *Contractor* shall ensure that they have in place and maintain a program of succession planning and business continuity, in order that they have Suitably Qualified and Experience Personnel (SQEPs) available to be appointed as AEs and APs in the event of incumbents of those roles being unable to fulfil the function.

E8 Construction (Design and Management) Regulations 2015 (CDM 2015)

E8.1 The *Contractor* shall comply with the extant CDM Regulations and good industry practice, as detailed in the associated HSE Approved Codes of Practice and Guidance such as HSE publications L153 Managing Health and Safety in Construction and HSG 150 Health and Safety in Construction, and relevant policies included in Virtual Data Room.

E8.2 The *Client* is appointed as the "Client" for the Affected Property, except under the following circumstances where the *Contractor* shall undertake the Client role as described by the CDM Regulations:

E8.2.1 Works where the *Contractor* controls the budget and provides a service automatically to repair or replace items below the Inclusive Repair Threshold (IRT), without direction from the *Client*.

E8.2.2 Fast Track change requests delivered without direction from the *Client*.

- E8.3 The *Client* is responsible for implementing the requirements of CDM 2015. The *Client* will monitor the application of the CDM Regulations² by the *Contractor* as part of his auditing regime and also as part of his monitoring of *Contractor* systems.
- E8.4 The *Contractor* is to initially develop and suitably maintain a register of all notifiable works (CDM 2015) and provide a monthly status report to the *Client*.
- E8.5 When a new *Contractor* organisation commences working in Theatre, the *Client* must appoint them, in writing, as the Principal Designer (PD) and Principal Contractor (PC). It is incumbent upon a newly appointed *Client*, on arrival, to ensure that these appointments already exist and to appoint them if they do not.
- E8.6 The *Client* will ensure that sufficient SQEPs are nominated to act as the *Contractor* PD and PC to undertake the duties identified in CDM 2015 on a day-to-day basis.
- E8.7 The *Client* is responsible for ensuring these nominations are monitored on a regular basis, at least annually, to ensure competence and compliance.
- E8.8 All works now fall under CDM 2015. The *Client* must ensure that notifiable construction work does not start until the *Contractor* (incl Sub-Contractors) has prepared a satisfactory Construction Phase Plan (CPP). He must also ensure that an appropriate H&S File is available for inspection and retention, after the Works Service is completed.
- E8.9 The *Contractor* will be responsible for maintaining pre-construction information (PCI) for all Affected Property, to be stored, validated and version controlled using the CAFM system. The *Contractor* will provide any sub-Contractors required PCI for ordered works. The *Contractor* will also, on demand, provide the latest PCI to other *Contractors* working on behalf of the *Client* at Affected Properties.

² DIO/DE Policy Instruction (PI) 03/15 Construction (Design and Management) Regulations 2015 provides guidance on the implementation of the regulations within MOD.

MODULE F

MAINTENANCE SERVICES

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

**CONTRACT NUMBER:
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F1 General

F1.1. The *Contractor* shall, as part of the Core Service, maintain the Affected Property in a Condition to ensure Statutory and Mandatory Compliance, operational effectiveness, and Service Priority of Assets.

F1.2. The *Contractor* is responsible for operating and undertaking all inspections and maintenance required for assets listed on the Asset Registers in accordance with the Site-Specific Schedules and the annual inspection and PPM programme.

F1.3. The *Contractor* shall arrange and carry out all routine servicing, inspections, examinations, checks, tests, operation and refuelling of the M&E and B&CE equipment shown on the Asset Registers using Competent professional and technical staff.

F1.4. The *Contractor* shall carry out all Competent Person Inspections, Thorough Examinations, Technical Appraisals, technical Inspections, Professional Appraisals or Professional Inspections as stipulated in MOD SFG20.

F1.5. The *Contractor* shall record all maintenance services and documentation on the CAFM system and details shall be made available to the *Client*.

F1.6. The *Contractor* shall, on identification or notification, carry out maintenance Service requirements, to prevent deterioration, in accordance with the Response Times the Module.

F1.7. The *Contractor* shall, when they detect a maintenance or service requirement whilst working on the affected Property, report the task to the Helpdesk within one (1) working day.

F1.8. The *Contractor* shall carry out all work in a workman-like manner in accordance with Good Industry Practice including making good, disturbed areas.

F1.9. The *Contractor* shall keep all records on the CAFM system of maintenance Service requirements raised for a minimum of ten (10) years or as required by statute (if longer). Records shall be made available to the *Client*.

F2 MOD SFG 20

F2.1. The *Contractor* shall deliver the Services contained in the Schedule in accordance with MOD SFG20, manufacturer's instructions, Good Industry Practice, or to any other standard approved in writing by the *Client*.

F2.2. The *Client's* introduction of MOD SFG20 into its maintenance regime provides an opportunity for the *Contractor* to collaborate with the *Client* to transform the management of maintenance services applied to the Estate. The *Contractor* shall carry out all UK Statutory and MOD Mandatory tests (including MOD specifics), inspections, servicing, and all other maintenance tasks as stipulated in MOD SFG20 unless stated otherwise in Module E: Statutory and Mandatory Obligations.

F3 Management of Works Services

F3.1. The *Contractor* shall plan and execute Works Services across the estate. This includes, but is not limited to:

F3.1.1. Planning, specifying, designing, managing, and executing all Works Services and Ordered Works Services that have been approved by the *Client*.

F3.1.2. Operating, maintaining and repairing plant, equipment, systems and assets.

F3.1.3. Providing regular reports and specialist technical and professional advice on all FM activities in accordance with MOD SFG20 or on request by the *Client*.

F3.1.4. Settling disputes arising from sub-contractors' activities to the satisfaction of the Employer.

F3.1.5. Attending siting and handover boards/meetings as appropriate.

F3.1.6. Undertaking appropriate Trend Analysis to ensure performance is not compromised and that VfM is provided through all *Client* activities in Theatre. For example, the results of chemical and biological sampling should be monitored to identify any upward trends, allowing action to be taken before the approved discharge standards are exceeded. PPM records should be reviewed for unexpected repairs or replace occurrences. For example, the need to replace a fuse, fan belt, filter, lamp etc. more frequently than usual.

F3.1.7. Recovery action, to the satisfaction of the *Client*, to be taken when financial or physical progress varies from the programme.

F3.1.8. Inviting the FM to all meetings associated with the works.

F3.2. Works Services are ordered, and developed, in accordance with the Work Services Flow at Annex A.

F4 Planning Works services

F4.1. The *Contractor* is to provide a comprehensive multi-disciplinary planning, specification, and design service for all programmed and non-programmed work to achieve a timely and cost-effective solution for all works services.

F4.2. Works Services are to be developed in accordance with the staged processes identified in the Principal Support Provider (PSP) Handbook for the Project Managers supplied within Booklet 4.

F4.3. When requested by the *Client*, for projects up to the Threshold Value, the *Contractor* shall (within the Core delivery) produce Assessment Briefs, developed to PSP Handbook for Project Managers Work Stage 0.

F4.4. Works Services above the Threshold Value, and when requested by the *Client*, the *Contractor* shall (within the Core delivery) produce Assessment Studies, developed to PSP Handbook for Project Managers Work Stage 2. During development of the Assessment Studies consideration of the size and complexity of the Works Service needs to be taken and it should be sufficiently sophisticated to enable the *Client* to produce Outline Business Case (OBC) (where required).

F4.5. The *Contractor* is responsible for producing estimated costs (using the *Clients* selected Schedules of Rates where applicable) during the production of Assessment Studies and other Works Services in order to aid the *Client* in forecasting expenditure.

F5 Reactive Maintenance

F5.1. Reactive Maintenance is the maintenance carried out to no predetermined plan. This includes the restoration of the functionality of an Asset following failure and the permanent resolution. The *Contractor* shall carry out all Reactive Maintenance efficiently and by the most economic means available.¹ Repairs shall be carried out in a single visit, wherever possible. Records of the amount of visits to complete the repair shall be included in the CAFM system.

F5.2. When Wilful Damage (caused by accident, deliberate, negligent, or unacceptable behaviour) is suspected the *Contractor* shall report and provide details including cost of repair of the Wilful Damage on the Affected Property to the *Client*.

F5.3. The *Contractor* shall make repair as a Reactive Maintenance task and in accordance with Response Times, recording the details of the incident on the CAFM system.

F5.4. Not Used.

F5.5. The *Contractor* shall make arrangements for access to Assets and appointments with the users / custodians in accordance with Module B – Helpdesk.

F5.6. The *Contractor* shall deliver Reactive Maintenance tasks with a value of less than or equal to USD\$4,000, in accordance with the respective Occurrence Banding and Value Banding Pricing Schedules in Booklet 5. For tasks with a value between USD\$4,000 and the Threshold Value, the *Contractor* shall seek the *Client's* approval prior to commencing any work. For these works the *Client* will issue a notification to proceed, which may be a verbal instruction. If a verbal instruction is issued it will be followed by a written confirmation within three (3) working days. Tasks with a value above the Threshold Value will be ordered (Ordered Works) in advance by the *Client* by way of an F1097/1.

F6 Preventative Maintenance

F6.1. The *Contractor* shall deliver all Preventative Maintenance down to Level 3 and Level 4 (as applicable) assets in accordance with this Schedule, MOD SFG20,

¹ Most economic means accounts for future efficiency, robustness and longevity so does not necessarily equate to the cheapest purchase option.

manufacturer's instructions, Good Industry Practice, or to any other standard approved in writing by the *Client*.

F6.2. The *Contractor* shall include the programme of Establishment Specific Preventative Maintenance (ESPM) tasks in the ESTS described in Module E – Statutory and Mandatory Obligations.

F6.3. The *Contractor* shall record all details relating to the planning and delivery of Preventative Maintenance on the CAFM system and shall be made available to the *Client*.

F6.4. The cost of carrying out Preventative Maintenance, including all attendance and support services, are not subject to the Inclusive Repair Limit (IRL) irrespective of the costs of carrying out those tasks, and all such work is within the Core Service and shall not attract additional costs to the *Client*.

F6.5. The *Contractor* shall consult and agree with the *Client* and end-users / custodians at the Affected Property over the timing of Preventative Maintenance activity. The *Contractor* shall be aware that the nature of the *Client's* business there will be tasks that may require to be delivered Out of Hours.

F6.6. The *Contractor* shall undertake Planned Preventative Maintenance (PPM) on the Affected Property in accordance with MOD SFG20 schedules. Where a MOD SFG20 schedule does not exist, or is considered unsuitable for an asset, the *Contractor* shall complete, in accordance with manufacturer's recommendations, an approved standard and Industry Good Practice and is to develop a PPM schedule for the *Client's* approval.

F7 Remedial Maintenance

F7.1. Remedial Maintenance is Works Services identified by the *Contractor* following, or during the course of, scheduled inspections or other maintenance activities.

F7.2. The *Contractor* shall carry out all Remedial Maintenance efficiently and by the most economic means available. Repairs shall be carried out in a single visit, wherever possible. Records on the matter of visits to complete the repair shall be included in the CAFM system.

F7.3. The *Contractor* shall complete Remedial Maintenance as an IRL occurrence undertaking and delivering the works without reference to the *Client* but shall capture the cost of materials and record the activity on the CAFM system. The works services are to be reported to the Helpdesk and an F1097/1 will not be issued. The *Contractor* is to report the average IRL occurrence cost in the Monthly report.

F7.4. Should the cost of any Remedial Maintenance be above the IRL, the *Contractor* shall advise the *Client*. Should the *Client* decide to proceed with the Works Service, the *Client* will authorise the works as Ordered Works in accordance with Module L: Additional Services. Where the Works are above IRL but below the Threshold Value, the *Contractor* shall deliver the work in accordance with the respective Occurrence Banding and Value Banding Pricing Schedule in Booklet 5.

F7.5. Works reported through the Helpdesk that are considered Emergency or Very urgent the *Client* may issue a verbal instruction which will be followed by a Confirmation-by-written instruction within three (3) working days.

F8 Inspection Contracts

F8.1. The *Contractor* shall arrange, manage, and execute all inspections using in-house resources or independent inspection consultants (as appropriate) to meet the requirements of the Site-Specific Schedules.

F8.2. The *Contractor* will fully manage the inspectors' activities to ensure that the quality of the inspections and the standard of report meet requirement. The *Contractor* will ensure that all the inspectors they appoint are competent, appropriately qualified, and experienced.

F9 Response Times

F9.1. The response times and associated activities shown in Table 1 are applicable to the classification and prioritisation of Emergency Call-Out, Reactive Maintenance and Remedial Maintenance under this Contract.

F9.2. The *Client* shall categorise all Assets and sub-systems as either Critical or Non-Critical which is shown in the *Client* supplied information. The *Contractor* shall maintain the categorisation of all Assets on the CAFM system and only amend when changes are notified by the *Client*.

F9.3. A Critical Asset is defined as critical to operational output at site or wider level. A Critical Asset will normally have duty and standby systems to provide resilience of the service. The *Contractor* shall class all responses to Critical Assets as Emergency Response.

F9.4. The Service Priority is a statement of the impact on the *Client* of failure to provide the Service required to maintain the assets that are functional and safe. The Service Priority shall be determined by the Helpdesk from Table 1, based on information provided by the person raising the request. The service Priority shall be confirmed back to the originator of the call. Examples of typical Response Categories are provided at Annex B to Module F: Maintenance Services.

Service Priority	Response Category	Description	Response Time	
			Temporary Resolution from Initial Reporting	Permanent Resolution from initial Reporting
1	Emergency	Failure to provide a service that threatens imminent risk of injury to persons and / or a high risk of	Investigate within 15 mins for Critical	Appropriate Response Category applied

		damage to affected Property or significant damage to the environment or that threatens an essential operational output.	Assets / 45 mins for all others. Make safe – Immediate. Restore functionality - as soon as possible.	
2	Very Urgent	Failure to provide a service that gives rise to a security risk or prevents the <i>Client</i> from conducting its normal operations or occupancy of an Asset.	Restore functionality – within 24 hours.	Appropriate Response Category applied.
3	Urgent	Failure to provide a service that compromises the <i>Client</i> from conducting its normal operations or causes disruption to an Asset or its occupants.	Restore functionality – 7 calendar days	Up to 21 calendar days
4	Routine	Failure to provide a service that gives rise to inconvenience of use or does not impinge on operational capability or use of an asset.	NA	Up to 21 calendar days.

Table 1 – Service Priority

F9.5. The *Contractor* shall, following temporary resolution of any Emergency incident, apply a permanent rectification response time in accordance with the Service Priority. Temporary repairs shall be carried out to restore operating functionality of system or systems to a working order that enables continued occupancy or use of Asset.

F9.6. The *Contractor* shall record all details of temporary and permanent resolution of any incident on the CAFM system.

