**Statement of Requirement**

**The Provision of Laundry Services at RAF Halton**

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| Ref | Requirement |
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| **A** | **General Requirements** |
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| **A.1** | **Scope of Requirement** |
| A.1.a | Provide all BB Accommodation at RTS and the RTS Laundry at RAF Halton with washing machines and tumble-drying facilities in in accordance with the Site Plan (in Part B) to enable all recruits to wash and maintain their military uniform. |
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| **A.2** | **Definitions** |
| A.2.a | In addition to the definitions detailed in the Terms and Conditions of the Contract the following definitions shall also apply. Where the definitions below contrast to those detailed in the Terms and Conditions of the Contract then the definitions within the Terms and Conditions of the Contract shall take precedence. |
|  | Definition | Interpretation |
|  | Contractor’s Personal Use | Any use of MOD furnished property, facilities or equipment intended for the primary benefit of the Contractor or the Contractor’s Personnel which is contrary to the MOD’s interests is considered personal use. |
|  | Contractor’s Personnel | Any employees, including sub-contractors or other agents working on behalf of the Contractor, shall be deemed the Contractor’s Personnel. |
|  | Designated Officer | The Designated Officer is the MOD representative responsible for the Requirement and is as defined at Box 2 of DEFFORM 111 of this Contract. |
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| **A.3** | **Abbreviations and Acronyms** |
| A.3.a | In addition to the abbreviations and acronyms detailed in the Terms and Conditions of the Contract the following abbreviations and acronyms will be used. |
|  | Abbreviation or Acronym | Interpretation |
|  | AOC | Air Officer Commanding |
|  | DO | Designated Officer |
|  | MOD | Ministry of Defence |
|  | OC | Officer Commanding |
|  | RAF | Royal Air Force |
|  | SC | Security Check |
|  | SoR | Statement of Requirement |
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| **A.4** | **References** |
| A.4.a | In addition to the references detailed in the Terms and Conditions of the Contract the following references shall also apply as well as any subsequent revisions and amendments to the references. This list does not absolve the Contractor from conforming to any other relevant publications. |
|  | Reference | Version | Source |
|  | Data Protection Act 2018 | 2018 c. 12 | http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted |
|  | Defence Health, Safety and Environmental Protection |  | https://www.gov.uk/guidance/defence-health-safety-and-environmental-protection |
|  | Government Security Classifications | 30 Jun 2023 | https://www.gov.uk/government/publications/government-security-classifications |
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| **A.5** | **Processes and Related Taskings** |
| A.5.a | 1. Proj Portal – relocation to RAF Cranwell currently forecast for 2027, so a contract should not exceed 3 years plus 2. |
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| **A.6** | **Site** |
| A.6.a | The Site for the delivery of all services is RAF Halton.,Recruit Training Squadron Headquarters (Building 22),Henderson Site,RAF Halton,Aylesbury,Buckinghamshire,HP22 5PG. |
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| **A.7** | **Security** |
| A.7.a | The Contractor is to ensure that all of the Contractor’s Personnel have Baseline Personal Security Standard (BPSS) clearance. Where the Contractor’s Personnel does not have BPSS clearance that individual will need to be always escorted on site. |
| A.7.b | All information related to or generated by this Contract is to be treated in the appropriate manner in accordance with Government Security Classifications. The classification of the material to be handled shall not exceed *OFFICIAL-SENSITIVE* in nature. |
| A.7.c | All personal data processed under this Contract is to be treated in accordance with the Data Protection Act 2018. |
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| **A.8** | **Site Access** |
| A.8.a | Baseline Personal Security Standard. DBS. (If DBS is not held, the contractor will need to be always escorted when recruits are present on Site or within the Barrack Blocks.)The Contractors personnel will require a valid photographic identification (driving licence, passport etc) and are to apply for RAF Halton Station Access Passes from the Main Guard Room on site situated at the Main Gate. They will be issued with a daily security pass which will require them to be always escorted whilst on Site. |
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| **A.9** | **Safety and Environmental Provisions** |
| A.9.a | When on the Site the Contractor is to comply with all MOD Safety, Health and Environmental Protection regulations and policy. All contractors will receive a brief from staff on fire safety and health and safety for the duration of their stay whilst conducting work within the BB’s. |
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| **A.10** | **Hours of Operation and Times of Delivery** |
| A.10.a |  |
|  | All services to Site shall be delivered between the hours of 08:00 – 17:00 on weekdays, with the exception of: Graduation Days which are every second Wednesday, and Christmas Grant, which is typically 2 weeks around the Christmas period.  |
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| **A.11** | **Contract Monitoring** |
| A.11.a | For the purposes of contract monitoring, representatives of the Contractor will report to the Designated Officer quarterly on the performance of the Contract. |
| A.11.b | The Contractor is responsible for the performance of the Contract by any sub-contractors or other agents working on behalf of the Contractor. The Contractor is to deal with any issues relating to any sub-contractors or other agents working on behalf of the Contractor, this however does not exclude sub-contractors or other agents working on behalf of the Contractor from attending any Contract Monitoring meeting or contributing to any report where it is appropriate for such sub-contractors or other agents to do so. |
| A.11.c | If any sub-contractors or other agents working on behalf of the Contractor are found unsuitable, for whatever reason, the Contractor is to engage with the relevant sub-contractors or other agents to broker a resolution.

