



**Land Warfare Centre (LWC)**  
**ARMCEN Support Contract (ASC)**  
**SCHEDULE 1**  
**STATEMENT OF REQUIREMENT (SOR)**

Version: 2.0

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**REFERENCES:**

Ref	Item Description
A	Suitably qualified and experienced personnel requirements
B	Authority policy documents
C	Customer observation report process
D	Plans requested by the Authority at ITN
E	SOTT (includes non-SOTT figures and historical figures)
F	CIS training systems
G	Armoured vehicle holdings
H	Average weapons holdings – to be provided on request only
I	Non armoured vehicle holdings
J	Mechanical handling equipment holdings
K	Location of fire extinguishers throughout Bovington Garrison
L	Gym equipment
M	Plinth vehicles
N	Current contractor agreed driver hours in support of training armoured vehicles.
O	Non-military hired vehicles
P	Building custodian terms of reference

## GENERAL INFORMATION

### Introduction

1. The Project ARGONAUT developed Statement of Requirement (SOR), together with referenced supplementary information, sets out the outputs of the Armour Centre (ARMCEN) to be outsourced to the Service Provider. It will form the basis of a contract with industry to deliver those outputs, as part of the ARMCEN Support Contract (ASC).

### Organisational Context

2. ARMCEN, Defence's reference point for Mounted Close Combat (MCC), delivers trained and motivated service personnel with MCC, specialist Dismounted Close Combat (DCC), and leadership skills through both Initial and Subsequent Trade Training on tracked and wheeled Armoured Fighting Vehicles (AFV) to a broad variety of Field Army and Defence users. Delivery is dictated by the Recruit Allocation Plan (RAP) for Initial Trade Training (ITT) and MCC (SOTT) for Subsequent Trade Training (STT).

3. The Army is undertaking transformational change, initiated by the Army 2020 Programme<sup>1</sup> and continued through the Integrated Review to be more efficient, productive and optimised to meet the challenges of the 21<sup>st</sup> Century.

4. As part of this change, ARMCEN will deliver training more efficiently and effectively across all schools, through better integrated individual technical training; removal of current technical stovepipes (where possible); centralised common enabling functions and training support elements; consolidated infrastructure; increased income generation and exploitation of commercial partnering opportunities.

### Overview of SOR

5. This SOR sets out all the requirements required to be delivered by the Service Provider as part of the ARMCEN Support Contract. The requirements are to be delivered by an external party or parties termed 'the Service Provider', under the terms and conditions of the contract. Outputs may be provided internally to other ARMCEN units as well as externally to other MOD units and non-MOD entities.

6. Where a figure has been included in the Quantity column, these are an indicative number of days based on the current contracted solution. The figure is for information purposes only and does not suggest an intended solution.

7. The structure of the ARMCEN Support Contract SOR is illustrated in Figure 1.

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<sup>1</sup> <https://www.army.mod.uk/who-we-are/future-of-the-army/>

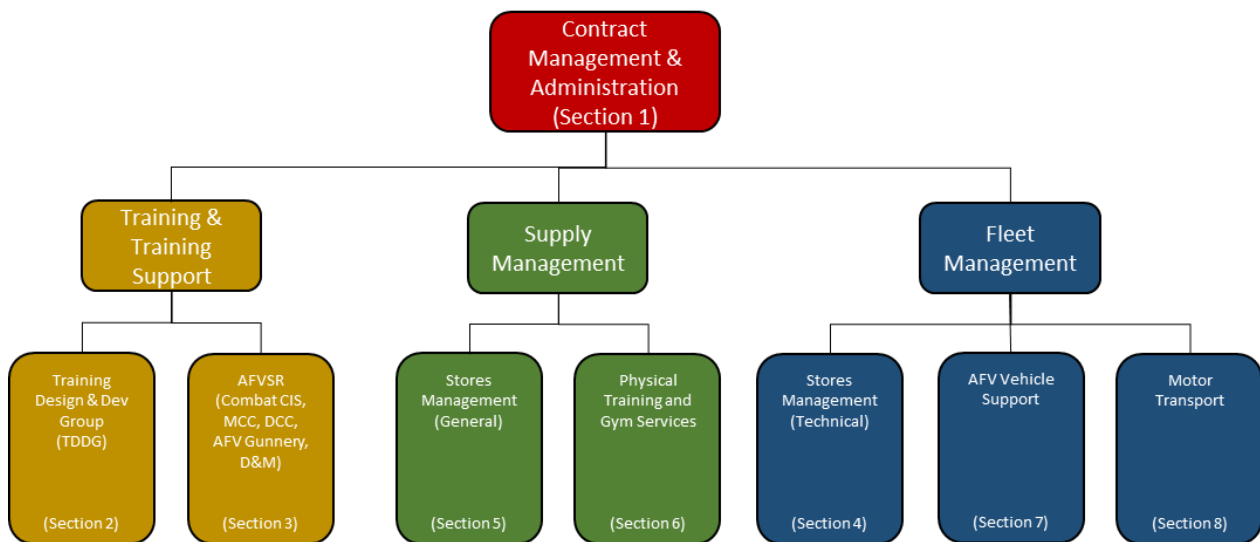


Figure 1 - Structure of ARMCCN Support Contract SOR.