F10 Permissible Overdue Period Preventative Maintenance tasks

F10.1. The maximum permissible overdue periods for Preventative Maintenance tasks are as stated in Table 2:

Task Frequency ¹	Permissible delay to Task	
	Statutory	Others
Less than Monthly	Nil	Nil
Monthly	Nil	3 days
3 Monthly	Nil	1 week
6 Monthly	Nil	2 weeks

Yearly to 5 Yearly	Nil	4 weeks ²
¹ Frequencies between those stated are to be taken down to the lower level		
² 11 Monthly testing of earthing and other electrical safety installations are to be completed within 1 week of planned dates.		

Table 2 – Permissible Overdue Periods – Planned inspections

F10.2. Stating permissible delays does not imply that the *Contractor* can routinely extend the frequency by the said amount. The *Contractor* shall make best effort to ensure all Preventative Maintenance tasks are carried out as per stipulated frequencies and no delay is allowed on Statutory tasks.

F11 Forward Maintenance Register

F11.1. The *Contractor* shall maintain the Forward Maintenance Register (FMR) which will be the database of all known and identified future works services, covering all Establishments and list all outstanding Maintenance items (including inspections) and identified New Works. The FMR shall be categorised and programmed into appropriate years for implementation for a rolling ten (10) year period and be agreed by the *Client*.

F11.2. The *Contractor* shall ensure the FMR includes estimated costs (which are for planning purposes only and are not capable of acceptance), developed by the *Contractor*, which are to reflect current day value of the Works Service, regardless of which year the work is placed in the register. Separate entries shall be included for any additional individual Management and Design fees required and it should be made clear if the costs include/exclude for access, attendance, VAT etc.

F11.3. The *Contractor* shall maintain the FMR on the CAFM system and it must be made accessible to the *Client*.

F11.4. The *Contractor* shall provide a prioritised programme of Billable Works as agreed with the *Client* in order to maintain the Estate and prevent degradation. This shall include, but is not limited to, works arising from the ESTS and EMPS.

F11.5. The *Contractor* shall contribute to the effective delivery of the *Client's* Annual Budgetary Cycle (ABC).

F12 Self-Delivery Mechanism (SDM)

F12.1. The *Contractor* shall provide a reactive delivery mechanism dedicated to the delivery of Remedial Maintenance (above the IRL), Response Maintenance and Minor New Works (MNW) services up to the Threshold Value.

F12.2. Use of this mechanism must represent Value for Money and be in accordance with the agreed *Contractor* Procurement Strategy (SPS). The *Contractor* is to continually monitor the performance and utilisation of the SDM.

F12.3. Elements of the SDM may be used to deliver technical elements of the Module L - Additional Service: Ordered Works. Should it be used for this purpose, the *Contractor* should identify its use in any planning documentation and reflect the cost saving against

the project cost, for example; the *Contractor* may wish to utilise SDM electricians to test or commission electrical works undertaken by local sub-contractors.

F12.4. MNW arise as customer requests are raised to and initiated by the *Client*. MNW requests will be reported via an approved Statement of Requirement (SOR) from the end user. The *Contractor* will produce a cost estimate (using the *Client's* selected schedule of Rates) for a request. Should the cost be below the Threshold Value, and if authorised by the *Client*, the *Contractor* shall deliver the works under the SDM without further recourse to the *Client*. When the annual allowance for that value band has been reached, the *Contractor* will complete the work by way of F1097/1.

F12.5. For Remedial Maintenance tasks above the IRL and below the Threshold Value, the *Contractor* will seek *Client* approval prior to commencing any work. Should the *Client* decide to proceed, the *Contractor* shall complete the work in accordance with the respective Occurrence Banding and Value Banding Pricing Schedules set out in Booklet 5, all within the timescale dictated in Table 1.

F12.6. Should the cost of any reported Response Maintenance task be between USD\$4,000 and the Threshold Value, the *Contractor* will seek *Client* approval prior to commencing any work. Should the *Client* decide to proceed, the *Contractor* shall complete the work in accordance with the respective Occurrence Banding and Value Banding Pricing Schedules set out in Booklet 5, all within the timescale dictated in Module F: Maintenance Services. Response Maintenance events over and above the annual allowance will be completed as Ordered Works in accordance with Module L: Additional Services.

F12.7. For the MNW, a degree of *Client* control² will be exercised to prevent unauthorised modification to the Estate; once approved and passed to the *Contractor* the process is the same for progressing similar sized (by value) Response Maintenance. The prices in these schedules are inclusive of all labour, stores, materials, plant, equipment, and consumables required to undertake the work.

F12.8. Should the cost of any reported Remedial Maintenance, Response Maintenance or New Works be above the Threshold Value the *Contractor* will refer the request to the *Client*. Should the *Client* decide to proceed with the Works Service, the *Client* will issue an F1097/1 for the *Contractor* to complete the work under Ordered Works in accordance with Module L: Additional Services.

F12.9. Works Services below the Threshold Value will be valued/measured against the *Client* selected Schedule of Rates. The fee for this Delivery Package will include all the labour, stores, materials, plant, equipment, and consumables necessary to complete the number of events/occurrences within each of the schedules. MNW events over and above the annual allowance will be completed as ordered works in accordance with Module L: Additional Services.

² "Degree of Employer control" means MNW's below the Threshold Value will be notified to the Supplier by the Buyer using the recognised and fully approved Statement of Requirement form.

F12.10. The cost of the design, procurement, and management service necessary to deliver the works services under this Requirement shall be included within the Core Fees.

F13 Inclusive Repair Limit (IRL)

F13.1. The IRL shall be:

F13.1.1. The maximum value for a Works task and shall include all relevant and implicit resource costs (e.g. labour, materials, plant, equipment, and consumables) necessary for its completion.

F13.1.2. The entire activity related to an occurrence (i.e. a single intervention rather than the aggregation of like activity).

F13.2. The value of the annual Lump Sum payments for the Planned Preventative Maintenance (PPM) programme and Remedial Maintenance services shall be linked directly to the value of the IRL. All Remedial Maintenance activities that are priced below the IRL shall be conducted by the *Contractor* at no additional cost to the *Client* and within the response times set out in Table 1.

F13.3. Where the Remedial Maintenance is agreed, as an exception to the IRL (for example, *Client* damage etc), by the *Client*, the *Contractor* shall be reimbursed for the total cost of the works (i.e. the value of the IRL shall not be deducted from the total cost).

F13.4. Examples of occurrences that would breach the IRL threshold would include:

F13.4.1. Where the unit cost of procuring and installing a single component (e.g. boiler heating pump) exceeds the IRL.

F13.4.2. Where it is more cost effective, to the *Client*, for the *Contractor* to undertake related repairs / replacements to a major component observed when responding to the repair/replacement of a related component (e.g. the necessity to replace the gearing mechanism of a gantry crane that was detected when replacing a fan belt).

F13.5. All Remedial Maintenance tasks above the IRL must be authorised by the *Client*, who shall order the work in accordance with the respective Occurrence Banding and Value Banding Pricing Schedules, or for Works above the Threshold Value by way of an F1097/1. Once authorised, the *Contractor* is to complete the works in accordance with the response times set out in Table 1.

F14 Occurrence Banding and Value Banding Pricing Schedules

F14.1. Occurrence Banding and Value Banding Pricing Schedules are provided at Booklet 5 and are used for delivery of Remedial Maintenance, Response Maintenance and Minor New Works. The Banding sets the allowable quantity of works to be delivered within a set cost banding on an annual basis.

F14.2. The *Contractor* shall provide the *Client* with a monthly report providing, as a minimum, the following information:

F14.2.1. Number of events raised against each value band.

F14.2.2. Number of events completed against each value band.

F14.2.3. Cost estimate of each Works Service.

F14.2.4. Actual cost of each Works Service.

F14.2.5. Trend analysis.

F14.3. The *Client* shall review the report in conjunction with the *Contractor* and should the trend analysis show the number of MNW exceeds a tolerance of +/- 10% then the *Client* will review the number of events in future months accordingly.

F14.4. Should Occurrence Quantities reach the defined trigger point detailed in the Pricing Booklet, the *Contractor* is to continue to provide an assured delivery and a Contract Amendment will be issued at each Quarterly Review Meeting by the *Client* to facilitate payment at the pre-agreed rate. Such works above the Occurrence Quantity may also be ordered in advance by the *Client* by way of an F1097/1 under the Ordered Works process.

F15 Practical Completion

F15.1. The *Contractor* shall ensure, by inspection, that Practical Completion has been achieved before a Works Service is offered for handover, and that all necessary documentation is available for review and for future use. For most Works Services this will include maintenance and operation manuals, as built drawings and a Health and Safety File.

F15.2. The *Contractor* shall provide and / or ensure that necessary training for the operation and maintenance of the Asset(s), by the end-users and maintenance operatives.

F15.3. The *Contractor* shall certify that the work has been completed correctly, by issuing a Certificate of Practical Completion (CPC) to the *Client*. The Works Service will only be regarded as Work Complete (WC) when this certificate has been authorised by the *Client*.

F15.4. The Certificate of Practical Completion may contain a list of outstanding defects and deficiencies. The Works Service will only be regarded as Work and Expenditure Complete (WEC) when these outstanding defects and deficiencies have been rectified and the full and final payments, including those for any retention monies, have been authorised by the *Client*.

F15.5. The CPC is to include details of any warranty or defects liability period that applies to the *Contractor* and to the *Client*.

F16 Siting / Handover / Take-over

F16.1. The *Client* will not take-over a Works Service from the *Contractor* until it can be certified WC and has reached a stage where any outstanding defects and deficiencies can be rectified within two (2) weeks.

F16.2. The *Contractor* shall manage the inspection, testing, commissioning, and handover of all completed Works Services. The *Contractor* shall monitor all handover documentation provided in accordance with Module E, report on the standard of workmanship etc achieved and advise the *Client* of any deficiencies identified.

F16.3. On Completion of a successful take-over by the *Client*, within 14 days unless agreed by the *Client*, the *Contractor* shall carry out all necessary actions to capture the new assets including, but not limited to, creating new records and updating all registers, schedules and programmes. The *Contractor* shall also update and / or replace existing records held and record on the CAFM System.

F16.4. Formal Siting and Handover Boards; to site any new building or facility, or extension to an existing facility and to take-over a completed building or significant Works Service; will be convened by the *Client*. The *Contractor* and the FM will be expected to attend or be represented.

F16.5. Prior to a handover board, an initial meeting will be convened by the *Client*, to consider the takeover in principle of a completed building or other Works Service from the Delivery Contractor. Following this meeting the Delivery Contractor will retain responsibility for the works until such time as the appropriate Infra Branch organises a Board of Officers, which will normally be within 20 working days. If possible, the Infra Branch will formally accept the Building / Works Service as completed. The *Contractor* shall attend these meetings. This process also applies to Core Works undertaken by other contractors or Integrated Project Teams.

F16.6. Other Works Services not warranting a formal Handover Board will be taken over at a local Handover Meeting chaired by the *Client* or for small works, upon receipt of a fully completed and compliant Practical Completion Certificate.

F16.7. FM involvement for any works outside this Contract must be agreed in advance by the DO/TDO. The *Contractor* must be satisfied that Works Services are ready to be handed over, with only minor defects, before a Handover Meeting is convened or a certificate is issued.

F17 Defect Liability Period Inspections

F17.1. The *Contractor* shall notify the *Client* of any Defect Liability Period (DLP) that exist for any new or replacement assets when a Works service is handed over. Within one month before the end of the DLP, the *Contractor* shall carry out an end of warranty period inspection and update the CAFM system.

F17.2. The *Contractor* shall inform the *Client*, in writing, of the results of the inspection and initiate and manage any follow up action required. The *Contractor* is to ensure that all

work identified during this inspection is completed within thirty (30) days or demonstrate that the work has been passed to a third party for completion.

F18 F1097/1 Process

F18.1. This procedure applies to Remedial Maintenance, Response Maintenance and Ordered Works above the Threshold Value.

F18.2. Prior to a F1097/1 being raised against the *Contractor* the *Client* shall request the *Contractor* to provide a Rough Order of Cost (ROC) estimate based upon a clear Statement of Requirement (SOR). The SOR is to be used for planning purposes and is to be returned to the *Client* within 5 working days unless otherwise agreed.

F18.3. If the *Client* decides to proceed with the Works Service following receipt of the ROC estimate, the *Client* shall raise a F1097/1. The *Client* will ensure that any F1097/1 issued clearly reflects the requirement by providing an unambiguous SOR, which includes information on the quality, quantity, time, and location of the required Works services at Part 1 of the F1097/1. The *Client* will also allocate and agree with the *Contractor* an appropriate Service Priority for the works.

F18.4. The *Client* shall make the *Contractor* aware of any operational or security requirements that may have an impact on the design/specification of the Works Service and organise Siting Boards as necessary.

F18.5. The *Client* shall refer to and / or issue copies of any Reports, Briefs, Studies, scope of works etc that have been produced for the Works Services.

F18.6. The *Client* shall complete and sign the F1097/1 at Part 1 before submission to the *Contractor*.

F18.7. The *Contractor* shall sign Part 2 of the F1097/1 and submit back the *Client* complete with a Firm Offer and a date for completion for the Works Service identified at Part 1. Should the *Contractor* be unable to make an offer to undertake the work, for whatever reason, the F1097/1 shall be returned to the *Client* with an accompanying letter detailing the reason(s). The *Contractor* shall submit an offer or rejection within 10 working days (unless otherwise agreed with the *Client*).

F18.8. The *Client* shall complete Part 3 either accepting or rejecting the Firm Offer. *Client* acceptance at Part 3 represents a binding contract between the *Contractor* and the *Client*.

F18.9. The *Contractor* shall provide the PCC and complete Part 4 on completion of the Works Service.

F18.10. Ordered Works and Response Maintenance activity over USD\$325,000 will normally be procured through other routes unless notified and agreed between the *Client* and *Contractor* on a case-by-case basis.

F18.11. The *Contractor* shall inform the *Client*, in writing, of the results of the inspection and initiate and manage any follow up action required. The *Contractor* is to ensure that all work identified during this inspection is completed within thirty (30) days or demonstrate that the work has been passed to a third party for completion.

F19 Prevention of Legionella

F19.1. The *Contractor* shall be responsible for the management of Legionella bacteria in accordance with the HSE Approved Code of Practice (ACOP) L8, associated HSE Guidance in HSG 274.

F19.2. The *Contractor* shall liaise with the *Client* to manage and undertake within its Legionella Management Plan the running of little used or unused water outlets in all Affected Property including living accommodation.

F20 Airfield and Air Operating Surface Maintenance

F20.1. The *Contractor* shall conform to MOD SFG20 and PG 06/11 – Inspections of Airfield Pavements for Airfield Pavement Maintenance and Airfield/ Aerodrome Ground Lighting (AGL).

F20.2. The *Contractor* shall carry out all tests, inspections, servicing and maintenance tasks:

F20.2.1. The *Contractor* shall provide a suitably qualified person in accordance with PG 06/11 to carry out assessments of the airfields to ensure compliance.

