

*SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO  
THE ROYAL AIR FORCE*

**ANNEX A TO CONTRACT NUMBER 701554382**

**System Requirement Document for the  
Provision of Surface Finish Services to the  
Royal Air Force**

**PROJECT DESCRIPTION, OPERATIONAL AND TECHNICAL  
REQUIREMENTS**

**Signed By:** N PLOWMAN, AC SF

**Date:** 09 March 2021

## *SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO THE ROYAL AIR FORCE*

### **1.0 PROJECT OBJECTIVE**

- 1.01 Further to the Air Force Board Standing Committee's (AFBSC) previous decision to dissolve the RAF Trade Group 13b (Painter and Finisher), no in-house capability existed to satisfy the RAF's continuing Surface Finish requirements and a civilian manpower solution was sought to replace the RAF Trade Group 13b. Following a commercial competition for the Provision of Surface Finishes Services to the RAF, the contract (ASComm5/1157) was awarded to Serco for a civilian contracted solution. The Project Objective is to provide an interim Surface Finish (SF) output solution to meet the current and future requirements of the Royal Air Force that follows on from the expiry of the contract ASComm5/1157 until the delivery of the Surface Finish Amalgamation project. The scope of the SF activities required includes coating removal (stripping), pre-treatment and paint application operations at the locations identified at Annex B to the Contract. The SF to be removed and applied is to comply with the specified surface finish schemes and is to meet the required quality standards in all cases. SF application and removal is to be undertaken in a safe and efficient manner, giving due regard to all applicable Health & Safety and Environmental legislation. All SF functions are required to be carried out in a timely and cost-effective manner to maintain aircraft operational availability and minimise the impact on other maintenance support activities. In some cases, SF activities will require to be conducted away from the SF facility and may be at locations remote from the parent Unit.

In addition to the above, the coordination of maintenance, servicing and repair of the SF facilities and support equipment sponsored by Air Commodities DT is required as identified at Annex AA to this contract to ensure compliance with statutory legislation, maintain equipment serviceability and provide a safe working environment for operators. This also includes the statutory inspection and certification of facility systems and equipment as appropriate.

### **2.0 SCOPE OF SURFACE FINISH OUTPUT REQUIREMENT**

- 2.01 The scope of the Authority's SF output requirement to be provided by the Contractor (as detailed in the System Requirement Document), is anticipated to include, but is not limited to:

- Item 1: Aircraft Refinishing
- Item 2: Aircraft Component Refinishing
- Item 3: Ground Support Equipment (GSE) Refinishing.
- Item 4: Motor Transport (MT) Refinishing.
- Item 5: Miscellaneous SF Tasks.
- Item 6: Coordination of SF Facility and Equipment Maintenance and Inspections.

- 2.02 The Contractor(s) shall have fully familiarised themselves with all aspects of the Authority's SF output requirement, as Air Commodities Delivery Team (ACDT) cannot accept any liability for issues that should have been addressed prior to award of Contract.

- 2.03 It is the MOD policy to minimise the adverse environmental effects of its projects and operations. The Contractor shall undertake to, but is not limited to:

Minimise the consumption of energy and resources.

**SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO  
THE ROYAL AIR FORCE**

Avoid the consumption of products associated with the destruction of tropical rainforests or threatened animal species.

Avoid the emissions of pollutants, harmful radiation or ozone layer depleting chemicals.

Avoid the use of noxious substances, especially water pollutants of Department of the Environment, Farming and Rural Affairs (DEFRA) "RED LIST" and EC LISTINGS 1.

- 2.04 Where any products or processes that affect the environment are to be used, the Contractor must seek authority from AC-Aircraft1-Eng2c (formerly AC SF) or AC-Aircraft-Comrc11a.
- 2.05 If any areas of this System Requirement Document (SRD) are found to be incorrect or could be improved, Contractor(s) are to liaise with AC-Aircraft1-Eng2c (formerly AC SF) or AC-Aircraft-Comrc11a at the earliest opportunity.