8. The SOR sections are summarised as follows:

- a. **Section 1 – Contract Management & Administration.** Contains information on how the Contract will be executed, reviewed and managed throughout its lifetime. Also provides information on any administrative expectations the Authority has for the Service Provider
- b. **Section 2 – Training Design and Development Group (TDDG).** Contains the requirements for the design, development and support of training within ARMCCN and course loading services within HQ ARMCCN.
- c. **Section 3 – AFV Fighting Vehicle Schools Regiment (AFVSR).** Contains the requirements for the delivery and support of training within the AFVSR which includes Combat CIS, MCC and DCC, AFV Gunnery and Driving and Maintenance (D&M) Training.
- d. **Section 4 – Stores Management (Technical).** Contains the requirements for storage and management of all equipment and supplies necessary to complete training, including weapons and radio equipment.
- e. **Section 5 – Stores Management (General).** Contains the requirements for storage and management of all other equipment associated with the Garrison, including, clothing, consumables, ammunition and accommodation equipment.
- f. **Section 6 – Physical Training and Gym Services.** Contains the requirements for physical training instruction, gymnasium and swimming services.
- g. **Section 7 – AFV Vehicle Support.** Contains the requirements associated with the maintenance and management of the AFV fleet.
- h. **Section 8 – Motor Transport.** Contains the requirements associated with the maintenance and management of the white vehicle fleet and the provision of drivers.

## SECTION 1 - CONTRACT MANAGEMENT AND ADMINISTRATION

### Section Overview

9. This Section describes the requirements relating to the provision of appropriate management and administration of the Contract and the way the Service Provider will interface with the Authority. From the Vesting Date and during the Contract Term, the Service Provider will be responsible to the Authority's Designated Officer (DO) for the day-to-day management of the contract. The DO will regularly discuss the Service Provider's performance, operating procedures and priorities within the scope of the Contract and review such with the Service Provider's Contract Manager. The Service Provider will be expected to respond flexibly to the changing priorities at short notice and provide effective contract management.

### Contract Management Roles and Responsibilities

10. **Designated Officer (DO).** The DO has overall responsibility for the day-to-day management of the Contract on behalf of the Authority and is accountable to the Commander (Comd) ARMCCEN for the effective delivery of contracted services and other related aspects, including managing the relationship with the Service Provider. The central duties of the DO are to liaise with the Service Provider Contract manager on day-to-day matters and to measure and monitor the Service Provider's compliance and performance against the Contract. The DO will nominate Supervising Officers' (SOs) and Private Sector Liaison Officers' (PSLOs) to interface with the Service Provider on routine administrative matters connected with each of the various services being provided under this SOR.

11. **Commercial branch.** Authority for conducting contractual transactions with the Service Provider rests solely with the Authority's commercial branch. In this respect, the commercial branch is the only body that holds delegated contractual authority to amend the Contract. Any purported contractual amendment that is not formally issued by the commercial branch is invalid.

12. **Regular reviews.** Monthly and quarterly meetings will be chaired by the DO or their nominated representative and attended by the Service Provider contract manager and supporting staff, together with representatives from the Authority. Each year, one of the monthly meetings will be designated an annual review, chaired by Director Land Warfare (DLW) and shall be attended by senior members of the Authority, including Commercial, and a senior representative of the Service Provider. All regular performance review meetings are to be attended by the SOs or their nominated representative. The frequency and dates of the meetings may be varied by the DO in consultation with the Contract Manager.

13. **Other Meetings.** The Service Provider Contract Manager, staff, sub-contractors and suppliers etc. as appropriate shall attend ad-hoc and formal meetings as and when requested by the Authority.

### Contract Performance Monitoring

14. Contract performance will be monitored and assessed by a combination of monitoring by the Authority and the Service Provider self-assessment against the Key Performance Indicators (KPIs) detailed in Schedule 6 to the ASC contract number 701434377. The aim is to have in place a reliable, accurate and comprehensive system that avoids any unnecessary duplication of the monitoring activity.

15. **Service Provider performance monitoring.** The Service Provider shall promptly upload performance monitoring information to their Contract Management Database (CMD). The CMD will hold information on the SOR, Performance Indicators (PIs), Key Performance Indicators (KPIs) and any Customer Observation Reports (CORs) that are raised, and access will need to be provided to the Authority. The Service Provider shall carry out level 1 auditing (self-audit) on performance and upload the information to the CMD. The Authority shall carry out level 2 audits



(Authority checks) to validate the information uploaded is accurate and that the Service Provider is performing as required.

16. **Shortfalls in performance.** The Service Provider shall report any failures to achieve the set outputs/services standards to the relevant PSLO within five Working Days. The report shall include a description of the shortfall in performance, any explanation or mitigating circumstances and a description of the measures that the Service Provider proposes to take in orders to correct the deficiency.

17. **Remedial action.** The Service Provider shall undertake remedial action as necessary to rectify any instances of unsatisfactory performance, advising and consulting as necessary with the appropriate PSLO. The Authority will also require the Service Provider to plan for and execute remedial actions in areas where performance monitoring has revealed problems. The objective of these requirements is to ensure that prompt corrective action is taken and that the DO/PSLO is aware of any shortfall in performance. The Authority will check remedial action has taken place through the use of the CMD and monthly performance meetings referring any significant shortfalls to Army Commercial for consideration of performance against KPIs and the application of Service Level Deductions. The Service Provider shall act on and resolve any issues or failures identified during both internal, external audits and mandated inspections and rectify these within the timescales agreed with the Authority.