F20.2.2. The *Contractor* shall note that the *Client* will be responsible for completing the biennial inspections of the Air Operating Surfaces and passing the report to the *Contractor* for action.

F20.2.3. The *Contractor* shall, as part of the Biennial Inspection process, provide a suitably qualified person to support the *Client's* Inspector in carrying out the inspection.

F20.2.4. The *Contractor* shall note the MicroPAVER requirement stated in PG 06/11 is not required by the *Client* at this time but could be implemented in the future.

F20.3. The *Contractor* shall test, inspect, service and maintain, the Aeronautical Ground Lighting (AGL) and control systems in accordance with MOD SFG20, manufacturer's instructions, British Standards and Approved codes of Practice, and Host Nation Standards.

F20.4. The *Contractor* shall test, inspect and maintain aircraft hazard / obstruction lights in accordance with MOD SFG20, manufacturer's instructions, British Standards and Approved codes of Practice, and Host Nation Standards.

F20.5. The *Contractor* shall be prepared to undertake AGL and airfield critical service maintenance and other tasks such as emergency lighting checks outside of normal

working hours, including weekends, to minimise disruption to operation or as agreed with the *Client*.

F20.6. The *Contractor* shall record all relevant testing, inspection, maintenance and repair of the AOS and AGL on the CAFM system.

F21 Naval support assets

F22.1 The *Contractor* shall be prepared to undertake, test inspect and maintain jetties and other portside infrastructure on the estate as required by the *Client* in Booklet 4: Client Provided Information.

F22 Locksmith Services

F22.1. The *Contractor* shall provide a locksmith service for reactive repairs and replacement of security locks (STRAP doors/areas are not included).

F23 Fire Alarm Testing / Free Standing Fire Equipment

F23.1. The *Contractor* shall undertake weekly fire alarm tests in accordance with MOD SFG20. The *Contractor* shall liaise with the *Client* to establish a programme for these tests.

F23.2. The *Contractor* shall, following completion of each weekly fire alarm test, re-set fire alarms and any associated alarms, plant and systems which may have been affected and cannot be re-set by the *Client*.

F23.3. The *Contractor* shall provide, maintain, inspect, and replace all Free-Standing Fire Equipment (FSFE) at all sites. All currently in-situ FSFE should be inspected and taken on for inspection and maintenance as GFE until such time as they are replaced.

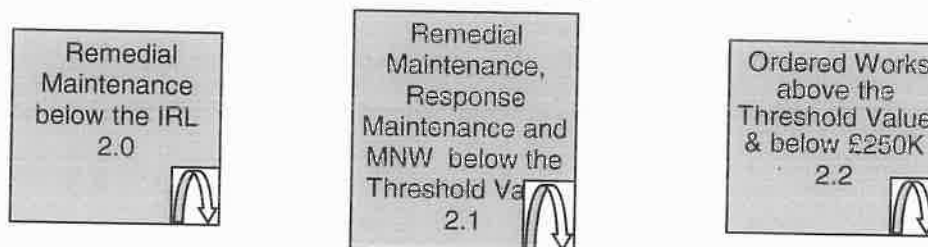
F24 Portable Appliance Testing (PAT)

F24.1. The *Contractor* shall conduct electrical testing of all portable appliances in technical accommodation, including personal items belonging to *Contractor's* employees.

F24.2. The *Contractor* will provide the ability to conduct PAT for personal items belonging to MoD personnel and other UK personnel accommodated at each site, at the request of the HoE.

**Annex A to
Module F: Maintenance Services**

F2 Work Services Flow Processes



F-A-1

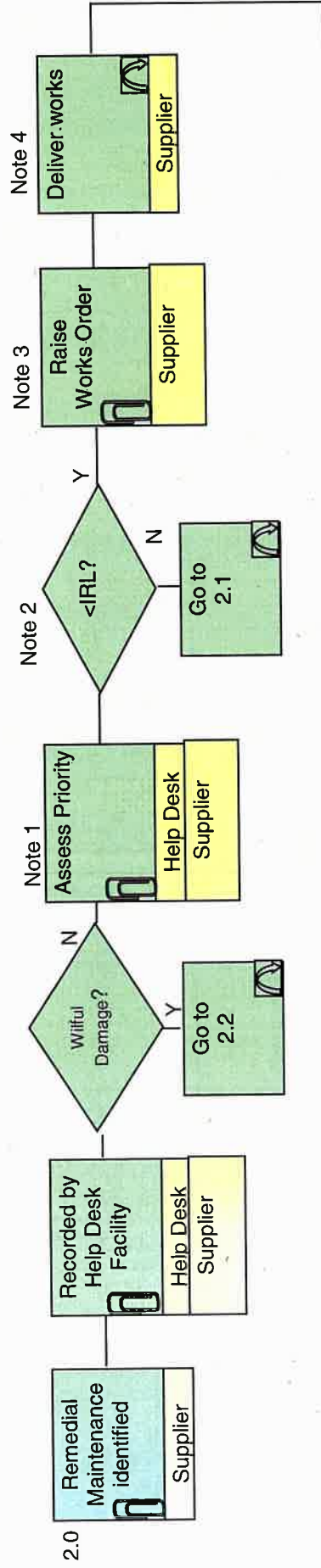
Facilities Management on Operations (FMO) – Contract No 707404450

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OFFICIAL

Booklet 3 – Requirements Information

REMEDIAL MAINTENANCE BELOW THE IRL



Notes:

1. Section F8, Module F lists the action required and the timescale for response by the Supplier.
2. Work measured against Buyer selected Schedule of Rates to ascertain cost estimate.
3. Help Desk raises works order next working day if work reported outside normal working hours.
4. Supplier delivers works <IRL.

Abbreviations:

FM Facilities Manager
DFM Deputy Facilities Manager
IRL Inclusive Repair Limit
CAFM Computer Aided Facilities Management System

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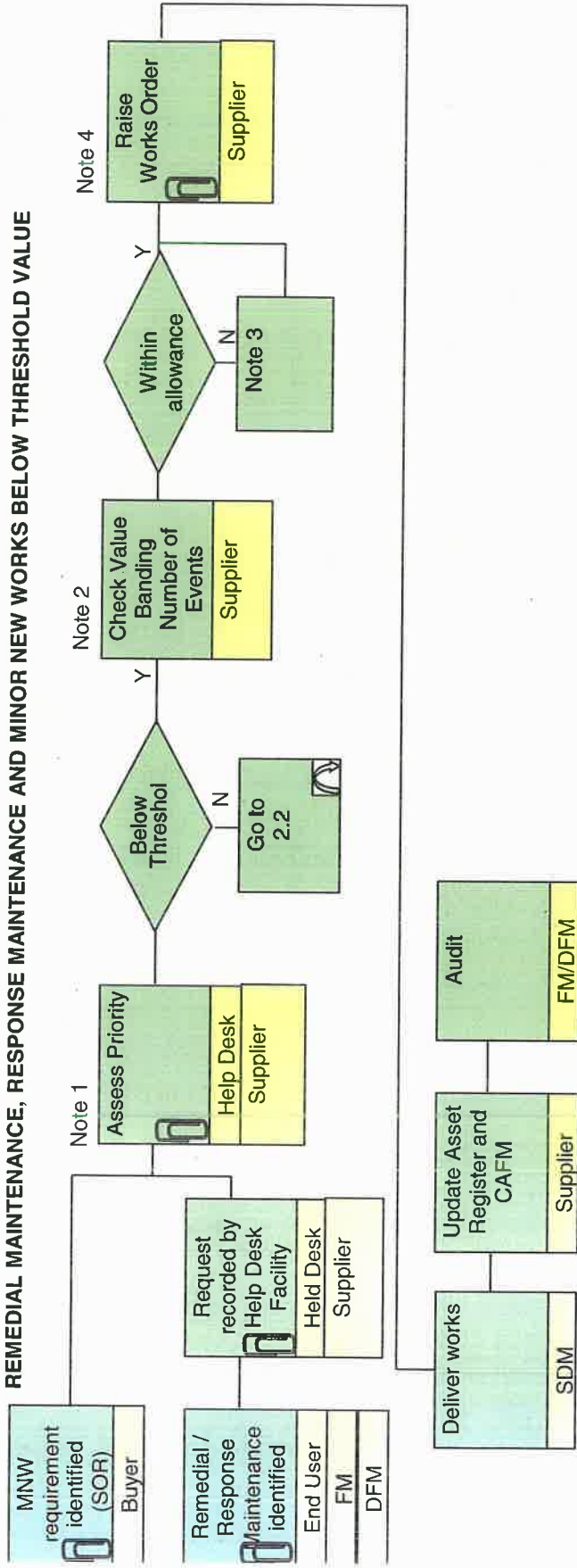
Facilities Management on Operations (FMO) – Contract No 707404450

Dated: 15 March 2024 (Version 1)

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REMEDIAL MAINTENANCE, RESPONSE MAINTENANCE AND MINOR NEW WORKS BELOW THRESHOLD VALUE



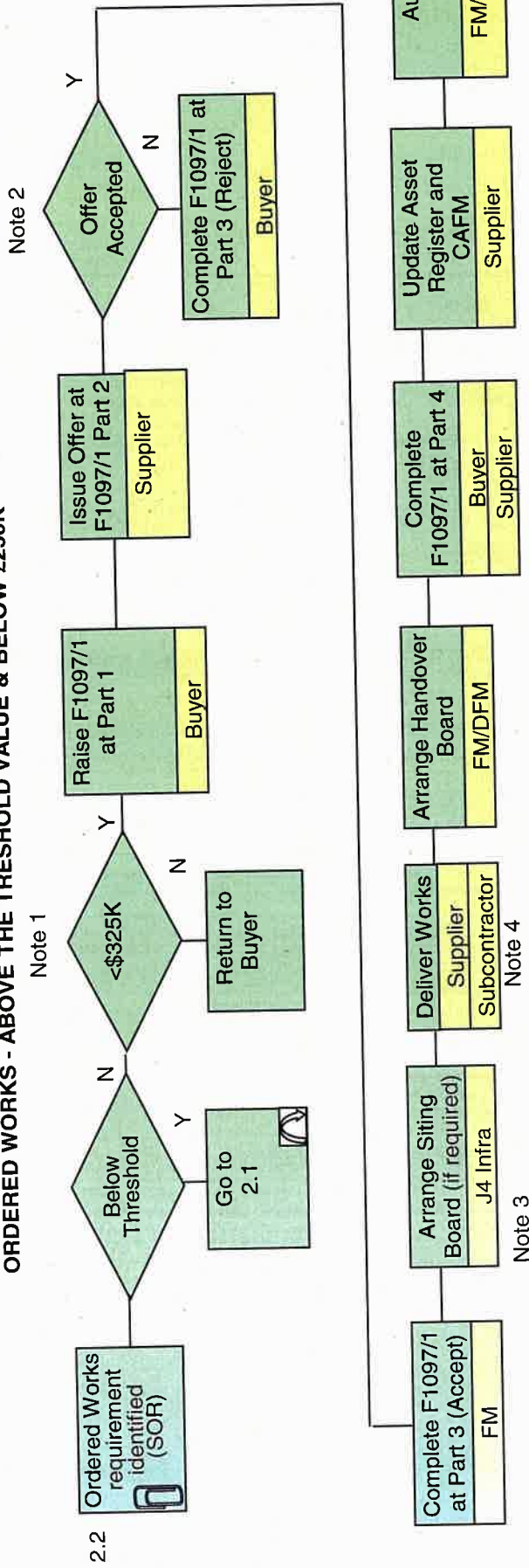
Notes:

1. Section F8, Module F lists the action required and the timescale for response by the Supplier.
2. Value Bandings and related number of events per month are shown on the Pricing Schedule in Booklet 5.
3. Cost of works within the monthly events allowance is covered by the Core Fee. Supplier will be reimbursed for the cost of work over and above this allowance as valued using the Schedule of Rates.
4. SDM delivers works below the Threshold Value.

Abbreviations:

FM Facilities Manager
DFM Deputy Facilities Manager
MNW Minor New Works
SDM Self Delivery Mechanism
SOR Statement of Requirement

ORDERED WORKS - ABOVE THE TRESHOLD VALUE & BELOW £250K



- Notes:
1. The FMO Contract has no mechanism for delivering works above \$325K. Such works may be procured through other routes.
 2. If rejected, Buyer provides a written explanation and returns to Supplier.
 3. Siting Board required if there will be new assets, structural changes to assets or a significant change in the use of assets.
 4. Where the Supplier can demonstrate that the Schedule of Rates will provide a more cost effective solution than competitive tendering the Buyer may authorise (subject to DIO Comm approval) the use of Schedule of Rates to provide a Firm Price Offer on the F1097/1.

Abbreviations:

FM Facilities Manager

DFM Deputy Facilities Manager

CAFM Computer Aided Facilities Management

systemSOR Statement of Requirement

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Booklet 3 -- Requirements Information

Annex B to Module F: Maintenance Services

Examples of Response Category

Emergency Call-outs

Ser	Fault	Notes
1	Generation of Power	Failure of power generation equipment
2	Attendance to the services of a Critical asset as defined in Booklet 4	
3	Complete loss of a water supply to a substantial area or camp	
4	Failure of a Sewage Treatment Facility including ejectors or transfer pumps where there is a high risk of overflow or damage to the environment	De-sludging Plant, Overflowing Waste Interceptors, Septic tank/Cess tank overflow is Soft FM
5	Complete failure of a fuel filling facility where no alternatives are available	Only at [REDACTED]
6	Failure of single point Water Treatment Facilities	
7	Power failure to operationally essential services or a significant part of a building.	Including to specific services in a Critical Asset
8	Loss of heating when temperatures fall below 5 DegC in a whole facility.	This may be linked to the loss of power to electrical sockets.
9	Any power failure to Ops Room/COMCEN operational equipment.	Not the domestic power to the TV or kettle!
10	Power failure to all parts of Medical Centre/Facility or Kitchen.	
11	Power failure to a whole dining facility or to a single item of equipment deemed critical to the production of food services.	
12	Power failure to an ablution facility.	Only if it is the only facility serving a camp or large location. Where multiple facilities exist then the loss of 3 units or more.
13	Air-conditioning failure in a Critical Asset or where it is deemed to be affecting an ongoing critical mission.	Mission critical equipment is normally J6 communication rooms and [REDACTED] equipment rooms or defined areas of a Critical Asset.
14	Failure of a light fitting in an operational room used for work 24 hrs per day or in a Critical Asset.	Where it affects the operational output of an on-going mission.
15	Equipment failure in kitchen.	Unless alternative is available
16	A blocked toilet/shower/pipe causing excess leakage of sewage or water and/or it is the only toilet/shower/pipe serving a unit location.	
17	A water leak from distribution pipework or equipment.	Major external faults, not drips, which may result in the rapid loss of storage or substantial damage to structures/equipment.
18	Fire alarm fault where the alarm is causing significant disruption	
19	Loss of substantial part of or all perimeter security lighting	Several lights not illuminated

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Ser	Fault	Notes
20	Loss of refrigeration for a single point of storage.	Single Reefers, Freezers or refrigerators where no back up is available.
21	Loss of power or lighting to guard room, Sanger, or Force Protection asset, such as [REDACTED] equipment.	