### **3.0 SF OUTPUT SPECIFICATION**

- 3.01 The Authority's requirement to maintain aircraft and equipment in a safe and operable condition includes both the periodic and out-of-phase maintenance of SF. The SF output must be delivered in a timely fashion to minimise the impact on aircraft and equipment availability. It is also to be delivered in a cost effective manner. In order to meet this requirement, the Contractor shall provide sufficient manpower to deliver the identified SF output at each of the Authority's operating Units within agreed timescales for completion. The SF output requirement for each Unit is defined at Annex G of the Contract which identifies the aircraft and equipment types present, the types of SF arisings and the cumulative manhours against each type of arising required to deliver the SF output.
- 3.02 The Contractor(s)' primary outputs are to satisfy the surface finish maintenance requirements for:

Complete and partial SF removal from aircraft and components by Plastic Media Stripping (PMS) and/or the use of chemical paint removers.

Complete and partial SF removal from GSE, MT and other miscellaneous equipment by Dry Media Stripping (DMS) and/or the use of chemical paint removers.

Surface Preparation by pneumatic sanders and conventional hand scuffing.

Application of specified pre-treatment materials prior to full and partial overcoating of complete aircraft and components, GSE, MT and other miscellaneous equipment.

Application of compliant materials for full and partial overcoating of complete aircraft and components, GSE and MT and other miscellaneous equipment.

Full overcoating with temporary finishes.

**SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO  
THE ROYAL AIR FORCE**

Coordination of the Maintenance and Servicing activities for SF Facilities and Support equipment sponsored by AC DT, including Statutory Inspections and breakdown/call-out repairs as appropriate.

- 3.03 The Roles and Responsibilities of the Contractor(s) are identified at Appendix 1 to this SRD.
- 3.04 The Authority shall provide to the Contractor the necessary facilities, equipment and consumables to meet the required SF output at each Unit in accordance with the Terms and Conditions of the Contract.

NOTE: The MoD perceives a potential risk of the Contractor being restricted in their ability to strip paint from Fast Jet engine intakes due to H&S legislation. In event of this happening, the MoD will indemnify the contractor by either:

- a) Increasing the contract provision for this activity, or
- b) Free issue of appropriate equipment/tooling with commensurate reduction in contract provision for this activity (a possible Gainshare Opportunity - see Terms & Conditions - Condition 7).

#### **4.0 MANPOWER**

- 4.01 The Contractor is required to employ sufficient manpower (including those MoD civilians previously transferred under TUPE arrangements) and operate suitable shift patterns to meet the identified tasking requirement. The Contractor is also required to ensure that he can meet the required turn-round times to support IPT-Industry Partnered Maintenance solutions as identified at Annex C of the Contract. Failure to meet these requirements will result in liquidated damages being applied against the Contractor in accordance with the Terms and Conditions of the Contract at the rates specified in the incentivisation model at Annex C of the Contract.

**4.02 Not Issued**

**4.03 Not Issued**

- 4.04 The ex-MoD Civilian SF personnel employed at some Units within the contractorised SF output solution were transferred to the Contractor's workforce under the Transfer of Undertakings (Pensions and Earnings) - TUPE Regulations. As such, the Contractor will be required to comply with all legal obligations under the TUPE regulations and employment best practice procedures.

#### **5.0 TRAINING & COMPETENCY**

- 5.01 The Contractor shall only employ suitably qualified and competent SF tradesmen to meet the SF output requirements of the Authority. It shall be the Contractor's responsibility to provide the necessary trade training and assure the competency of his staff at all times during the life of the Contract.

*SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO  
THE ROYAL AIR FORCE*

- 5.02 All SF processes are subject to review and continuous improvement. This may result in new operating procedures and parameters being revised. As such, the Contractor will be required to maintain the training of his staff up-to-date, including the requalification of personnel with lified approvals (e.g. PMS).
- 5.03 Where the competency of any of the Contractor's personnel is identified as inadequate for the task being undertaken, the personnel concerned are to be immediately stopped from performing the task. Only on the satisfactory completion of appropriate retraining and with the agreement of the Authority's Contract Monitoring Team (CMT) can these personnel be re-employed on such SF tasks.