## **Quality Assurance**

18. ARMCEN has embraced total quality management and continuous improvement (CI) processes. The Service Provider's quality system is to meet ISO 9001 will complement this and should seek to deliver continuous improvement, feeding into the ARMCEN system via the DO.

## **Management Information Systems (MIS)**

19. From the Vesting Date, the Service Provider shall use all relevant Authority MIS in support of any services that they are providing and will provide the Authority with the information it needs to manage its business. Example systems include MODNet; Training, Administration, Financial, Management Information System (TAFMIS); Management of Joint Defence Inventory (MJDI) and Joint Asset Management and Engineering Solutions (JAMES). A full list of Government Furnished Assets (GFA) can be found in Schedule 13 to the ASC contract number 701434377. The Authority will provide training on the required MIS.

## **Health, Safety and Environmental Protection (HS&ED)**

20. ARMCEN has a qualified Garrison Health and Safety Advisor who is responsible to the Garrison Commander (Comd ARMCEN) for all health and safety matters within Bovington Garrison. The Service Provider shall appoint a suitably qualified health and safety advisor/coordinator who shall liaise with the Authority HS&ED representative and will be responsible for ensuring that the Service Provider's employees, the ARMCEN Health and Safety Advisor and the Authority are kept fully informed on health and safety matters related to the Contract.

21. The Service Provider is responsible for their own First Aid arrangements and ensuring they have sufficient trained First Aiders and First Aid kits for their needs.

## **Security**

22. All Service Provider employees shall strictly adhere to the security policy issued by the Authority, which will include Bovington Garrison and individual unit security regulations and instructions. MOD security standards are detailed in the Joint Service Publication 440 (JSP 440) and Local Security Instructions. In all cases of uncertainty about the application of these security requirements, advice can be sought from the Garrison Security Officer. The decision of the Authority in any clarification will be final.

## **Suitably Qualified and Experienced Personnel (SQEP)**

23. The Service Provider is responsible for ensuring that all staff delivering services as part of this Contract possess the necessary qualifications, skill and experience to carry out the services effectively, safely and in accordance with all relevant policy, standards and instructions. The Service Provider staff should carry out Continuing Professional Development (CPD) to ensure they continue to meet the minimum qualifications and experience required, as well as keeping up to date with any changes to policy and procedures. The SQEP requirements to deliver these requirements can be found at Ref. A. The Service Provider shall keep accurate records of all CPD, current skills set and competency of their personnel and make these be available to be audited by the relevant SO/PSLO on at least an annual basis.

## **Hours of Operation**

24. Within the ARMCEN, working hours are from 08:00 to 16:30 Monday to Friday with minor local variations as specified in each section of the SOR. The Service Provider shall to provide on-site Contract management within working hours to ensure the services are delivered in accordance with the SOR. Christmas shutdowns, Easter long weekend and Bank Holidays are standard practice and should be factored in. These will be notified once agreed. A 24-hour emergency cover service for senior Contract management staff is to be provided in accordance with a Call-Out Plan to be agreed with the Authority. It should be noted that ARMCEN does not have a Summer shutdown period.

## **Uniform Guidelines**

25. The uniform guidelines for Service Provider staff within ARMCEN are provided below. Uniforms should include the following features and are the responsibility of the Service Provider to provide at their cost to all employees:

- a. Sober in colour (not olive green or black), camouflage pattern is not acceptable;
- b. Display a discreet Company logo;
- c. Have provision for visible, safe display of identification;
- d. Scale of issue appropriate to task;
- e. All items of uniform are to be kept in a clean and tidy condition.

26. Personal Protective Equipment (PPE) should also be standardised. Example items include:

- a. Protective headgear;
- b. Ear defenders, or ear defenders with Active Noise Reduction (ANR);
- c. Safety goggles;
- d. Gloves (Industrial and cold weather);
- e. Footwear (boots industrial and wellington);
- f. High visibility clothing;
- g. Cold weather clothing;
- h. Body armour as issued by the Authority.

27. Management, administrative/support personnel who do not wear uniform will be required to have their ID card displayed prominently at all times.

## **Contingency Planning**

28. The Service Provider shall use all reasonable endeavours to assist the Authority outside of the Contract parameters in the event of any extra requirements arising due to any unforeseen event, such as part of a Transition to War (TTW) scenario, national emergency, disaster or unforeseen task. It is difficult and sometimes impossible to plan for such events; each event will be different and will require varying levels of support. However, any event may potentially lead to a change in the requirement or level of support required for a period. For example, in the TTW scenario there would likely be an increase in the requirement to train extra individuals in each of the disciplines within the schools which will indirectly mean that additional support is required during this period, which would require careful and meticulous planning by the Service Provider and Authority. Any changes to provision will be subject to separate negotiations and agreement on price variations in accordance with the Change Control Procedure detailed within the Contract.

## **Government Furnished Assets (GFA)**

29. Major items of GFA are listed within Schedule 13 to the ASC contract number 701434377. A full and detailed list of all GFA (including items purchased by the service provider in support of the current contract) will be made available to the Service Provider.

## Contract Management and Administration Requirements

30. From the Vesting Date and for the Contract Term (unless stated otherwise), the Service Provider shall deliver all Contract management and administration requirements in accordance with the relevant references and policy documents as set out Ref. B.