Notes:

1. The asset has to be within the *Contractor* contract though the Contractor may assist in order to meet an operational need.
2. The Contractor does not repair Military equipment such as FEPS, FEPDS, LAPDS, etc but may assist to meet an urgent operational need.

Very Urgent Responses

Ser	Fault	Notes
1	Power failure to all sockets in a single room or accommodation	
2	Power failure to a single item of equipment in dining room	
3	Failure of a kitchen extract system	
4	Failure of a Sewage Treatment Facility ejector or pump where there is a low risk of overflow or environmental damage	
5	Loss of power to a CCTV or Intruder Alarm system	
6	Loss of power to non-critical [REDACTED] equipment	
7	Loss of a service in a Detention facility where detainee handling takes place	
8	Overflowing or blocked waste water or interceptor systems	
9	Total air-conditioning failure to multi-occupancy room	Examples: Loss of air-conditioning to Briefing Facilities, Passenger handling Facilities, etc.
10	Failure of all air-conditioning or heating in rooms/offices of critical/key/duty personnel	Medical facility, Gd Rooms, On Duty/Standby Aircrew, [REDACTED], Senior Staff Officers (Col and above).
11	Failed water heater where it is the only means to heat water	
12	Failed room heater to multi-occupancy rooms or where it is the only means to produce heat	
13	Structural damage that may cause the eventual deterioration of an asset or service	Culvert collapse on a main traffic route
14	The loss of an important Force Protection asset	Road barrier, security lights at checkpoints, power supply radio battery charging systems. Hole in a fence.
15	Overflowing Oil/Petrol Interceptor	
16	Individual perimeter security light fault	

Urgent Responses

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Facilities Management on Operations (FMO) – Contract No 707404450

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Booklet 3 – Requirements Information

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Ser	Fault	Notes
1	Power failure to all sockets/equipment supplying technical equipment.	Where no alternatives are available.
2	All other water and waste water problems	
3	Failure of a water pump or pressurization pump unit/house where it has not completed stopped the water supply	
4	Failure of Water Treatment Facilities in multi-treatment plants	
5	Failure of a Safety Exhaust/Fume Extract system	
6	Failure of a single point incinerator	
7	Complete loss of a single point laundry unit	
8	Failed water heaters	In winter
9	Failed room heaters	In winter
10	Damage to Security Doors	
11	Repairs to steps/stairs and walkways where they form an emergency egress	

Routine Responses

Ser	Fault	Notes
1	Power failure to all sockets/equipment supplying domestic equipment, such as kettles, white goods, general use supplies.	
2	All other air conditioning faults	
3	Repairs to fabric buildings and tents	
4	Repairs to force protection structures, sangars, Gd Rooms, Barriers, Gates, Fences	Not HESCO and Field Defence Stores structures Barbed Wire and sandbags.
5	Dripping Taps	
6	Replacement Signage including Safety Signs	
7	Repairs to items in laundry units	
8	Repairs to incinerators where other means to dispose of waste are available.	
9	Repairs to ranges	
10	General repairs to roads, soil drains and waste interceptors	Only those incorporated into the contract which is not all systems
11	Repairs of steps/stairs and walkways unless used for emergency egress	
12	Repairs to Masts & Towers	Unless deemed immediate mission critical
13	Failed air-conditioning units	
14	Repairs to internal accom/office doors	Replacement door furniture may not necessarily include replacement locks and keys where the repair will need a security justification.
15	Repairs to vehicle washdown facilities	
16	Repairs to floors	
17	Repairs to roofs, gutters, walls (internal & external)	
18	Repairs to Oil/Petrol Interceptors	

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Ser	Fault	Notes
19	Repairs to items in toilet and ablution facilities	

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MODULE G

SUPPORT SERVICES

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

CONTRACT NUMBER:
707404450

Document Change Record

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V1.0	15 Mar 24	Document at distribution of Contract	15 Mar 24

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G5 <i>Client</i> Business Continuity Plan (BCP)	3

Annexes:

- A. G4A Facilities Management Clerical Assistant Terms of Reference.

G1 Support and Advice

G1.1. *Contractor* shall provide general support and advice to the *Client* both proactively and on request, to ensure the successful completion of all FM activities. This includes but is not limited to:

G1.1.1. Professional and / or technical advice including but not limited to Pre and Post Occupational surveys and documentation.

G1.1.2. Assisting with the compilation of an Estate Condition Survey.

G1.1.3. The applicability / impact of DIO Policy Instructions and any other new legislation affecting the estate.

G1.1.4. Advice on designs and specifications for projects to ensure compliance with the site energy and maintenance policies.

G1.1.5. Advice and assistance, including snagging and attendance at meetings, prior to the handover of completed projects.

G1.1.6. Information such as drawings and site records, to external Project Managers as required.

G1.1.7. AP Support as required in accordance with Module E.

G1.1.8. Additional support and assistance to the *Client* in support of activities not covered elsewhere in the requirements. Exceptional services may include inspection/examination of an asset or part of an asset, which is not included in the Site-Specific Schedules.

G2 Reporting

G2.1. Monthly Review Meeting (MRM). The *Client* will organise and chair the Theatre specific Monthly Review Meetings to review the *Client* and *Contractor* Core Deliverables and Key Performance Indicators. These meetings will also be used as a forum to discuss the financial and physical progress of the in-year Works services, the adequacy of the available funding and forward work plans. The MRM and resulting record shall be in an agreed format. The *Client* is responsible for creating the record of the MRM and issuing them within five (5) working days of the meeting in conjunction with information provided by the *Contractor*.

G2.2. In addition to all risks being discussed and reduced where applicable both the *Client* and the *Contractor*, if required, can call a further Risk reduction Meeting outside of the MRM.

G2.3. Contractor Monthly Report. The *Contractor* shall provide a Monthly Report (every 4 weeks) to the *Client* in an agreed format, containing all information necessary to carry out an evaluation of all works services and inspections in the current year. The report

will be published not less than seven (7) working days before the next MRM and include, but is not limited to, the following:

G2.3.1. Monthly in-year rate of authorised and committed expenditure against funding allocation.

G2.3.2. Anticipated Carry-out and management of Carry-in.

G2.3.3. Progress of planning and execution of all individual works, including progress with design, compliance with timescale and details of issues.

G2.3.4. All Service Provision categories.

G2.3.5. Risk and Opportunities Register.

G2.3.6. Progress of Site-Specific Schedule tasks, including a summary of inspection reports, test certificates etc that have been received.

G2.3.7. Progress of the Preventative Maintenance against the programme.

G2.3.8. Need for changes in priority, redirection of funding and / or programme changes.

G2.3.9. Recovery action to be taken when financial or physical progress varies from the programme.

G2.3.10. Health and safety including reporting of accidents, operation of Safe Systems of Work / Permits to work Systems, implementation and application of CDM 2015 and H&S training records for *Contractor* personnel.

G2.3.11. Results of audits.

G2.3.12. Performance measured against KPI's.

G2.3.13. Monitoring and assessment of sub-contractors.

G2.3.14. Asset inventory, maintenance and management issues.

G2.3.15. Fraud issues.

G2.3.16. Statutory and Mandatory Compliance.

G2.4. Quarterly Review Meetings (QRM). Strategic Quarterly Review Meetings (QRM) will be held in the UK and chaired by the Designated Officer (DO). These meetings will be used to discuss the high-level performance of the *Contractor*.

G2.5. The *Contractor* will produce and issue a Quarterly report, in an agreed format, containing all information necessary to carry out an evaluation of contract delivery in the current year. The report is to be issued to the *Client* seven (7) working days before the next programmed QRM. The meetings and the resulting minutes shall be in a format

agreed by the DO. The *Contractor* is responsible for taking and issuing the minutes of the meetings.

G2.6. *Contractor Annual report*. The *Contractor* Annual Report is to be the Monthly Report published at the end of the Calendar Year, highlighting matters raised in the Monthly Reports, but also with a clear summary for the last year. In addition, the *Contractor* is to provide their assessment on the general condition of the Theatre. As a minimum, the *Contractor* shall report the following:

G2.6.1. Annual Commitment, expenditure and Carry-out data (Forecast of Outturn FOO); value of any residual Carry in from previous year(s); Planned Maintenance Programme and Site-specific Schedule Tasks and inspections were delivered etc.

G2.6.2. Was the *Client* spend profile achieved?

G2.6.3. Emerging trends, where trend analysis is carried out and if so, reversed, or corrective action taken.

G2.6.4. Have the Theatre Assets improved, declined or remained in a steady state over the course of the year.

G3 Facilities Manager Clerical Assistant

G3.1. The *Contractor* shall provide a full time Facilities Manager's Clerical Assistant to support the *Client's* Facility Manager (FM). The post will be located within the FM office and the Terms of Reference for the position are at Annex A to this Module.

G4 Surges and Relief in Place (RIP)

G4.1. The *Contractor* shall maintain plans for significant situational changes, namely a Surge Plan (). An indicative 'Surge and RIP' Plan is required to cover periods of Surge that clearly demonstrates how the *Contractor* shall continue to deliver Service during a planned RIP and unplanned increase in demand (Surge).

G5 Authority Business Continuity Plan (BCP)

G5.1. The *Contractor* shall support the *Client* in the production of local Business Continuity Plans (BCP). The *Contractor* shall provide assistance to implement the BCP on a site-by-site basis. Any increase/decrease of Service may be the subject of a change control notice or contract amendments as appropriate and will be discussed prior to contract implementation.

G5.2. Service provision shall not be hindered by national / religious holidays including Ramadan.

**Annex A to
Module G – Support Services**

**G4A Facilities Management Clerical Assistant
Terms of Reference**

Title

G4A.1 [REDACTED] Clerical Assistant/Office Administrator.

Grade

G4A.2 MoD Civil Service E1 grade or equivalent

Location

G4A.3 [REDACTED]

Main Job Objective

G4A.4 To provide support to the clerical administration of the Facilities Management Department within the UK STRE based in [REDACTED]. To support the administrative arrangements of the Facilities Management Department and operation of the CAFM asset databases for all UK fixed and operational infrastructure located across the [REDACTED] Theatres of Operations.

Responsibilities

G4A.5 Responsible to the OC STRE through Facilities Manager (FM).

Core Competence

G4A.6 Core Competence shall be:

- G4A.6.1. Working Together.
- G4A.6.2. Communicating and Influencing.
- G4A.6.3. Analysing and Using Evidence.
- G4A.6.4. Managing Customers and *Contractors*.

Main Duties

G4A.7 Main duties shall be:

G4A.7.1. Provide administrative support to Facilities Management team in the filing of asset and project records. Undertake administrative support as directed.

G4A.7.2. Manage, maintain and operate the CAFM asset data base for the production of work dockets and F1097 for identified works. Collate returned data, file for future reference and input cost information.

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G4A.7.3. Extract data and import into MS Office programs for the production of statistical information for the facilities Management function.

G4A.7.4. Manage and maintain the SOR task files to ensure information remains relevant and up to date. Liaise with the FMS(Ops) Project Control team to ensure financial and billing information is presented in timely manner.

G4A.7.5. Manage the collection, logging and routing of SORs between the FM department, () and SO2 J4 Infra, (). Maintain the local FM tracker system and take proactive steps to maintain compliance with contract timelines.

G4A.7.6. Liaise with the FMS(Ops) IT department to ensure login information and access arrangements are maintained.

G4A.7.7. Preparing documentation for planned and ad hoc inspections and/or audits.

G4A.7.8. Prepare documentation for and attend the Monthly FM FMS(Ops) Contract Meetings. Take minutes for the record of decisions and produce the minutes of the meeting within 2 days.

G4A.8 Receive, manage and record all written correspondence between the FM department and contractors.

Secondary duties

G4A.9 Secondary duties shall include:

G4A.9.1. Attend the weekly FM O Group and take minutes for the record of decisions. Produce minutes of the meeting within 2 days.

G4A.9.2. Maintain the FM commercial delegation file to ensure letters remain in date and valid.

G4A.9.3. Data input onto IT based management information systems.

G4A.9.4. Organise the collection and distribution of mail within the FM office.

Licences/Qualification/Experience

G4A.10 To be eligible to undertake the work described, the person will be expected to satisfy the following conditions:

G4A.11 **Essential:**

G4A.11.1. Experienced in working on relational data bases and information management.

G4A.11.2. Competent in use of Microsoft Office programmes to a level equivalent to the CLAiT course.

G4A.12 Desirable:

G4A.12.1. Previous experience working within MoD Property Management environment, ideally in an Operational theatre.

G4A.12.2. Valid driving licence allowing qualification to drive white fleet vehicles.

G4A.12.3. Working knowledge of the CAFM system.

Hours of Work

G4A.13 The individual will work the following core hours as a general rule with occasional ad-hoc overtime to cover busy periods of work as directed by the Line Manager:

G4A.13.1. Sat to Thur: 08:00 to 16:30 hrs with one (1) hour for lunch.

G4A.13.2. Fri: _____ Non-Working Day.

G4A.14 There will be no relaxation of working hours for public holidays although exceptional time off may be negotiated.

G4A.15 There will be no requirement for shift working.

Medical

G4A.16 The individual selected for the post will be expected to undergo medical examination in accordance with Health & Safety at Work provisions and any other requirements as may be required.

Health and Safety at Work

G4A.17 Is obliged to take care of their own safety and health at his/her place of work and allocated accommodation within his/her ability and in the accordance with the instructions and orders of the employer. Furthermore, he/she is obliged to take care of the safety and health of persons, who are affected by his/her actions or omissions at work or accommodation environment. He/she is to report any direct and a considerable danger to health and safety as well as failures of the safety system to the employer or relevant supervisor without undue delay.