**6.0 SECURITY**

- 6.01 The Contractor is required to deliver the Authority's SF output requirement at operational locations within the UK and overseas. As such, it is necessary that all personnel employed by the Contractor for the purposes of this Contract are security cleared to the appropriate site clearance levels by the Authority's Security Department.
- 6.02 Personnel to be employed by the Contractor are required to submit their Security clearance forms (Mod Form 1109) to the Contractor to ensure that they have been completed correctly. The Contractor must then submit the completed forms to the Defence Vetting Agency (DVA) at least 30 calendar days prior to the proposed date of personnel taking up their positions. This should provide the DVA with sufficient time to complete their full security checks. In the event that security checks reveal issues that require further investigation, the Contractor will not be permitted to engage the personnel concerned on SF output tasks at the Authority's premises until the issues have been satisfactorily resolved.

**7.0 QUALITY**

- 7.01 The quality of SF output provided is critical to the availability, operation and maintenance of the Authority's equipment. As such the Contractor shall employ a system to monitor the quality of output delivered by this contract and ensure that the required standards are achieved.
- 7.02 All SF output is to be delivered in accordance with the aircraft/equipment SF drawings and the relevant technical publications provided by the Authority. All requirements for approved data must be sourced through the SF CMT. An indicative list of these references is contained at Para 12.05.
- 7.03 The Contractor is responsible for ensuring that he maintains and works to the latest versions of the SF drawings and technical publications at all times.
- 7.04 The SF output delivered by the Contractor will be subject to external Quality Acceptance Checks to determine its suitability for Service use.

**SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO  
THE ROYAL AIR FORCE**

- 7.05 Any SF defects occurring in Service following delivery from the Contractor will result in a Defect occurrence report being raised. The SF defect will be subject to a formal investigation as directed by the Authority's CMT. In the event that the outcome of the investigation identifies the cause of the defect to lay with the Contractor, the Contractor will be required to undertake corrective action at no cost to the Authority.
- 7.06 SF Facility and Support Equipment Maintenance activities, including Servicing, Remedial Works, Breakdown/Call-out Repairs and Statutory Inspections, are to be conducted by suitably qualified and experienced contractors. All maintenance activities are to be conducted in accordance with the Risk Assessments and Method Statements (RAMS) as approved by the Contractor's Authorised Person (AP) and must follow any safety instructions issued by the AP. Copies of all service reports and Certificates of Inspection are to be provided to the Authority for any maintenance activities conducted under this contract. Where remedial works are identified, these must be approved by the Authority before proceeding.

## **8.0 CONTRACT MANAGEMENT**

- 8.01 The Contractor shall operate a contract management plan (CMP) to ensure the smooth and efficient delivery of SF output under this contract. The CMP shall be approved by the Authority's CMT prior to the commencement of the Contract.
- 8.02 The Contractor shall produce a Risk Management Plan under which he shall identify and quantify the risks associated with this Contract. Risk Management and Risk Reporting shall be performed in accordance with the guidelines of BS ISO 31000:2018; the Risk Management Plan is also required to be provided in accordance with the guidelines of BS ISO 31000:2018. He is required to maintain a Risk register current at all times and advise the Authority's CMT of any significant changes that are identified within 2 working days for each arising.
- 8.03 The Authority's CMT will conduct quarterly contract review meetings, and on an ad hoc basis as necessary, as indicated in the Terms and Conditions of the Contract.

## **9.0 DOCUMENTATION**

- 9.01 Section Deleted

## **10.0 CONTRACTORS COMPLIANCE**

- 10.01 The Contractor shall comply with the relevant British Standards, Codes of Practice, Regulations and existing Defence Infrastructure Organisation (DIO).
- 10.02 Due consideration shall be made of the Control of Substances Hazardous to Health Regulations, Occupational Exposure Limits and fire and explosion risks.
- 10.03 The operation of this Contract must comply with all relevant Health and Safety Legislation in respect of the following:

**SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO  
THE ROYAL AIR FORCE**

Occupation and use of the building.

Maintenance and servicing of the building.

**11.0 QUALITY SURVEILLANCE**

- 11.01 Quality surveillance will be provided in accordance with Para 7.0 of this SRD and monitored through the Authority's CMT with the Platform/Equipment IPTs and Industry partners as appropriate.