31. Table 1 below outlines the service requirements for Contract management and administration.

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
<b>1.1</b>	<b>Contract Management – The Service Provider shall:</b>					
1.1.1	Operate a management structure able to interface with the Designated Officer (DO) and Supervising Officers (SOs) to deliver the management, administration and control of all areas of work specified in the Statement of Requirements (SOR).	The management structure shall be customer focussed & structured so that it can respond effectively to the requirements of the Authority (at the appropriate level).	1 x Contract management plan (see Ref. B)	Annual contract review meetings. Updated annually prior to Contract Review Meeting.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• CP&amp;F Obligations.</li> </ul>	Contract Management Activities.
1.1.2	Provide a Contract Manager as a single focus and point of contact for the Contract and all services delivered. Ensure that the Contract Manager is suitably empowered.	<p>The Contract Manager shall possess the appropriate authority to ensure that advice, assistance and resources are made available to meet the contractual requirements. In periods where the Contract Manager is unavailable a suitably empowered deputy is to be available.</p> <p>Contract Manager or nominated deputy to be available within working hours specified in the SOR and emergency management cover to be in place and available outside working hours in accordance with the Service Provider's Contract management plan and Call out Plan.</p>	Contract Manager or a nominated deputy to always be available on site during normal working hours.	<p>Monthly, quarterly and annual contract review meetings.</p> <p>Customer Observation Reports.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> </ul>	Contract Management Activities.
1.1.3	Manage contract performance to ensure performance standards & targets are met, updating their Contract Management Database (CMD), attend all relevant performance meetings and produce Performance Dashboard.	<p>Performance to be continuously monitored against the performance standards and targets in the Contract and KPIs detailed in Schedule 6 to the ASC contract number 701434377 using the Service Provider supplied CMD.</p> <p>Monthly and quarterly Performance Dashboards and an annual report are required. The premise of the performance</p>	For every monthly, quarterly and annual Contract Review meeting.	<p>Monthly, quarterly and annual contract review meetings.</p> <p>Customer Observation Reports.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• CP&amp;F Obligations.</li> </ul>	Contract Management Activities.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>meetings shall be to discuss Contract performance over the previous month, quarter or year and any appropriate performance deductions and any remedial action to improve performance.</p> <p>Reports to be 100% accurate and submitted at least 5 Working Days before the relevant meeting. Annual report to be submitted for agreement one month before the meeting date. All meetings to be attended by suitably empowered Contract representatives.</p>			<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> </ul>	
1.1.4	Ensure effective customer liaison, co-ordination and feedback. The Service Provider is to ensure full customer satisfaction and should seek customer views on the Contract service, taking remedial action where necessary.	<p>Customers shall include the Authority's DO and nominated representatives including SOs, PSLO and Garrison personnel who receive the services provided under this Contract.</p> <p>Customer satisfaction to be surveyed at least annually and action plans established where necessary. Customer satisfaction level rated at "Satisfactory" or above.</p>	Annual customer satisfaction survey.	<p>Annual customer satisfaction survey.</p> <p>Customer Observation Reports.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• CP&amp;F Obligations.</li> </ul>	Contract Management Activities.
1.1.5	Comply with the Authority provided Customer Observations Reporting (COR) Procedure, Ref. C, which encompasses all the services delivered under the Contract, which holds the Service Provider to account in the delivery of the Statement of Requirement.	<p>The Customer Observations Reporting (COR) Procedure shall be supplied by the Authority prior to Vesting Date. The procedure will include a facility to raise both positive and negative CORs.</p> <p>No incidents of failure to provide response, which effectively addresses the COR comments. To be provided to the DO or their nominated representative within 5 Working Days of receipt of a validated complaint or positive comment. A Rectification Plan is to be provided to the DO or their nominated representative on agreement of a negative COR, within 7 Working Days of receiving a validated complaint. All CORs to be closed out within agreed timescales in accordance with the AP.</p>	Authority provided Customer Observations Reports (COR) procedure, to be agreed prior to Vesting Day and procedure reviewed annually.	Monthly, quarterly and annual contract review meetings.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Contract Management Activities.
<b>1.2</b>	<b>Change Management, Gainshare and Efficiencies – The Service Provider shall:</b>					