MODULE H

GROUNDS MAINTENANCE

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

**CONTRACT NUMBER:
707404450**

Facilities Management on Operations (FMO) – Contract No 707404450

Dated: 15 March 2024 (Version 1)

Booklet 3 – Requirements Information

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H8 Irrigation	3

H1 General

- H1.1. The *Contractor* shall deliver Grounds Maintenance (GM) as part of the Core service across the Affected Property in accordance with this Schedule.
- H1.2. The *Contractor* shall operate in accordance with the relevant Statutory and Mandatory restrictions relating to working within hazardous and restricted areas to include, but not limited to, Petroleum, Oil and Lubricant (POL) areas, electrical sub-station enclosures, airfields and explosive facilities, in accordance with Module E - Statutory and Mandatory Obligations.
- H1.3. The *Contractor* shall provide a GM schedule to the *Client* within one (1) month of ISD, identifying all GM activity for each site. Thereafter the GM schedule will be reviewed on an annual basis with the *Client* by the first working day of March each year.
- H1.4. The *Contractor* shall use Good Industry Practice and relevant standards applicable to GM Services.
- H1.5. The *Contractor* shall collect, remove and dispose of all arisings from GM activities on the same day as the services are undertaken unless agreed with the *Client*.
- H1.6. The *Contractor* shall maintain all flower beds, hedges and other planted areas on the GM plan to the required standard wherever they are present and is not authorised to make changes that will alter the character of the areas concerned.
- H1.7. All relevant details relating to planning and delivery of GM shall be recorded on the Computer Aided Facility Management (CAFM) system.
- H1.8. The *Contractor* shall sweep and keep clear all pathways, car parks, roadways and other hard standings including airfield operating surfaces as agreed with the *Client*.
- H1.9. The *Contractor* shall inspect and maintain boreholes that are existing or will be installed during the life of the Contract to prevent damage and loss during GM activities.
- H1.10. The *Contractor* shall maintain the safety, appearance and function of street furniture including road signs and streetlights where they are not maintained by others and within the boundaries of the Affected Property.
- H1.11. The *Contractor* shall ensure when ground works are conducted that the property remains accessible and that no damage is caused to the surrounding assets i.e. manhole covers, Life Saving Equipment (LSE), roads, footpaths, kerbs, windows or any additional built assets.
- H1.12. The *Contractor* shall repair any damage caused by *Contractor* staff during the execution of their work at the *Contractor's* sole expense.
- H1.13. The *Contractor* shall develop and implement a GM waste management plan with the *Client* that is aligned to the Environmental Management System in accordance with Module I: Sustainable Development and Environmental Management to support the sustainable disposal of waste material generated as a result of GM Services.

H-1

Facilities Management on Operations (FMO) – Contract No 707404450

H2 Clearance and Weed Control

H2.1. The *Contractor* shall keep all ditches, gullies, manholes and culverts within the boundaries of the Affected Property free from debris, silt and rubbish ensuring they remain clear and free flowing. Where the outflow is obstructed by elements controlled by others, the *Contractor* is to inform the *Client*.

H2.2. The *Contractor* shall maintain all planted areas, of whatever nature, free of weeds and moss and maintain an accurate record on the CAFM system of all applications of chemicals used for weed or moss control.

H2.3. The *Contractor* shall maintain all hard standing areas including roads, footpaths, carparks, paved areas, kerb lines, multi-use games areas, gravel/stoned areas, expansion joints free of weeds or moss.

H2.4. The *Contractor* shall maintain a 300mm wide strip clear of grass and weeds along the base of all buildings.

H2.5. The *Contractor* shall keep all gully tops clear of debris such as shrubs, trees, silt and rubbish as required to ensure a continuous and uninterrupted flow of water from existing known discharges.

H2.6. The *Contractor* shall ensure security fences, perimeter fences, security patrol paths and sterile zones between security fences are kept clear of encroaching vegetation.

H2.7. The *Contractor* shall ensure that 1000mm on both sides of fences is kept clear of vegetation including overhanging vegetation.

H3 Grassed Areas

H3.1. The *Contractor* shall regulate grass cutting frequency so that grass does not exceed 100mm in height.

H3.2. The *Contractor* shall inspect and remove any litter, stones and other debris which might cause personal injury, or damage machinery, equipment and installations before commencing grass cutting operation.

H4 Explosive Storage Areas

H4.1. The *Contractor* shall ensure all explosive storage areas including store houses and Potential Explosive Sites remain weed free and grass does not exceed 50mm in height. The standard Service shall be in accordance with MOD SFG20.

H5 Tree Maintenance

H5.1. The *Contractor* shall prune, cut back or fell as necessary trees that touch, overhang or otherwise directly or indirectly interfere with any Asset, obscure road and safety signage, street lighting and security cameras to prevent damage and increased maintenance to roofs, walls, foundations or equipment.

H5.2. The *Contractor* shall fell and / or remove trees and their stumps found to be fallen or identified as dead or diseased in a safe manner and replace on a one-to-one basis with the same variety or in accordance with Good Industry Practice, unless otherwise instructed by the *Client*.

H5.3. The *Contractor* shall maintain the crowns of trees ensuring crowns are cut back to a distance of 3m from all buildings and sub-station compounds. Palm trees shall have dead fronds and clusters removed at all heights.

H6 Pest Control

H6.1. The *Contractor* shall provide a pest and vermin control service to monitor, control and eradicate unwanted/invasive animals on the estate. Where animals are considered to be protected by UK, International or Host Nation law, specialist advice is to be sought on behalf of the *Client*.

H7 Sports Facilities and Artificial Surfaces

H7.1. The *Contractor* shall maintain Multi-use Sports Areas and associated Assets taking all necessary measures to ensure the areas are free from weeds, moss, bird droppings and algae.

H7.2. The *Contractor* shall ensure artificial surfaces and drainage channels are regularly brushed, cleared, cleaned, maintained, and rejuvenated to the correct depth and type of sand in accordance with the manufacturer's instructions.

H7.3. The *Contractor* shall maintain artificial surfaces:

H7.3.1. Topping up sand levels as required.

H7.3.2. Ensuring pitch markings remain clear.

H7.3.3. Rolling surfaces to maintain a flat playing surface.

H7.3.4. Repaint and repair posts, net supports, nets, backboards, fences, protector sight screens etc. on an annual basis.

H8 Irrigation

H8.1. The *Contractor* shall operate, maintain, repair and replace all irrigation systems and components in accordance with manufacturer's instructions, ensuring the system remains operable.

H8.2. The *Contractor* shall water areas by handheld watering equipment or by rotating or oscillating sprinkler systems where permanent irrigation systems are not in place, to ensure healthy plant growth.

H9 Snow and Ice

H9.1. **Snow clearing services.** The *Contractor* shall clear snow from all transit routes across the sites utilising mechanical (plough) or manual (shovel) means ensuring snow is cleared at a time no later than 0700hrs (local).

H9.2. The *Contractor* is to ensure one pass of the entire site, prior to returning for a second pass, if required. If unable to make a second pass due to conditions, then a second pass is to be completed within 24 hours of the end of the snowfall to ensure the sites are clear and safe.

H9.3. **Ice melting services.** The *Contractor* shall perform ice melting services on all transit routes across the sites using salt or sand as required. In determining whether or not to apply ice melting products in any particular circumstance, the *Contractor* shall act reasonably to ensure safety by monitoring the weather across all sites and acting accordingly.

MODULE I

SUSTAINABLE DEVELOPMENT & ENVIRONMENTAL MANAGEMENT

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

**CONTRACT NUMBER:
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11 Introduction

11.1. The UK Government is committed to developing, procuring, and managing the disposal of goods and services sustainably; and delivering on the UN Global Goals for Sustainable Development. The MOD is a key stakeholder in realising its delivery.

11.2. By conducting Defence tasks on a sustainable footing, long-term resilience is supported across a wide range of activities and locations. Mainstreaming of sustainability principles is mandated within Defence business to ensure that environmental, social and economic threats, impacts and opportunities are fully taken into account in all strategies, policies, decision-making processes and associated programmes, projects, activities and behaviours.

11.3. The MOD has a fundamental policy objective that those who deliver or conduct Defence activities protect the environment when undertaking those activities. This policy applies to all organisations and persons within Defence who conduct or support Defence activities.

12 Management

12.1. When working Overseas there are many different standards set and expectations placed upon the MOD. As such the Secretary of State for Defence's policy statement states that:

12.1.1. Overseas we apply UK standards where reasonably practicable and, in addition, comply with relevant host nations' standards. This requires the MOD to implement and comply with Host Nation law first, implementing UK Standards where practicable.

12.1.2. Where Defence can rely on exemptions or derogations from either domestic or international law, we introduce standards and management arrangements that are, where practicable, as good as those required by legislation.

12.2. To ensure that sustainable development and environmental legislation and policy directives are delivered, the *Contractor* shall undertake screening of all systems, works and projects, to determine whether an Environmental Assessment or Appraisal is required. The decision and justification are to be recorded on the Computer Aided Facility Management (CAFM) System and made available to the *Client*.

12.3. The *Contractor* shall record all Sustainability Appraisals and minor change and maintenance screening checklists using the CAFM system which will be made available to the *Client*.

12.4. The *Contractor* shall ensure that Life Cycle Costs (including the cost of carbon) and benefits, including cost savings, carbon savings, waste savings, pros, and cons of refurbishment versus demolition and new build, are used in the development of options and solutions for new works, so that long term Value for Money can be achieved. The *Contractor* shall include renewable technologies as standard within any design work and if not justify why they have not been included.

12.5. The *Contractor* shall develop a Construction Environmental Management Plan commensurate with the scale and sensitivity of any works and mirror the Sustainability Appraisal themes which shall be recorded on the CAFM system and made available to the *Client*.

12.6. The *Contractor* shall recommend to the *Client* that which results in the best environmental outcome where MOD policy or Good Industry Practice requires increased levels of environmental performance over and above legislative requirements.

13 Sustainable Procurement

13.1. The *Contractor* shall develop a sustainable procurement strategy aligned to ISO: 20400, ensuring that sustainability risk is identified and mitigated through the supply chain.

14 Environmental Management Plans

14.1. The *Contractor* shall operate and maintain a certified Environmental Management System (EMS) for all Services that meet ISO 14001:2015 requirements by ISD. The system is to include all aspects of sustainable development and be updated as the ISO standard evolves.

14.2. The *Contractor* shall deliver an Environmental Management Plan to the *Client* for delivery of the EMS for each Establishment prior to ISD.

14.3. The *Contractor* shall note that their EMS, and their respective management plans, shall cover all operations executed under the Contract, including as a minimum construction, maintenance, acquisition activities, supply chain management and environmental protection.

14.4. The *Contractor* shall make the EMS available for annual review, sign-off and accreditation audits when requested by the *Client*.

15 Carbon Net Zero

15.1. The *Contractor* shall recognise the UK Government's target to reduce the UK's Nationally Delivered Contribution (NDC) under the Paris Climate Agreement.

15.2. The *Contractor* will have their own carbon net zero strategy and shall ensure they collaborate with the *Client* to support their transition to Net Zero. This shall include but not be limited to:

15.2.1. Provide details of their own carbon performance on the *Client's* Call-Off Contract at Contract commencement and provide (annual) updates thereafter;

15.2.2. Development of carbon footprint appraisal for *Client* Premises (where not already in place);

15.2.3. Development of a carbon net zero strategy which shall include but not be limited to the assessment of carbon net zero benefits associated with the introduction

of smart FM solutions to reduce energy consumption, emissions and impacts from poorly performing Assets and / or building infrastructure;

15.2.4. Development of a Contract specific carbon net zero action plan for the *Client* Premises;

15.2.5. Development of Contract specific carbon net zero measurement and reporting capability; and

15.2.6. Development of smart FM initiatives (e.g. reductions in energy consumption, impacts from poorly performing Assets, use of new technology, etc.

15.3. The *Contractor* shall be compliant with all legal obligations outlined within the Streamlined Energy & Carbon Reporting (SECR) Regulations 2018 across all Scope 1, 2 & 3 reporting measures. In addition to the legal requirements, the *Contractor* shall be responsible for issuing details of the Carbon Reduction Plan (CRP) to the *Client* on an annual basis.

15.3.1. Scope 1: direct emissions you produce as a business (e.g. use of company vehicles);

15.3.2. Scope 2: indirect emissions you produce (e.g. your buildings utility usage); and

15.3.3. Scope 3: indirect emissions along your entire supply chain (e.g. raw materials, logistics, business travel by employees and employee travel to work related emissions).

15.4. The *Contractor* shall ensure that the processes they adopt to measure and report greenhouse gas emissions comply with the Streamlined Energy & Carbon Reporting (SECR) Regulations and are fully aligned to guidance published by UK Government, to include but not be limited to:

15.4.1. Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019);

15.4.2. Environmental Reporting Guidelines: Industry Streamlined Energy & Carbon Reporting and greenhouse gas reporting (last update: March 2019);

15.4.3. Ten Point Plan for a Green Industrial Revolution;

15.4.4. The Industrial Decarbonisation Strategy;

15.4.5. Greening Government Commitments (GGC) framework;

15.4.6. The Energy White Paper;

15.4.7. The Together for Our Planet campaign, and

15.4.8. Procurement Policy Note 06/21: Taking account of Carbon Reduction Plan in the procurement of major government contracts.

15.5. The *Contractor* shall ensure the reporting methodology follows the GHG protocol and is closely aligned with ISO 14064 / PAS 2050 & 2060 standards.

15.6. Due to the location of the sites the *Client* recognises the *Contractor* may not meet all the requirements of the stated standards and regulations. Where the *Contractor* cannot meet the requirements, the *Contractor* must demonstrate to the *Client* the reasons for non-compliance and propose methods by which the shortfall can be mitigated. All non-compliances are to be reviewed annually.

15.7. The *Contractor* shall ensure that they cooperate fully and work collaboratively with the *Client* and any appointed third-party *Contractors* where the *Client* requests that the carbon emissions calculation methodology being applied on the Call-Off Contract by the *Contractor* be independently verified.

15.8. Where requested to do so, the *Contractor* shall provide a professional advice service on all matters relating to greenhouse gas emissions and carbon net zero for each *Client* Premises. The cost of this service shall be included in the Charges.

15.9. The *Client* may require specific carbon net zero Services to assist them on their journey to carbon net zero. These could include but not be limited to:

15.9.1. Delivery of carbon net zero site surveys and issue of reports;

15.9.2. Delivery of carbon net zero innovation and investment plans (e.g. Asset efficiency surveys, Asset replacement / retrofit options, clean energy solutions and infrastructure surveys). These shall include but not be limited to:

15.9.2.1. Clean energy solutions;

15.9.2.2. Asset replacement / retrofit schemes (e.g. installation of electric heat pumps, BMS installation / upgrade, smart metering and smart lighting solutions);

15.9.2.3. Use of intelligent software to monitor working conditions (e.g. lighting levels, office temperatures);

15.9.2.4. Use of intelligent systems to aid with the Delivery of smarter cleaning, energy usage and maintenance solutions.

15.9.3. Where requested by the *Client*, these Services will be managed via Module L – Additional Services.

15.10. The *Contractor* shall ensure that all data in relation to greenhouse gas emissions / carbon net zero related KPI measures are recorded within the CAFM system or other software platform where this approach has been agreed by the *Client*.

15.11. The *Contractor* shall provide a monthly report covering all sites which shall include but not be limited to:

15.11.1. Provide context to the scope of the report including force size, laydown, terrain and climate.

15.11.2. Routine energy capture providing:

15.11.2.1. Monthly average metric total and by asset,

15.11.2.2. Daily and hourly consumption identifying peak usage.

15.11.2.3. Provide monthly trend analysis on energy usage by site.

15.11.3. Quantities of *Contractor* equipment/vehicles with total fuel usage by volume per equipment/vehicle and volume by fuel type.