**12.0 SF OUTPUT DELIVERY AND CONTRACTOR OPERATION OF SF FACILITIES**

- 12.01 The delivery of SF output and the Contractor's operation of SF facilities shall comply with all relevant current statutory regulations and legislation, including:

The Health and Safety at Work, etc. Act: 1974.  
 The Management of Health and Safety at Work Regulations: 1999.  
 The Clean Air Act: 1993.  
 Energy Conservation Act: 2001.  
 Control of Pollution Act (as amended): 1974.  
 Factories Acts: 1961.  
 The Environment Protection Act (as amended): 1990.  
 Health and Safety (First Aid) Regulations: 1981.  
 Manual Handling Operations Regulations (as amended): 1992.  
 Personal Protective Equipment Regulations: 1992  
 Provision and Use of Work Equipment Regulations (PUWER): 1998  
 The Supply of Machinery (Safety) Regulations: 2008.  
 Reporting of Injuries, Disease and Dangerous Occurrences Regulations (RIDDOR): 2013.  
 Workplace (Health, Safety and Welfare) Regulations: 1992.  
 DEFRA Secretary of State Process Guidance Notes – PG6/23, PG6/34, PG6/40 and PG6/45.  
 Health & Safety Executive – The Spraying of Flammable Liquids: HSG178 and Guidance Notes: EH16, EH40 and HSG67.  
 Station Foreign Object Damage (FOD) Requirements.  
 Waste Management Regulations: 2005.  
 The Environment Act: 1995.  
 COSHH Regulations (as Amended): 2002.  
 Crown Fire Standards and Regulations.  
 Control of Noise at Work Regulations: 2005  
 The Pressure Systems Safety Regulations: 2000  
 The Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Regulations: 2006  
 Lifting Operations and Lifting Equipment Regulations (LOLER): 1998  
 The Dangerous Substances and Explosive Atmospheres Regulations: 2002.

*SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO  
THE ROYAL AIR FORCE*

- 12.02 The delivery of SF output and Contractor operation of SFFs shall be carried out with reference to all relevant MOD/DIO Technical publications and Functional standards, including:

The Establishment Maintenance Policy Statement of the host RAF Unit.  
JSP 375  
JSP 418

- 12.03 The following Defence Standards also apply:

00-56  
05-10  
05-57.  
05-61 Part 1.  
05-61 Part 4  
05-61 Part 9  
05-135.

- 12.04 The following Allied Quality Assurance Publications (AQAPs) also apply:

2105  
2110

- 12.05 The SF related publications/documentation required by the Contractor to enable support of SF tasks at Unit is provided below. This list may not be exhaustive or may include information for platforms covered under other support arrangements. Unit Engineering Departments may be required provide additional documentation to the contractor to support other SF task requirements.

General:

DAP119A-0601-Series  
MAM-P  
Aircraft Surface Finish Drawings (Specific to each Aircraft Type)

Aircraft Publications - SF Specific:

C17:

Technical Order 1C-17A-23  
101B-6900-2(R)1

Hercules C130J:

DAP101B-0704/0705-2(R)1



*SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO  
THE ROYAL AIR FORCE*

Sentry:

101B-5301-1C&6B2  
101B-5301-1C1

BBMF (Lancaster/Spitfire/Chipmunk/Hurricane/Dakota):

Dakota - DAP101B-4703 2(R)1  
Spitfire - DAP101B-7100 2(R)1  
Lancaster - DAP101B-7200 2(R)1  
Hurricane - DAP101B-7300 2(R)1  
Chipmunk - TBA

Puma2

DAP101C-0802 2(R)1

Airseeker

Relevant Electronic publications (supplied by platform IPT)  
AP101B-8400-2(R)1

Chinook:

Relevant Electronic publications (supplied by platform IPT)  
AP101-0500 2(R)1

Typhoon:

Relevant Electronic publications (supplied by platform IPT)  
AP101B-5400 2(R)1

Hawk:

AP 101B-4401-2(R)1

Hawk T2:

AP 101B-0402-2(R)1

A400M:

Relevant Electronic publications (supplied by platform IPT)  
AP101B-8301-2(R)1

GSE:

General:

JAP 100E-10

Lightning ASE:

DAP101B-8600-2NR1, Part 1, Leaflet 062 Management, Control and Use of  
F35 Support Equipment,  
JAP 100E - 10: Chap 30

Motor Transport:

AP100B-01 (Policy)  
AESP2300-A-310-201 (Corrosion Prevention)  
AP119A-0200-1 (Corrosion Manual)

*SYSTEM REQUIREMENT DOCUMENT FOR PROVISION OF SURFACE FINISH SERVICES TO  
THE ROYAL AIR FORCE*