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
1.2.1	Provide effective change management.	<p>The Service Provider shall work constructively with the Authority in implementing change using the Change Control Procedure.</p> <p>Service Provider Change Proposals (CPs) and Ad-Hoc tasks are summarised in the monthly Dashboard (progress reports) and raised in accordance with the Contract.</p> <p>The Service Provider shall deploy sufficient resources to ensure that change is implemented effectively to timescale and with the minimum of disruption to service delivery. All CPs and Ad-hoc Task proposals must be approved by the Authority, prior to commencement in accordance with the Contract.</p>	Authority provided Change Control Procedure, to be agreed prior to Vesting Day and procedure reviewed annually.	To be reviewed annually at a quarterly contract review meetings.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Contract Management Activities.
1.2.2	Identify and propose gainshare and efficiency proposals to improve performance on the contract.	<p>The Service Provider shall work constructively with the Authority in identifying and implementing agreed gainshare and efficiency proposals to improve performance of the contract. Gainshare and efficiency proposals shall be submitted in accordance with the gainshare arrangements detailed in Schedule 19 to the ASC contract number 701434377.</p> <p>The Service Provider shall be expected to deploy sufficient resources to ensure that proposals are implemented effectively to timescale and with the minimum of disruption to Service delivery.</p>	Authority provided Gainshare Process, to be agreed prior to Vesting Day and procedure reviewed annually.	Monthly, quarterly and annual contract review meetings.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Contract Management Activities.
<b>1.3</b>	<b>Transition/Exit, Risk Management and Management Plan – The Service Provider shall:</b>					
1.3.1	Provide and implement an agreed plan for the transition of services in the form of the Transition Plan.	The Transition Plan shall be subject to agreement by the Authority prior to entering into the Contract.	1 x Transition Plan (see Ref. D).	CP&F completion.	<ul style="list-style-type: none"> <li>CP&amp;F Obligations.</li> </ul>	Contract Management Activities.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
1.3.2	Provide effective Risk management. The Service Provider shall provide a fully comprehensive Risk Management Plan and Risk Register.	<p>The Risk Management Plan will be subject to agreement by the Authority. Thereafter, the Risk Management Plan shall be reviewed quarterly, and any agreed amendments incorporated as appropriate.</p> <p>The Service Provider shall use a Risk register that is suitable and understood by all parties in time for the first monthly Contract Review Meeting.</p> <p>Effective identification, management and mitigation of risks to ensure the services are delivered in accordance with the Contract.</p>	1 x Risk Management Plan (see Ref. D).	<p>Quarterly and annual contract review meetings.</p> <p>CP&amp;F update quarterly.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>CP&amp;F Obligations.</li> </ul>	Contract Management Activities.
1.3.3	Provide effective management of the Exit Period. The Service Provider shall propose a Exit Plan to affect a transition to any subsequent Service Provider.	<p>The Exit Plan will be subject to agreement by the Authority.</p> <p>The detailed Exit Plan shall include plans, programmes and explanatory documents for all services and activities covered by the Contract. This is to be agreed with the Authority when an end date for the Contract is agreed.</p>	1 x Exit Plan (see Ref. D)	<p>To be formally agreed prior to Vesting Day and reviewed and updated annually.</p> <p>CP&amp;F Obligations.</p>	<ul style="list-style-type: none"> <li>CP&amp;F Obligations.</li> </ul>	Contract Management Activities.
<b>1.4</b>	<b>Quality Assurance (QA) – The Service Provider shall:</b>					
1.4.1	Establish, operate and maintain a QA process covering the services specified in the Contract and is to achieve and maintain a site-specific ISO9001.	<p>The Service Provider shall install, maintain and operate a fully documented QA system to control all work carried out by the Service Provider and Sub-Service Providers, Suppliers, etc.</p> <p>Service Provider to provide and maintain a site-specific Quality Management Plan for Bovington Garrison.</p> <p>The Service Provider shall conduct planned and systematic QA audits, including an Annual Report automatically available to the Authority in order that the Authority may monitor the Service Provider's progress. The Service Provider must operate quality management procedures to ensure</p>	<p>1 x Quality Management Plan, to be updated as necessary (see Ref. D).</p> <p>Annual Quality Audits and Reports.</p>	<p>Authority review via the audit programme and quarterly performance meetings.</p>	<ul style="list-style-type: none"> <li>Audit Non-compliance.</li> <li>CP&amp;F Obligations.</li> </ul>	Contract Management Activities.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>compliance with performance standards and continuous improving service effectiveness and efficiency.</p> <p>The Service Provider is to review and keep the Quality Management Plan updated. Authority to review via audit quarterly and annually.</p> <p>Up to date certification to be achieved within 1 year of Vesting Day for all services specified in the Contract.</p>				
<b>1.5</b>	<b>Health, Safety and Environmental Protection (HS&amp;EP) – The Service Provider shall:</b>					
1.5.1	<p>The Service Provider and their delivery and supply chains are, at all times, to comply with the requirements of the Health and Safety at Work Act 1974 and all relevant legislation. They must also conform to all requirements as specified in the ARMCEN and Bovington Garrison Health, Safety and Environmental Protection (HS&amp;EP) policy, practices and safe working procedures of the Authority covering their activities. The Service Provider shall keep records to demonstrate that this is being carried out.</p>	<p>The Service Provider shall provide a copy of their HS&amp;EP (including fire safety) plan detailing procedures and the details of their designated HS&amp;EP focal point.</p> <p>The plan shall be reviewed annually and agreed jointly between the Authority and the Service Provider.</p> <p>The Service Provider shall provide a qualified Health &amp; Safety Advisor responsible for ensuring that the Service Provider's employees and the DO are kept fully informed on H&amp;S matters related to the Contract. The Service Provider shall adhere to the ARMCEN HS&amp;EP policy and integrate into the Garrison HS&amp;EP organisation as required by the DO and shall participate fully in such meetings, discussions and committees as required by the Authority.</p> <p>No instances of non-compliance or unwarranted/unmanaged hazards. Accidents including near misses are to be reported to the SHEF Cell within 48 hours on Army Form 510 in accordance with HS&amp;EP Policy.</p> <p>The Service Provider shall inform the SHEF Cell of any pending inspections by the HSE or other legislative bodies. Subsequent</p>	<p>1 x Health, Safety and Environmental Protection Plan (see Ref. D).</p> <p>Attendance at quarterly Authority HS&amp;EP meetings.</p>	<p>H&amp;S to be reviewed at every monthly contract review meeting.</p> <p>HS&amp;EP Plan to be reviewed annually.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• CP&amp;F Obligations.</li> <li>• SQEP Personnel.</li> <li>• Policy Non-compliance.</li> </ul>	<p>Contract Management Activities.</p>