15.11.4. Water usage providing:

15.11.4.1. Monthly average metric total and by asset.

15.11.4.2. Daily and hourly consumption identifying peak usage.

15.11.4.3. Totals supplied by volume and broken down into supply: mains, borehole, bulk and bottled.

15.11.5. Waste produced by *Contractor* operation of the contract by weight (if feasible) or volume.

16 Climate Change

16.1. The *Contractor* shall record on the CAFM system and report monthly to the *Client* when Reactive Maintenance has been triggered by severe weather events (for respective locations). Records shall include weather conditions, damage resulting and associated costs above and below the Contract pricing mechanisms.

16.2. The *Contractor* shall provide to the *Client*, any information required to support Climate Impacts Risk Assessment (CIRAMs).

17 Environmental Protection

17.1. The *Contractor* shall notify the Head of Establishment (HoE) within one (1) hour of all environmental incidents and near misses associated with the Contract delivery. The *Contractor* shall record such incidents and near misses on the CAFM system and submit a report to the *Client*.

17.2. The *Contractor* shall identify and implement remedial measures or changes required to environmental protection plans and seek *Client* approval for implementation.

17.3. The *Contractor* shall manage land contamination hazards relevant to or created by activities under the Contract, through the Health and Safety Management Systems, EMS and production of management plan for each activity.

I8 Water Management

18.1. The Contractor shall meter and accurately monitor all water and wastewater production. The Contractor by actively managing the infrastructure ensure that any leaks are identified and fixed in a timely manner.

18.2. All wastewater discharges shall be undertaken in accordance with the appropriate discharge consents either as agree with the Host Nation government or the best practice that the equipment was designed to meet. Compliance with these standards shall be monitored and reported to the *Client* as part of the Monthly Reports.

I9 Waste Management

19.1. The *Contractor* shall produce a waste management plan to be agreed by the *Client* for each site, in relation to waste produced by delivery of the Service (that shall include fly-tipped waste on UK responsible land) which will be in place one (1) month prior to ISD. The plan should support the site Waste Management Plan when in existence and shall be reviewed by the *Contractor* and agreed with the *Client* annually. The plan will be compliant with all regulatory and legislative requirements and comply with waste hierarchy.

19.2. The *Contractor* shall produce an individual waste management plan for projects that do not form part of the regular delivery of the Service.

I10 Air Conditioning

110.1. All Air Conditioning units are required to be compliant in accordance with the Montreal Protocol and on take up of the contract, the Contractor should complete an audit of the current AC units to establish the number of non-compliant units to develop a programme to be agreed with the FM of the replacement of these units. Priority is to be given to the buildings with the longest remaining presence in theatre followed by those with greatest average period in use.

110.2. Reported cooling deficiencies within buildings or facilities are not to be dealt with by just lowering the settings of the control equipment. The Contractor must use a 'Black Ball' thermometer to determine the space temperature of individual areas and any alteration to the control variables must be agreed with the *Client*.

110.3. All records for system refrigerants must be maintained in the CAFM system, including de-gassing and re-gassing of AC Units.

I11 Energy Performance Certificate

111.1. Post FSD the *Contractor* is to provide a proposal to conduct an EPC on each Level 2 asset.

MODULE J

MISCELLANEOUS SERVICES

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

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J1 Military Secondment

- J1.1. The *Contractor* shall note that this requirement can be utilised as required by the *Client* across all locations covered by the Contract.
- J1.2. The *Contractor* shall support the *Client* to provide personal development and work experience to military trade persons that work for the *Client*.
- J1.2.1. Make provision for *Client* staff to carry out technical work on the Estate on an ad-hoc basis to enable the staff to maintain currency and develop skills through hands on work experience including Skilled Person and Authorised Persons status. All works are to be periodically monitored by *Contractor* to ensure compliance and, will be taken on the asset register for maintenance on completion.
- J1.2.2. Provide the placement of *Client's* staff on a short-term basis to the *Contractor* to enable the staff to maintain currency and develop skills through experience of working in the private sector.
- J1.2.3. Meet the development needs, by the placement of *Client* staff appropriately within the *Contractor* and / or its sub-Contractor workforce.
- J1.3. The *Contractor* shall assist the *Client* in ensuring military staff, where appropriate, maintain their skills, experience and competence to ensure that they are effective when deployed by the British Armed Forces.
- J1.4. Staff identified will complement the *Contractor* and will be available to carry out work routinely with the *Contractor* unless called upon by the *Client* for other duties.
- J1.5. The *Contractor* shall ensure any placement of *Client* staff provides personal and professional development and work experience to the staff such that their skills and certification are current.
- J1.6. The *Contractor* shall ensure that any work assigned to placement staff meets this objective and is commensurate with their qualifications and experience.
- J1.7. The *Contractor* shall ensure that *Client* placements are engaged on work appropriate to their technical specialisation and capability, and that they are fully integrated into the *Contractor* and / or Sub-Contractors staffing structure and are assigned hands-on type work in essential areas of the operational site.
- J1.8. The *Contractor* shall agree the employment plan for *Client* placements on a case-by-case basis with the *Client*. The *Contractor* shall identify any individual training gaps. Any courses or training mandated to meet this requirement shall be agreed with the *Client* and will be paid for by the *Client*.
- J1.9. The quality and nature of the work shall be reviewed jointly with the *Client* every six (6) months.
- J1.10. The *Contractor* shall meet the costs of facilitating the placement, including but not limited to, providing a workstation, IT equipment and stationery. The *Client* will not

make any payments to facilitate the placement other than the cost of any agreed technical or specialist training required to undertake the role, the costs of employing the staff concerned, and their travel and subsistence costs.

J1.11. Staff complementing the *Contractor's* organisation will remain as the *Client's* staff and the costs of employing the staff concerned, as well as the costs of providing their agreed training requirements, will be met by the *Client*. Any expenses incurred by the individual in carrying out their military duties in accordance with the *Client's* normal rules and regulations, will be paid by the *Client* direct to the individual concerned.

J1.12. The *Contractor* shall determine the normal hours of work for the placements. Where overtime is required, military personnel will be expected to respond but there will be no payment for such overtime work although time-off in lieu may be considered in consultation with the *Client*.

J1.13. During the periods that *Client* staff are not available to carry out duties for the *Contractor*, the *Contractor* shall make suitable alternative arrangements to ensure that there is no disruption to the delivery of the Service. If personnel are not made available to the *Contractor*, this will not give rise to a recompense event. The cost of making such arrangements to cover for the absence of placements and maintaining service delivery shall be met by the *Contractor*.

J1.14. The *Client's* staff will, during their periods of placement and whilst carrying duties for the *Contractor*, conform fully with all the rules, processes and procedures applicable to the staff employed by the *Contractor*. This particularly includes the health and safety procedures adopted by the *Contractor*. Failures of placements to adhere shall be reported to the *Client*.

J1.15. The *Contractor* shall provide at no cost to the *Client* any additional specialist protective clothing, equipment or tools required by the placement to perform and comply with tasked activities and the *Contractor's* policies or risk assessments.

J1.16. Any personnel on secondment should reach an agreed training mandate before deployment. Additional training will be at the *Clients* expense.

J1.17. The *Contractor* shall support the *Client* to deliver Authorised Persons (AP) duties to selected military personnel for the purposes of being able to demonstrate their competency (for example, possess adequate skills, training, knowledge understanding and familiarity of the equipment, systems, and locations, for which AP status is envisaged) in carrying out AP duties.

J1.18. The *Contractor* shall ensure the placements understand all policies relating to High-Risk Activities on the Defence Estate and that they are applied in practice through a safe system of work.

J1.19. The *Contractor* shall agree with the *Client* the employment plan for the placement in advance of the attachment which shall be arranged on a case-by-case basis to suit the development needs and availability of the individual.

J1.20. The *Contractor* shall note, if placements are not made available to the *Contractor*, this will not give rise to a Recompense event.

J1.21. The *Contractor* shall arrange for placements to work in any AP field appropriate to their previous experience and training.

J1.22. The *Contractor* and the *Client* shall jointly review the quality and nature of the work every six (6) months.

MODULE K

CONTRACTORS PLAN

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

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Contractors Plan

The Contractors Plan will provide responses to all paragraphs outlined below as a minimum. This Document, along with the *Contractors* Technical Proposal will form binding contractual obligations and be inserted into the Contract as Booklet 6 following approval within the Mobilisation detailed in Booklet 3 (Requirements Information) Module D.

Contractors Plan is to include;

a. **General**

- i. The Contractor's Plan shall be supported by a programme setting out the delivery date for the deliverables associated with each section of the Contractors Plan and a schedule of the subsequent review activities. This information together with the Technical Proposals contained in the *Contractors* Tender will form the Contractor's Plan required in accordance with clause 31 of Booklet 2 – Conditions of Contract.

b. **Proposed Staff and Organisation**

This section of the Contractor's Plan shall include, but is not limited to:

- i. An organisation chart setting out the entirety of the Contractor's organisation structure including locations. This is to be supported by details of all posts within that structure together with job descriptions and skills profiles for the middle and senior management posts. In addition, the Contractor shall provide details of skills profiles of technical, specialist and range staff.
- ii. Locations of Contractor's offices and Establishments for which each office will be responsible and travel times from the office to each Establishment.
- iii. Details of how the Contractor shall utilise the accommodation provided in relation to the proposed staffing / organisation chart.
- iv. Arrangements to comply with the SRP in JSP 375.
- v. Methodology for provision of professional and technical advice as set out in Booklet 3 to include details of posts, job descriptions and skills profiles together with post locations for those who will provide the advice.
- vi. Organisation structure and location of the Help Desk.

c. **Health & Safety Documentation**

This section of the Contractor's plan shall include, but is not limited to:

- i. Details of how the Contractor shall comply with the stated statutory and mandatory requirements in delivering the service under the contract and how the Contractor shall plan, record and manage the maintenance, inspection, testing and servicing to achieve this.
- ii. Details of how the Contractor shall deliver the service under the contract with a Safety Management System that reflects the requirements of the Health & Safety Executive publication titled 'Successful Health and Safety Management (HSG65)' and clearly defines the organisation and the arrangements.
- iii. Details of how the Contractor shall ensure that a fully compliant joint venture Safety Management System is put in place before any service delivery.

- iv. A programme with a detailed work breakdown structure to demonstrate how the Contractor shall develop the Construction Phase H&S plan before the ISD.
 - v. Details of how the Contractor shall ensure that there is sufficient supervision, so far as is reasonably practicable, to monitor the health, safety and welfare of all personnel employed throughout the Contract.
 - vi. Details of how the Contractor shall ensure that competent Principal Designer provision is available at each Establishment and that CDM related duties are carried out for CDM notifiable projects delivered under the Contract.
 - vii. Details of how Principle Designer's will be granted the delegation and independence to enable them to fulfil their obligations under the Construction (Design and Management) Regulations 2015.
 - viii. Details of how health & safety advice can be obtained at each Establishment from suitably qualified and experienced personnel who hold a minimum of a NEBOSH Certificate throughout the Contract. This health & safety advice shall be required throughout the life of the Contract.
- d. **Sustainable Development**
- This section of the Contractors Plan shall include, but is not limited to:
- i. Details of the Contractor's commitments to the use of appropriate SD and environmental appraisal and assessment tools to identify current and future SD and environmental risks and opportunities throughout the life of the contract; details of how the tools will be applied to relevant stages of projects and activities within the contract; a description of the benefits of using the tools and confirmation that the resulting outputs will be automatically implemented as a matter of course.
 - ii. A description of the Contractor's commitment to implement proposals (as appropriate) that will assist the Authority in achieving its longer term objective of developing a sustainable estate. The Contractor shall confirm that its commitment to support the Authority's longer term objective extends throughout the life of the contract. The proposals shall cover all new builds, refurbishments, maintenance activity and acquisitions.
 - iii. A description of the Contractor's waste reduction policy and details of policies and processes that the Contractor will implement to demonstrate a year on year reduction in waste produced by the Contractor's construction activities; details of the actions the Contractor shall take to achieve a reduction in the amount of waste sent to landfill together with the Contractor's commitment to achieve year on year targets for the reduction in waste sent to landfill. The year on year waste reduction and landfill avoidance targets shall be specified in this section.
 - iv. A description of how the Contractor shall develop its EMS / SMS to demonstrate how it will comply with / contribute to the Authority's SD requirements.
- e. **Energy Management**
- i. The Contractor's arrangements for Energy Management in accordance with the requirements specified in Booklet 3 – Requirements Information. These arrangements shall also state the outputs from any Energy

Management Plan (EMP) and specify how these outputs will control, manage and reduce energy consumption on the Authority's estate.

- ii. Details of how the outputs from the EMP will be used and the type of actions resulting from the outputs (such as making adjustments to controls) that will be implemented by the Contractor without recourse to further funding from the Authority.
- iii. Arrangements for initial / subsequent annual energy surveys to be carried out, data capture / retention and method of providing feedback to the Service Manager.

f. **Security**

The Contractor shall provide its arrangements for complying with the Authority's security requirements and, in particular, the means of ensuring the Authority's records and data are held and transferred in a secure manner.

g. **Fraud Prevention**

The Contractor shall demonstrate its commitment to anti-fraud prevention and deterrence measures by providing a response to the Fraud Prevention Manual / Booklet (Annex E to Booklet 2 Conditions of Contract), the Authority Policy Statement on Irregularity, Fraud, Theft and Corruption (Appendix B to Annex E to Booklet 2 – Conditions of Contract) and in accordance with condition 18 of Booklet 2. This section of the Contractor's Plan shall include:

- i. A Fraud Policy Statement (FPS) signed by your Managing Director(s).
- ii. A fully populated Fraud Prevention Risk Register covering all aspects of the contract.
- iii. A fully populated Fraud Response Plan including reporting process, whistle blowing process and what committees will be established to complete the requirement.
- iv. Description of how Fraud Prevention and Detection is promoted throughout your organisation and Supply Chain including training and awareness.
- v. A statement of commitment to ethical business behaviour.

h. **Information Systems**

This section of the Contractor's Plan shall include, but is not limited to:

- i. A description of the Contractor's IS including details of the access arrangements for Authority's staff both within and outside the Affected Property, as well as the functionality and structure of the IS.
- ii. Ability of IS to achieve Defence Information Infrastructure (DII) approval and Defence Security and Assurance Services (DSAS) accreditation.
- iii. Robust arrangements for the management of accounts / permissions and functionality to implement these.

i. **Data Management**

This section of the Contractor's Plan shall include, but is not limited to:

- i. Arrangements for the management of Estate Data and Task Data in accordance with specified data standards.
 - ii. Arrangements for data assurance, data exchange and the migration from / to outgoing and incoming contractors respectively.
- j. **Quality Management System (QMS)**
- i. The Contractor shall provide a contract-specific Quality Plan that demonstrates how the QMS is used to achieve the requirements of the Contract.
 - ii. The Contractor shall describe the link between the QMS and continuous improvement and how such improvement shall be achieved. This includes the process for capturing defects analysis, lessons learned and making changes to processes to improve performance.
- k. **Compliance and Auditing**
- i. The Contractor shall provide its methodology of demonstrating compliance with the Requirements Documentation (Booklets 3 and 4) by using a combination of internal and external monitoring and auditing (first, second and third party).
 - ii. The Contractor shall provide details of the various types of audit and how they interact with each other to create a coherent system.
- l. **Performance Management System**
- The Contractor shall describe its Performance Management system, demonstrating how it is used to manage performance records, comply with the service requirements and provide the necessary reports.
- m. **End User Satisfaction**
- The Contractor shall provide its End User satisfaction management plan and the relationship between End User satisfaction and continuous improvement.
- n. **Change Management**
- The Contractor shall provide its proposed processes and procedures to comply with the Authority requirements for managing change, including compensation events, described in the Requirements Documents.
- o. **Changes to Affected Property**
- The Contractor shall provide its process for implementing changes to the Affected Property in conjunction with the change management requirements described in the Requirements Document.
- p. **Business Continuity**
- The Contractor plans for ensuring Business Continuity, to include:
- i. Service Provision, i.e. ensuring that the Contractor takes steps to continue to provide the service necessary to enable training outputs to be achieved on the Operational Estate.
 - ii. Focus on delivery, ensuring that resources are flexed from one location to another in order to ensure service is not disrupted, if at all possible.