| Ref | Requirement | Additional Information | Quantity | Standard of Performance |
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| **B** | **Deliverable Requirements** |  |  |  |
| B.1 | Maintain all machines that are in situ for a period of 36 months. | All machines need to be suitable for high use and being operated for extended periods of time 365/days a year. As a guide to usage each BB can house up to 70 recruits. RTS train up to 2,300 Phase 1 recruits per annum, The recruits undertake a 10-week Basic Recruit Training Course. During this, it is assessed that recruits undertake 4 to 5 wash/dry cycles per week but will combine washing/drying amongst themselves. RTS also train up to 650 RAF Reservists per annum on a 2-week training course. On average each reservist does 3 wash/dry cycles per week. | See site data of locations of machines. | Any unserviceability should be rectified within 8 hours (excluding weekends and bank holidays). |
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| B.2 | The machinery is already provided. | The Authority will provide water, ventilation and electricity points within each building/room. Additional cables and leads should not be fitted around the laundry room. Power supply for the launderette facility (Building 22) is hardwired 13A sockets for the washing machines and hardwired 16A rotary/commando sockets for the dryers. For the BBs the supply is 13A sockets for the washing machines and hardwired 16A rotary/commando sockets for the dryers. The tumble dryers are vented externally in a standard configuration. The water supply is a standard hot and cold-water feed. |  | Machines fitted IAW industry standards/legislation and manufacturers guidelines. |
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| B.3 | Provide through life capability management to maintain serviceability of all equipment. | Contractor to provide all servicing, repairs, and spares, including scheduled service to maintain the service provision. This should be a full service and not simply a visual inspection. This should also include the cleaning of any vents that extract from tumble dryers to outside of the building. | As required. | No instances of any machine unavailability for a period of over 8 hours (excluding weekends) for Repairs to be IAW industry regulations, legislation, and manufacturers guidelines. Servicing will be conducted with prior arrangement with the Contractor. |
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| B.4 | Provide a customer helpline to enable the reporting of faults. | Helpline to be staffed 0800-1700 Monday to Friday. | As required. | Calls should be answered within 1 minute, logged and a customer reference number provided. An engineer to be dispatched. |
| B.5 | Provide an as required call out service to maintain equipment. | Dispatch an engineer as required. Any unserviceability should be fixed or replaced within 8 hours (excluding weekends and bank holidays). | As required. | No instances of any machine unavailability for a period of over 8 hours (excluding weekends). Which is currently implemented by the contractor who now attends to callouts promptly. |
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| **C** | **Documentation** |  |  |  |
| C.1 | Maintain a record of work for all tasks completed. | To include a description of the work carried out and any spares used. | For every task. | Repairs to be IAW industry regulations, legislation, and manufacture’s guidelines. Records are held and maintained on a work services tracker by Recruit Training Squadron. |
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| **D** | **Contractor Furnished Assets (CFA)** |  |  |  |
| D.1 | Provide all clothing/equipment to complete the task. | All equipment should be appropriate to the task and serviceable. |  | The contractor will supply their own PPE in accordance with their own Health and Safety. |