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		reports and any proposed remedial action plans from such inspections are also to be copied to the SHEF Cell.				
1.5.2	Provide environmental control and management. The Service Provider shall control, monitor and report any environmental issues that impact on Service delivery and take prompt action to minimise any adverse environmental impact.	<p>The Service Provider's environmental management shall include sustainability and align with the Authority's environmental and sustainability objectives.</p> <p>No instances of non-compliance or unwarranted/unmanaged hazards.</p>	As 1.5.1.	To be reviewed annually at a quarterly contract review meeting.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• CP&amp;F Obligations.</li> <li>• Policy Non-compliance.</li> </ul>	Contract Management Activities.
<b>1.6</b>	<b>Service Provider Personnel – The Service Provider shall:</b>					
1.6.1	Ensure all Service Provider personnel hold the necessary qualifications as per Ref. A.	<p>The Service Provider shall ensure that all certifications, licences, clearances and records of specialised experience for all personnel are current, with a record available for Authority review when requested. The Service Provider shall ensure that all substitute personnel shall be equally or better qualified than those proposed in the Service Provider's Technical Proposal and in conformance with Contract requirements. No incidents of failure to provide services. No expired certifications, licences, clearances, or training lapses.</p>	On Vesting Date and then updated monthly.	CP&F obligation (from Vesting Date). Regular Authority audits will be carried out of records, minimum of annually.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Policy Non-compliance.</li> </ul>	Contract Management Activities.
1.6.2	Provide a consolidated list of all Service Provider Personnel employed under the Contract.	<p>Complete list of posts against SOR section, including: Unit/Department, Post number, Position, Name and Initials, Staff Number, Grade, TA or Reserve Forces employment, level of security clearance, Disclosure and Barring Service (DBS) check, Defence Trainer Capability trained, annual Care of Trainee (CoT) update and date of employment.</p> <p>All Service Provider Personnel qualifications shall meet the requirements in the Contract. The personnel returns shall be complete, accurate and submitted as per Ref.A.</p>	Full list to be provided on a monthly basis with the monthly progress report.	Monthly contract review meetings.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• CP&amp;F Obligations.</li> </ul>	Contract Management Activities.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
1.6.3	Establish and operate a management process to undertake the administration of DBS for employees who are identified as requiring a check in accordance with the direction provided in JSP 893.	<p>The Service Provider shall discuss with the Authority DO to determine and agree the level of DBS check (if any) that is required for each post during the transition period.</p> <p>The Service Provider is to provide to the DO evidence of DBS check for all posts requiring a DBS check after Contract award and prior to the Vesting Date.</p> <p>All new personnel are to be DBS checked and cleared prior to commencement of work on the Contract. The Authority may allow the Service Provider to employ an individual at risk, to be agreed between the Service Provider, the Authority and following the completion of a risk assessment.</p> <p>DBS Status shall be reviewed and renewed after 5 years from the DBS clearance date or if the work associated with a post or the incumbent changes.</p> <p>Any issues with DBS disclosures are to be brought to the Authority DO immediately.</p>	Service Provider determined in agreement with the Authority in accordance with JSP 893.	Monthly personnel return.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>SQEP Personnel.</li> <li>Policy Non-compliance.</li> </ul>	Contract Management Activities.
<b>1.7</b>	<b>Out of Normal Hours Response – The Service Provider shall:</b>					
1.7.1	Provide an out of hours call-out service. Develop an out of hours call out plan for assistance outside of normal working hours and submit to the DO for approval.	<p>Must be able to respond to emergency situations or urgent requests that cannot wait until the next working day. Coordinate and authorise assistance under each Section of the SOR. To include personnel and contact details.</p> <p>Plan to be reviewed annually and updated where necessary.</p>	1 x Out of hours Call out Plan (See Ref. D).	To be reviewed annually at a quarterly contract review meeting and post any use of the out of call service. CP&F obligation.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>CP&amp;F Obligations.</li> </ul>	Contract Management Activities.
<b>1.8</b>	<b>Contingency Planning – The Service Provider shall:</b>					
1.8.1	Develop and update a Service Provider Business Continuity and Disaster Recovery (BCDR) Plan and assist in the execution of the ARMEN BCDR Plan.	The Service Provider shall provide a BCDR Plan. The Service Provider shall execute their BCDR Plan in support of the ARMEN BCDR Plan, as required by the Authority.	1 x BCDR Plan (see Ref. D).	To be reviewed annually at a quarterly contract review meeting and after any incidence of use of BCDR to	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>CP&amp;F Obligations.</li> </ul>	Contract Management Activities.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Resubmissions to correct notified deficiencies within 5 Working Days of return by the DO.  BCDR plan to be reviewed annually and updated where necessary.		identify lessons learned. CP&F obligation.		
<b>1.9</b>	<b>Official Visits and Meetings – The Service Provider shall:</b>					
1.9.1	Assist with official visits and meetings as directed by the Authority.	Interface with military and civilian visitors during official visits and meetings, and with the public on open days, including set up and demonstration of equipment & vehicles where required.  Normally 48 hours' notice of a visit will be given. Exceptionally the Service Provider may be required to respond immediately to provide assistance to any short notice visit.	Approx. 3 x open days per annum (Sat only) plus approximately 24 visits per annum, during working hours Mon - Fri.	By exception via COR process.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Contract Management Activities.
1.9.2	Attend official meetings in line with Governance structure to provide advice or to exchange information on procedural, technical and administrative matters as directed by the Authority.	Service Provider shall attend monthly, quarterly and annual meetings when requested to do so.  No incidents of non-attendance without prior agreement with Authority.	Meetings are called monthly by the Authority (1 x annual, 4 x quarterly, 7 x monthly).	Monthly, quarterly and annual contract review meetings	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Contract Management Activities.
<b>1.10</b>	<b>Security – The Service Provider shall:</b>					
1.10.1	The Service Provider and all supply chains shall comply at all times with the Authority security policy & procedures.	<p>The Service Provider shall nominate a Security Officer responsible for ensuring that all employees, the DO and Garrison security officer are kept fully informed on security matters related to the contract. The Service Provider shall ensure that all Service Provider personnel are security cleared and issued with and carry an approved Authority identity card and vehicle pass in accordance with Bovington Garrison procedures.</p> <p>All Service Provider sponsored visitors shall be booked in at the Guard room and escorted throughout their visit.</p> <p>The nominated security officer is to attend the online Branch Security Officer course</p>	Six monthly security meetings.	Ad-hoc security inspections. COR process.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>SQEP Personnel.</li> <li>Policy Non-compliance.</li> </ul>	Contract Management Activities.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>once nominated and attend the six-monthly Authority security meetings.</p> <p>The Service Provider is to ensure that all Service Provider staff attend an annual Threat Briefing delivered either as part of Service Provider CPD or by attending the Authority provided sessions.</p>				