- iii. In the event of natural disaster, pandemic or national emergency where events outside the control of the Contractor preclude normal service delivery, the plan describes the steps taken to prioritise resources so that the highest priority services are disrupted least.

q. **Relationship Management**

The Contractor shall provide its relationship management plan, prepared in accordance with BS 11000, containing all sections detailed in table B1 of BS 11000.

r. **Help Desk**

The Contractor shall provide its Help Desk management plan that describes in detail how the Help Desk operates. The plan shall include, but is not limited to:

- i. Details of how the Contractor shall develop the Help Desk collaboratively with the other locations to ensure a common user experience is replicated in the respective Help Desks at all locations.
- ii. The staff training and processes that will be adopted to deal effectively with calls to the Help Desk bearing in mind that the estate related knowledge of callers will vary widely.
- iii. Details of how the functions of the Help Desk such as Early Warnings, Defects reporting and Complaints shall be managed and dealt with at the helpdesk.
- iv. Details of how interfaces with other service providers to the Authority and other departments within MOD will be planned and managed.

s. **Mobilisation Strategy and Plan**

The Contractor shall provide its mobilisation strategy. The strategy shall include, but is not limited to:

- i. The mobilisation programme for transition of all aspects of service delivery.
- ii. The programme for developing a compliant Safety Management System and Quality Plan.
- iii. Arrangements
- iv. The to ensure that continuity of service will be maintained by:
 - Continuity of Authorised Person cover,
 - Availability of staff to be maintained,
 - Communication strategy to convey relevant information to all stakeholders.
- v. The plan for setting up the Help Desk and ensuring that the helpdesk software is fully integrated into the Contractor's IS.
- vi. The plan for developing a fully functioning management IS. This shall include the plan for accepting data from the outgoing contractor's IS to the Contractor's IS.

- vii. The plan for identifying training requirements and providing training to the Contractor's staff.
 - viii. The plan for obtaining / ensuring that all Contractor's staff have the necessary security clearances to enable the Contractor to deliver the service without interruption.
 - ix. The Contractor shall develop the mobilisation strategy into a detailed Mobilisation Management Plan (MMP), including all dependencies, in accordance with the Authority's mobilisation requirements at Module D to Booklet 3.
- t. **Statutory and Mandatory Requirements**
- The Contractor shall provide a plan including, but not limited to:
- i. A specification of the standards such as European Standards, British Standards, Authorised Codes of Practice & Industry best practice as defined by bodies such as CIBSE & HVAC that will be adopted to deliver compliance against each relevant line item on the MOD SFG 20.
 - ii. A description of how the Contractor will deliver Statutory & Mandatory Compliance of the Affected Property. This shall include the standards to be adopted for each relevant line item in the MOD SFG 20.
 - iii. Arrangements to ensure that staff (including supply chain) carrying out the inspecting, testing and servicing have sufficient knowledge and experience to carry out the tasks to the required standard.
 - iv. Arrangements to ensure that all Assets in the Affected Property that require inspection, testing and / or servicing are identified together with the processes that will be used to determine the type of inspection, testing and / or servicing applicable to each Asset.
 - v. The template that will be used to develop the annual Establishment specific inspection, testing and / or servicing schedule and preventative maintenance. This shall be known as the Establishment Specific Task Schedule (ESTS).
 - vi. The processes and programme for finalising the ESTS for every Establishment in the Affected Property.
 - vii. The processes that will be implemented to ensure that remedial works identified as a result of inspecting, testing or servicing activities are carried out within the time allowed.
 - viii. Details of how the Contractor will empower staff to promptly remedy minor faults found during inspecting, testing and servicing activities such that they do not develop into major faults.
 - ix. Description of how the Contractor shall maintain and update the plans for the management of the asbestos and legionella risk on the MOD estate to achieve compliance with statutory requirements.
- u. **Hard Facilities Management Services**
- i. The Contractor shall provide its maintenance services plan for the Assets on the Affected Property describing how the required service level and, in

particular, defined response times will be achieved. The subjects covered by the plan shall include, but are not limited to:

- Pre-planned Preventative Maintenance
 - Response Maintenance, in particular, defined response times
 - Remedial Maintenance (below IRL)
 - Remedial Maintenance (above IRL)
 - Grounds Maintenance
- ii. The maintenance services plan for Assets shall include, but is not limited to:
- i. Arrangements to ensure that staff (including supply chain) carrying out the maintenance services have sufficient knowledge and experience to carry out the tasks to the required standard.
 - ii. The processes that the Contractor will employ to ensure that Response Maintenance is delivered within the correct time scales and to the required quality standard.
 - iii. Arrangements to ensure that performance targets are achieved.
 - iv. Details of how the Contractor's organisation (staff) will be used to identify and execute maintenance tasks as soon as possible to avoid them becoming bigger tasks that exceed the IRL. Examples would be the repair of minor leaks in plumbing systems.
- v. **Supply Chain Management**
- The Contractor shall provide a plan for procuring, managing and using its supply chain. The plan shall include, but is not limited to:
- i. The principles, criteria and processes that will be used to select and employ contractors as supply chain members.
 - ii. The principles such as exclusive rights to all work in a particular geographical area that will be used in selecting the supply chain member to deliver a particular service.
 - iii. Processes for monitoring quality of output including comparisons between supply chain members and how the results will be used to make improvements.
 - iv. The principles that will be used for allocation of risk between the Contractor and its supply chain in relation to additional works and services procured using Task Orders. The Contractor shall demonstrate how it will ensure that risks transferred to the Contractor are being managed by the most appropriate organisation from a technical and financial point of view.
 - v. As and when supply chain companies are engaged they shall be listed in the Contractor's Plan.
- w. **Additional Services**
- The Contractor shall provide a plan for the managing the delivery Additional Services and it shall in particular:

- i. Provide a detailed process by which Additional Services shall be managed across each of the process stages and clarify how the Contractor's organisational and staffing structure will be used to manage and deliver the services at each stage. It shall differentiate between services costing less than \$30K (thirty thousand dollars) and those costing more than \$30K (thirty thousand dollars) but below \$325K (Three Hundred and Twenty Five USD).
 - ii. Provide an outline of a desktop guide focusing on activities to be undertaken by the Contractor's staff on Additional Services in accordance with Booklet 3 – Module L and provide a commitment by the Contractor to develop the outline desktop guide into a detailed guide (paper and e-enabled) covering all activities (of Contractor's staff, Authority's staff and other stakeholders) required to successfully deliver an additional service. This development work shall be undertaken during the mobilisation period and completed before ISD. The Contractor shall actively engage with the Authority's staff in developing this guide. The guide shall accord with the Change Management process set out in Annex B of Booklet 2.
- x. **Exit Strategy**
- i. The Contractor shall provide a commitment to complete an agreed Exit Strategy with the Authority in accordance with the Requirements Documents. The Contractor shall also provide a detailed management plan including a programme of activities for developing the Exit Strategy within the specified time scale.
 - ii. The management plan shall also address the principles to be adopted for the annual reviews of the strategy throughout the life of the contract.

y. **Insurance**

The Tenderer is referred to Booklet 2 – Conditions of Contract, and in particular, clause 8 (Liabilities and insurance). Clauses 83 (Insurance Cover) and 84 (required insurances) provide details of the Required Insurances. In response, the Tenderer is to include the Insurance Table previously provided at Annex H (insurance Response) to the Tender distributed. The Tenderer is to confirm its proposals in response to scored question C4 Section 7 under the Commercial Proposal.

MODULE L

ADDITIONAL SERVICES

BOOKLET 3

REQUIREMENTS INFORMATION

IN RELATION TO

FACILITIES MANAGEMENT ON OPERATIONS (FMO)

**CONTRACT NUMBER:
707404450**

Document Change Record

Version	Date	Detail	Issued
V1.0	15 Mar 24	Document at distribution of Contract	15 Mar 24

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Annexes:

A. L3 Prefabricated Building Specification

L1 Ordered Works

L1.1. The *Contractor* shall provide variable stand-alone fees for the provision of a design, procurement and management service capable of developing and delivering Ordered Works (Remedial Maintenance, Response Maintenance and New Works), above the Threshold Value but below USD\$325,000, in accordance with the procedure identified in the RIBA Plan of Work from Concept Design (Stage 2) to Handover (Stage 6). Work will be charged to the individual 1097/1.

L1.2. The production of an Assessment Study triggers the *Client's* Outline Business Case (OBC).

L1.3. The fees for Work Stages 0 to 1 (Strategic Definition and Planning and Briefing) are included in the Core Fee¹. The fees for Work Stage 7 (Use) will be agreed via the Addition and Deletion mechanism or other method as agreed with the Employer.

L1.4. Following the completion of each Work Stage, and should the *Client* wish to continue with the Works a F1097/1 will be issued to proceed to the next stage. Where the *Client* does not wish to continue to the next Work Stage, the *Contractor* is entitled to claim payment for Work Stages completed.

L1.5. Fees for the above Work Stages should be stand-alone; however, it is likely that the cut-off point will occur at Final Business Case (FBC).

L1.6. The *Contractor* may, under this package, be required to undertake Ordered Works above the Threshold Value but below USD\$325,000 on the AOS at [REDACTED].

L2 Technical Working Environment (TWE) Shelters

L2.1. Provision of an integrated stand-alone capability to erect, dismantle, re-package and store various types of TWE, when so ordered by the *Client*.

L2.2. The *Contractor* is to maintain the ability to provide at 30 days' notice; a fully integrated service to erect, dismantle, store and re-package TWE Shelters such as, but not limited to; Rapid Erect Hangar (REH), Rapid Erect Shelter (RES), Very Rapid Erect Shelter (VRES).

L2.3. The TWE Shelters will be provided by the *Client* as Government Furnished Equipment (GFE) and the compacted aggregate or concrete bases will be constructed by the *Contractor* or their Sub-Contractors.

L2.4. The Firm Price for each of the activities covered by this Delivery Package is inclusive of all labour, equipment, MHE (including crane hire if required) and tools necessary for the successful completion of the activities.

¹ Only for MNW in the value range above the Threshold Value but below USD\$325,000

L2.5. All activities will be conducted in strict accordance with the relevant Military Publication or manufacturer's instructions. No modifications are to be made to the TWE Shelters without Operational Infrastructure Project (OIP) team approval, via the *Client*.

L2.6. Where the TWE shelters are located within a Military Air Environment (MAE) and Foreign Object Damage (FOD) control measures are implemented, Tool Control measures are to be implemented in accordance with Joint Air Publication (JAP) 100A-01, Chapter 6.1.1.

L2.7. The *Contractor* shall also have a fully integrated capability to lay, lift, replace, re-secure and repackage AM2 Matting, or an equivalent specification, as required by the *Client*.

L3 Prefabricated Buildings

L3.1. The *Contractor* shall provide a fully integrated service to deliver and install Portakabin-type structures, including levelling the ground, the provision of foundation blocks, provision of steps (as required) and connection to the nearest convenient electrical feeder pillar or provision of a suitably sized standalone diesel generator set. A Prefabricated Building specification is at Annex A to this Module.

L3.2. The prefabricated buildings are to be constructed on all-steel modular framed structure with lightweight weatherproof composite panels in accordance with the specification at Annex A. The units must be capable of being lifted by crane and of being dismantled and flat-packed for future relocation. The units must also be capable of being utilised for open plan buildings.

L3.3. The *Contractor* will be responsible for ensuring that the units are delivered to a *Client* approved location, assembled and sited as instructed by the initiating SOR.

L4 Professional Services

L4.1. The *Contractor* shall provide when required by the *Client*, Professional Services. The Professional Services required will include but are not limited to:

- L4.1.1. Professional Engineer services.
- L4.1.2. Quantity surveying services.
- L4.1.3. Health and Safety services.
- L4.1.4. Geo-environmental services.
- L4.1.5. Studies and evaluations.
- L4.1.6. Audits and inspections.
- L4.1.7. Building Control Advisor, in accordance with JSP 850

L4.2. The Contractor will deliver the Professional Services in a time frame and price agreed with the *Client* through an MoD Form 1097. Dependent on the type of Service being provided, the Contractor is to offer the option of the Service being completed outside of the Operational Theatre ensuring that the Employer receives timely delivery and value for money.

L4.3. The Contractor will deliver the Professional Services in a time frame and price agreed with the *Client*. Dependent on the type of Service being provided, the *Contractor* is to offer the option of the Service being completed outside of the Operational Theatre ensuring that the *Client* receives timely delivery and value for money.

Annex A to Module L – Additional Services

L3A Prefabricated Building Specification

General Requirement

L3A.1. Under the terms of the FMO Contract, prefabricated buildings shall be supplied on a call off basis that will include delivery to site, setting into position, erection of safe access steps, wiring into the nearest electrical feeder pillar and testing/commissioning prior to handover of the asset to the *Client*.

L3A.2. Prefabricated building units shall be modular in design with the capability for inter-connection to form larger open plan working areas, including double stacking to provide flexibility for creating “one off” site specific solutions should the need arise. To facilitate this arrangement and simplify procurement, the units will be available in a number of standard modular configurations and sizes for call off by the *Client* at the time of order.

L3A.3. To provide a responsive approach for the supply of prefabricated buildings the PC Contractor shall be expected to have access to a working stock of units, labour, plant and materials based on the standard configurations identified by the Employer.

L3A.4. The prefabricated building fabric, equipment and electrical installation shall be capable of effective, reliant and sustained operation in the harsh [REDACTED] environment.