**Site Data**

| **Building** | **Floor** | **Room** | **Washer** | **Dryer** |  |  **Free standing** |
| --- | --- | --- | --- | --- | --- | --- |
| BB7 | Ground | Utility | 1 | 1 |  | x |
| BB7 | First | Utility | 1 | 1 |  | x |
| BB7 | Top | Utility | 1 | 1 |  | x |
| BB8 | Ground | Utility | 1 | 1 |  | x |
| BB8 | First | Utility | 1 | 1 |  | x |
| BB8 | Top | Utility | 1 | 1 |  | x |
| BB9 | Ground | Utility | 1 | 1 |  | x |
| BB9 | First | Utility | 1 | 1 |  | x |
| BB9 | Top | Utility | 1 | 1 |  | x |
| BB10 | Ground | Utility | 1 | 1 |  | x |
| BB10 | First | Utility | 1 | 1 |  | x |
| BB10 | Top | Rm6 (2.11) | 1 | 1 |  | x |
| BB11 | Ground | Utility | 1 | 1 |  | x |
| BB11 | First | Utility | 1 | 1 |  | x |
| BB11 | Top | Utility | 1 | 1 |  | x |
| BB12 | Ground | Utility | 1 | 1 |  | x |
| BB12 | First | Utility | 1 | 1 |  | x |
| BB12 | Top | Utility | 1 | 1 |  | x |
| BB13 | Ground | Utility | 1 | 1 |  | x |
| BB13 | First | Utility | 1 | 1 |  | x |
| BB13 | Top | Utility | 1 | 1 |  | x |
| BB15 | Ground | Utility | 1 | 1 |  | x |
| BB15 | First | Utility | 1 | 1 |  | x |
| BB15 | Top | Utility | 1 | 1 |  | x |
| BB16 | Ground | Utility | 1 | 1 |  | x |
| BB16 | First | Utility | 1 | 1 |  | x |
| BB16 | Top | Utility | 1 | 1 |  | x |
| BB17 | Ground | Utility | 1 | 1 |  | x |
| BB17 | First | Utility | 1 | 1 |  | x |
| BB17 | Top | Utility | 1 | 1 |  | x |
| BB18 | Ground | Utility | 1 | 1 |  | x |
| BB18 | First | Utility | 1 | 1 |  | x |
| BB18 | Top | Utility | 1 | 1 |  | x |
| BB19 | Ground | Utility | 1 | 1 |  | x |
| BB19 | First | Utility | 1 | 1 |  | x |
| BB19 | Ground | Utility | 1 | 1 |  | x |
| BB20 | First | Utility | 1 | 1 |  | x |
| BB20 | Top | Utility | 1 | 1 |  | x |
| BB20 | Ground | Utility | 1 | 1 |  | x |
| BB21 | First | Utility | 1 | 1 |  | x |
| BB21 | Top | Utility | 1 | 1 |  | x |
| BB21 | Ground | Utility | 1 | 1 |  | x |
| 22A | Ground | Laundry1 | 8 | 10 |  | x |
| 22A | Ground | Laundry2 | 4 | 3 |  | x |
| 400 Gym  | Ground | Laundry room | 1 | 1 |  | x |
| **Total** |  |  | **55** | **56** |  |  |

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