1.10.2	The Service Provider shall comply at all times with the Authority IT policies and procedures.	<p>The Service Provider shall nominate an IT Security Officer responsible for ensuring that all employees, the DO and the Garrison IT Security Officer are kept informed on all IT security matters related to the contract.</p> <p>The nominated IT Security Officer is to attend the online IT Branch Security Officer course once nominated.</p> <p>The Service Provider shall ensure that all Service Provider personnel adhere to the Authority IT Security policies and process.</p> <p>The nominated IT Security Officer is to attend the ARMCEN quarterly IM working group meetings.</p>	Attendance at quarterly Information Management (IM) working group meetings.	COR process.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> <li>• Policy Non-compliance</li> </ul>	<p>Contract Management Activities.</p>
<b>1.11</b>	<b>HQ Support to Training Delivery – The Service Provider shall:</b>					
1.11.1	Act as central POC for all ARMCEN Audio Visual (AV) maintenance and be AV custodian of HQ ARMCEN (HQ AV consists of projectors, interactive boards, ARMCEN digital signage, sound systems and their peripherals)	<p>a. Provide first-line repair and trouble shoot issues that arise with AV equipment within HQ ARMCEN and act as second-line support for AV custodians within other schools/wings and RACTR.</p> <p>b. Maintain and manage the Support Solutions and Maintenance (SSM) Contract to include; Maintaining a database of AV assets, acting as POC for satellite building custodians who oversee their AV, calling in support</p>	228 days per annum for the whole of section 1.11	As and when requested by Authority or in line with planned and agreed programme	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Training Delivery.</li> <li>• SQEP Personnel</li> </ul>	<p>Contract Management Activities.</p> <p>Training Delivery.</p>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>when AV failures arise, the adding of any new AV equipment and removing redundant equipment, arranging twice-yearly AV maintenance checks carried out by the SSM contractor. (The SSM largely covers projectors.)</p> <p>c. Build and install items such as mounting TVs to stands, cabling and connectivity for AV including web cams, projectors and monitors.</p> <p>d. Within capability, support the Authority with new AV requirement projects, assisting in researching options, recommending solutions and project installations.</p> <p>e. Oversee AV custodians' responsibilities for conducting checks on presentation suites and classroom AV thus mitigating against potential AV issues and assisting in maintaining an uninterrupted service.</p> <p>f. Produce One Page Business Case (OPBC) requirement where support is needed that SSM does not meet.</p>				
1.11.2	Act as central POC for all mobile training information technology (IT).	<p>a. Provide communication to all users notifying them of updates, issues and recalls (Defence Connect, email, phone).</p> <p>b. Advise, guide and support all ARMCCEN staff in how to maintain a register of users and provide start-up assistance to new users if requested/required.</p> <p>c. Supporting all ARMCCEN staff with first-line hardware maintenance, the troubleshooting of issues and ensuring equipment is fit for use.</p>	Included in 1.11.1.	As and when requested by Authority or in line with planned and agreed programme.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> <li>• Training Delivery</li> </ul>	Training Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>d. Provide HQ ARMCCN Army Classroom Information Infrastructure (ACII) support - resetting passwords where needed.</p> <p>e. Arrange and co-ordinate ACII engineer support for scheduled maintenance and updates across ARMCCN.</p> <p>f. Provide trainers/trainees with IT self-help guidance where needed.</p>				
1.11.3	Provide medical cover during AFV live firing periods and Royal Armoured Corps Training Regiment (RACTR) exercises.	<p>The Service Provider will provide basic medical cover during Live Firing Periods at Lulworth ranges and in support of RACTR training exercises as requested by the Authority.</p> <p>Individuals providing medical cover should be First Aid at work qualified.</p> <p>The primary aim, following an accident involving injuries, is to provide lifesaving first aid, followed by rapid evacuation to an appropriate trauma facility using the national emergency services.</p>	A total of 90 firing days per annum (includes night firing) plus 30 days in support of RACTR. Total 120 days per annum to be supplied within total contract resources.	Customer Observation Reports.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>SQEP Personnel.</li> </ul>	Training Delivery.
<b>1.12</b>	<b>Course Loading Requirements – The Service Provider shall:</b>					
1.12.1	Provide course loading services for ARMCCN under the direction of the Authority representative.	Focal point for loading 50% of the ARMCCN SOTT courses through liaison with key stakeholders acting as the interface between the Field Army (FA) and the ARMCCN.	228 days	<p>Feedback from Field Army.</p> <p>TAFMIS data.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.
1.12.2	Process course nominations and enter details in to TAFMIS.	Course nominations to be loaded onto TAFMIS once bids are received and qualifications/start standards have been checked prior to the course. Process any late bids exceptionally approved by the Authority. Provide initial scrutiny of student training records against the programme of courses published start standards and resolve issues in conjunction with the Authority. Disseminate joining instructions for each course.	Included in 1.12.1	<p>Management checks.</p> <p>TAFMIS data.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		To be delivered with 100% accuracy.				
1.12.3	Advertise all upcoming courses to Regiments.	<p>All courses to be advertised 12 weeks prior to start date, in accordance with ARMCCN programme of course allocations. Units will be notified of cancellations &amp; postponements as directed by the Authority. Continuous management of the course process in conjunction with the Authority.</p> <p>To be delivered with 100% accuracy.</p>	Included in 1.12.1	Feedback from Field Army. Management checks.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.
1.12.4	Distribute course nominal rolls to Schools / Wings, Regts and all other key stakeholders.	<p>Course nominal rolls to be issued as soon as students are loaded on TAFMIS prior to the course.</p> <p>Pre-Course training certificates (subject to receipt from student) to be issued to the school by the course loader immediately upon receipt and recorded on TAFMIS prior to the course.</p> <p>To be delivered with 100% accuracy.</p>	Included in 1.12.1	Management Checks. TAFMIS data.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.
1.12.5	Provide student details for each course title to Messes.	Information provided to the relevant Mess not less than 5 Working Days prior to start of course. If a late bid is authorised, the relevant Mess should be notified immediately.	Included in 1.12.1	Management Checks.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.
1.12.6	Provide continuous management of the course nomination process.	<p>Hasten Regts for late bids, advertise spare capacity, update TAFMIS with name changes and deletions, maintain reserve lists and alert the Authority representative to under-subscribed courses.</p> <p>Cancel or postpone courses with stakeholders and process any late bids approved the Authority.</p>	Included in 1.12.1	Feedback from Field Army.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
1.12.7	Act as a Point of Contact within the TAFMIS/Trg Ops team for the ARMCCN Data Champions.	Attend meetings as required by the Authority and promote and support the use of TAFMIS across ARMCCN.	Included in 1.12.1	Management Checks	<ul style="list-style-type: none"><li>Customer Observation Reports.</li></ul>	Training Service Delivery.