Site Survey

L3A.5. The cost of the prefabricated building shall include the requirement for undertaking an initial site survey to identify underground and overhead services and utilities, location of the nearest electrical supply, any special constraints i.e. proximity to air side locations, etc, prior to starting the work.

Construction Resources

L3A.6. The cost of the prefabricated building shall include the provision of all labour, plant, transport, equipment (crane and MHE) and materials to deliver the units/materials to site, assemble in situ, site the prefabricated building in the final position, connect to the nearest electrical supply in accordance with the Statement of Requirement (SOR).

Testing and Commissioning

L3A.7. The cost of the prefabricated building shall include the requirements for testing, commissioning and handover of the prefabricated building with all test certificates, drawings, maintenance information, etc. for inclusion in the asset register and facilities jacket.

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L3A.8. The cost of the prefabricated building shall include:

L3A.8.1. Any requirements for ground preparation including, but not limited to; dust suppression, compaction, levelling and setting the units on high density concrete blocks to provide a minimum of 300 mm ground clearance.

L3A.8.2. The requirement for suitable access/egress steps with anti-slip treads and suitable handrails to the access door.

L3A.8.3. The requirements for covering of the void between the ground and prefabricated building base with a suitable wire type grid or other suitable arrangement to facilitate free ventilation and preventing build-up of foreign matter.

L3A.8.4. The requirements for any excavation and back filling of trenches to facilitate the installation of cables and services including provision of warning tape or protection tiles.

Prefabricated Building Construction – Frame and Structure

L3A.9. **General.** The prefabricated building units are to be constructed from an all steel modular frame structure with lightweight composite weatherproof panels. The units shall incorporate appropriate lifting points to facilitate placing and movement by either mechanical handling equipment or cranes. The single door shall be positioned in the one of the end walls of the unit. Each unit shall have two windows – one in the same end wall as the door and the other in a side wall.

L3A.10. **Structure.** The structure shall be based on a standard module unit 38 m^{2[2]} with an internal ceiling height of 2.45 m. The structure shall have 1 x access door and 2 x windows. The structure shall be constructed from a welded structural steel frame with loading points at the four corners capable of supporting the entire structure. The module design shall have the capability for inter-connection of single units to form larger open plan working areas, including double stacking.

L3A.11. **Roof.** The roof is to be of a flat construction, watertight, heat reflective and provided with a fall to facilitate rain water runoff. Roof construction is to be a composite factory sealed “sandwich” panel with a minimum U value of 0.18w/m²K as per Table 4.1 Building Regulations Approved Document L. Roof panels are to be sealed in situ by the use of an approved type jointing strip to provide a fully weatherproof and watertight structure. Interior and exterior finish of the roof panels is to be white or near similar colour.

L3A.12. **External Walls.** External walls are to be watertight and heat reflective. Wall panel construction is to be based on an 81 mm thick composite factory sealed “sandwich” panel with a minimum U value of 0.26w/m²K as per Table 4.1 Building Regulations Approved Document L. Wall panels are to be sealed in situ by the use of an approved type jointing strip to provide a fully weatherproof and watertight structure. Interior and exterior finish of the roof panels is to be white or near similar colour.

² BPS 1.1 (JSP 850) standard area for bedspaces

L3A.13. Floors. Floors shall be boarded/sheeted to accept the load parameters specified and sealed to provide ingress of moisture to the structure and material itself. The floor shall be provided with a 2mm nonslip vinyl covering with a 100 mm vinyl skirting upstand. Joints in the vinyl covering and skirting shall be hot seam welded or approved equivalent. Floors shall be designed to accept a working load showing no signs of excessive deflection or vibration during normal use. Design loads for flooring should be as follows:

L3A.13.3. Domestic Accommodation. Maximum design load of 2.0 kN/m²^[3]

L3A.13.1. Technical Accommodation. Minimum design load of 2.7 kN/m²^[4]

L3A.14. Doors. The door shall be constructed from either aluminium, PVC or solid weatherproof timber. The door shall not be less than 850mm wide, between 1981mm – 2032mm high and be fitted with an external weather board and threshold strip to prevent ingress of water under the door. The door shall be hung on 3 hinges and fitted with a mortice type lock complete with 3 keys. The door furniture must be capable of continuous and reliable operation in an arduous environment.

L3A.15. Windows. The windows shall be double-glazed weatherproof units constructed from either aluminium or UPVC. The windows shall be based on standard 1m x 1m size with tilt and twist or sliding opening casements capable of being locked in the closed position. The exterior surface of the window glazing shall be fitted with a heat reflective covering as a standard requirement. Exterior roller type window shutters, operated from inside the building shall be provided to allow the units to be closed off and be protected from damage.

L3A.16. Rain Water Fittings. The prefabricated building shall be provided with appropriate open rainwater guttering and down pipe to direct the rain water run off to ground level. Anti-scour pads (or equivalent) at the rainwater shoe are to be fitted to prevent ground erosion around the unit.

Prefabricated Building Construction – Electrical

L3A.17. Electrical Installation Compliance. The prefabricated building electrical installation shall comply with the requirement of the current edition of BS7671: Requirements for Electrical Installations (IEE Wiring Regulations) based on the following system requirements:

L3A.17.1. General Characteristics.

L3A.17.1.1. System Usage. Frequent occupation and use in an arduous military operational environment.

L3A.17.1.2. External influences. Power supply to be derived from either stand alone prime power generator or local electrical supply fed from a generator farm or Host Nation power.

³ Reference-Table 4_Building_Regulations_Approved_Document_A_2013.pdf

⁴ IStructE appraisal for imposed load for offices.

L3A.17.1.3. **Maintainability.** The electrical installation will receive a cyclic programme of Planned Preventative Maintenance (PPM) by SQEP employed by the *Contractor*. The installation will also receive a Statutory 5 yearly electrical inspection in accordance with the requirements specified in the most recent version of BS7671: Requirements for Electrical Installations (IEE Wiring Regulations).

L3A.17.1.4. **Recognised Safety Services.** The electrical installation shall have non-maintained emergency light fittings incorporated into the lighting design.

L3A.17.2. **Purpose, Design and Structure.**

L3A.17.2.1. **Maximum Demand.** Maximum demand for the installation shall be calculated to meet the intended use of the building prefabricated. When connecting units together to form an open plan office, the impact of diversity may be considered when determining max demand for the combination.

L3A.17.2.2. **Nominal System Frequency.** The nominal system frequency shall be 50 Hz.

L3A.17.2.3. **Nominal System Voltage.** The nominal system voltage shall be 230V/400V.

L3A.17.2.4. **Protection for Safety.** Protection for safety shall be based on Automatic Disconnection of Supply (ADS).

L3A.17.2.5. **Type of Earthing.** Earthing arrangements shall be based on a TN-S system.

L3A.17.3. **Electrical Distribution Arrangement.** Each prefabricated building shall be provided with a standard electrical distribution arrangement comprising of the following basic elements:

L3A.17.3.1. Main incoming supply connection socket and plug arrangement in accordance with the requirements specified in paragraph 19.

L3A.17.3.2. Interconnecting socket and plug arrangement with remote cables in accordance with the requirements specified in paragraph 19.

L3A.17.3.3. Main internal distribution board.

L3A.17.3.4. Internal wiring providing final circuits feeding reverse cycle air conditioning equipment, internal lighting, socket outlets, ventilation equipment and external light. The distribution board will be provided with additional spare ways for future expansion of the installation.

L3A.17.3.5. A suitable sized cable fitted with a BS EN 60394 socket and plug on either end capable of sustaining the anticipated demand of the prefabricated building module.

L3A.17.4. **Electrical Installation Requirements.** Detailed electrical installation requirements for each prefabricated building module shall be as follows:

L3A.17.4.1. **Main Incoming Supply Connection Socket and Plug.** An adequately sized 3Ph+N+E BS EN 60394 male socket and plug shall be provided and direct mounted to the prefabricated building upper frame work to facilitate connection of the module to the main incoming supply cable. The socket shall be wired directly to the incoming side of the internal distribution board. Unrestricted access to the socket and plug arrangement shall be possible at all times even when placed side by side with adjacent modules.

L3A.17.4.2. **Interconnecting Socket and Plug with Remote Cables.** An adequately sized 3Ph+N+E BS EN 60294 male socket and plug shall be provided and direct mounted to the prefabricated building upper frame work to facilitate interconnection of one module to another in multiple unit configurations. The socket shall be linked to the main incoming supply side of main incoming supply socket to enable multiple module configurations to be connected together. Free unrestricted access to the socket and plug arrangement shall be possible at all times even when placed side by side with adjacent modules.

L3A.17.4.3. **Main Internal Distribution Board.** An RCD protected consumer unit to BS 5486: Part 12, BS 5486:Part 13 or BS EN 60439-3. Each circuit is to have its own protective device which correctly sized and labelled to conform with BS 7671, BS EN 61008: Part 1 and BS EN 60898.

L3A.17.5. **Environmental Control Equipment.** Each prefabricated building shall be provided with a two part (separate evaporator and condenser) reverse cycle air conditioning unit capable of maintaining the internal building temperature between 18°C and 25°C at all times throughout the year (attention is drawn to the extremes of temperature that are encountered in [REDACTED]). The units shall comply with the requirement of the Montreal Protocol using only approved refrigerant material and shall be close couple mounted to the building structure to reduce the risk of pipe fracture due to fatigue. The unit will be connected to the appropriate final circuit by an appropriately rated IP65 rated isolation switch capable of being locked off locally.

L3A.17.6. **Internal Lighting.** Each prefabricated building internal lux level shall conform the SLL Code for Lighting – CIBSE and comprise of maintained and non-maintain emergency lighting. with appropriate classification to facilitate direct mounting onto the ceiling structure. The fittings shall be positioned to allow an even distribution of light. The lighting shall be controlled by one switched way of a double gang switch (the spare switch is to control the external light) unit adjacent [internally] to the building entrance doorway.

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L3A.17.7. Socket Outlets. Each prefabricated building module shall be provided with a minimum of 6 x double gang switched socket outlets to BS 1362, Part 2 evenly distributed around the internal structure. Spacing, location and fitting parameters shall be in accordance with BS7671: Requirements for Electrical Installations (IEE Wiring Regulations).

L3A.17.8. External Light. Each prefabricated building module shall be provided with an IP65 rated low energy-bulkhead light fitting fitted externally above the building entrance doorway. The lighting shall be controlled by one switched way of a double gang switch (the spare switch is to control the internal lighting) unit adjacent [internally] to the building entrance doorway.

L3A.17.9. Ventilation Equipment. Each prefabricated building module shall be provided with a single ventilation fan and associated control unit capable of continuous operation in either extract or fresh air mode. The equipment shall be capable of providing a minimum extraction/fresh air movement rate of 85m³/hr. The unit shall be provided with auto closing louvres when turned off to prevent ingress of dust and other foreign matter into the building interior.

L3A.17.10. Internal Wiring. All internal wiring and cables shall comply with the most recent requirements of BS7671: Requirements for Electrical Installations (IEE Wiring Regulations) and be BASEC certified. All cables shall be concealed in a suitable trunking/conduit system.

L3A.17.11. Cable Management System. Each prefabricated building shall be provided with a cable management system that shall be suitably sized for the intended purpose. The cable management system shall be facilitated by the use of a trunking and conduit system which will be correctly terminated at switches, sockets and components. The cable management system shall run around the internal perimeter of the building at roof level with vertical drops down to sockets and switches. All trunking, conduits and fittings shall be effectively secured to the internal building fabric.

L3A.17.12. Cables. Cables entering the prefabricated building structure shall be correctly terminated through a cable box and IP65 rated gland to prevent ingress of water, dust and other foreign matter.

L3A.17.13. Earthing. Earthing requirements for the installation shall comply with the most recent requirements of BS 7671: Requirements for Electrical Installations (IEE Wiring Regulations) and BS 7430: Code of Practice for Earthing. Each prefabricated building is to be provided with an external designated earth connection stud that will be connected to a local earth rod installed adjacent to the building at the time of installation. The earth rod shall be supplied with appropriate cable termination fitting and a proprietary earth pit. In multiple unit configurations, the prefabricated building modules and any other equipment such as steel steps, and the like will be bonded together.

Power Supply Arrangements

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Booklet 3 – Requirements Information

L3A.18. The default power supply arrangement for a completed prefabricated building installation shall be the nearest electrical supply determined during the initial site recce. The price of a prefabricated building in either single or multiple configurations shall include 1 x 30m length of suitable power supply cable and associated terminations to facilitate this arrangement. The *Contractor's* maintenance department must be consulted to determine suitability, connectivity and available power at any existing feeder pillar during the planning phase.

L3A.19. In the event that there are no available electrical supply available within a reasonable distance to provide a fixed power supply to any prefabricated building installation i.e. the default position cannot be met, then the power supply requirement shall be met with the provision of a suitably sized (based on demand + 30%) stand-alone diesel generator set with integral day tank provided by the Contractor priced as a separate item. The Contractor shall have access to sufficient equipment to meet the anticipated demand.

Testing, Inspection, Commissioning and Handover

L3A.20. **Testing and Inspection.** Each prefabricated building shall be subject to a full range of testing and inspection to confirm compliance, including but not limited to:

L3A.20.1. Inspection of completed civils work to confirm siting location, completed ground works, access/egress arrangements, etc, meet specified requirements.

L3A.20.2. Inspection of the building structure, panels, windows, doors and associated support equipment.

L3A.20.3. Inspection and testing of weather seals and module jointing arrangements to confirm compliance with specified requirements.

L3A.20.4. Inspection and testing of the electrical installation in accordance with the most recent BS7671: Requirements for Electrical Installations (IEE Wiring Regulations). The point of origin for the power supply shall be either the generator alternator termination point or the outgoing terminals of the feeder pillar.

L3A.21. **Commissioning.** Each prefabricated building shall be subject to thorough commissioning of the completed building to ensure functionality and correct operation (within specified parameters) of all component parts making up the entire installation. The base document for this activity will be the SOR.

L3A.22. **Handover.** Each prefabricated building shall be subject to a formal handover of the completed and finalised installation to the *Client* at a Handover Board convened by the Facilities Management Team or their representative. The completed installation will be handed over to the *Contractor* with the following handover documentation as a minimum requirement:

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Facilities Management on Operations (FMO) – Contract No 707404450

L3A.22.1. Certificate of compliance stating that the prefabricated building meets the specified requirement for the civils work elements together with any inspection records generated at the inspection and test phase.

L3A.22.2. Certificate of compliance stating that the prefabricated building meets the specified requirement for the electrical installation together with the test certification generated during the test and inspect phase.

L3A.22.3. Summary of construction methodology including any outstanding hazards, operating constraints or other limiting factors to be managed.

L3A.22.4. Operation and Maintenance requirements for the installation. Including frequencies and inspection activities to maintain the installation in an optimum fit for purpose operational condition.

L3A.22.5. Details of warranty and defects liability period for the installation together with arrangements for the mobilisation of resources to address a defect.