*Table 1: Contract Management and Administration Requirements*



## SECTION 2 – TRAINING DESIGN AND DEVELOPMENT GROUP (TDDG)

### Section Overview

32. Section 2 covers the requirements for training design for both centralised and distributed training, development and support of training within ARMCCEN. All activities within Section 2 must be delivered by resources based co-located within TDDG at Bovington.

33. TDDG is responsible for the design, development, quality control and second party assurance of its' training. It drives innovation and best practice of Armoured Fighting Vehicle (AFV) technical and tactical training delivery along with influencing future AFV training solutions.

### Scope of Work

34. From the Vesting Date and for the Contract Term (unless stated otherwise), the Service Provider shall provide support to TDDG as specified in the SOR. At a high-level, this includes:

- a. Course Development.
- b. Course Design.
- c. Production and updating of Gunnery Technical Publications.

35. All requirements and outputs are to be produced in accordance with Defence Systems Approach to Training (DSAT) and all other applicable Authority directed standards, policies and instructions.

### TDDG Requirements

36. Table 2 below outlines the service requirements for TDDG.

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
<b>2.1</b>	<b>Course Requirement Review – The Service Provider shall:</b>					
2.1.1	Review the Formal Training Statements (FTS) for each Authority course type.	Course Architect and Author to provide Subject Matter Expert (SME) input to each FTS as required on behalf of the Authority. The Service Provider's written comments should be provided for review to the Authority within 5 Working Days.	Course architect – 230 days per annum Author – 46 days per annum	Supervising Officer (SO) & Private Sector Liaison Officer (PLSO) monthly review of TDDG maintained task tracker.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>SQEP Personnel.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Formalised comments will then be submitted by the Authority for amendments to be made.			<ul style="list-style-type: none"> <li>Policy Non-compliance.</li> </ul>	
<b>2.2</b>	<b>Course Design – The Service Provider shall:</b>					
2.2.1	Generate a training design package for existing and new FTS for every Authority course type.	<p>To provide SME input on behalf of the Authority with 100% accuracy within 5 working days of the date agreed with the Authority, in the agreed format, whilst collaborating with the whole design team.</p> <p><b>Course Architect</b></p> <ul style="list-style-type: none"> <li>Develop, disseminate and maintain course material so it is delivered in the optimal order.</li> <li>Develop, disseminate and maintain Key Learning Points (KLPs).</li> <li>Advise, collaborate and collate course start standards.</li> <li>Design, disseminate and modify a Model Course Programme.</li> <li>State "Performance, Conditions and Standards".</li> <li>Create, maintain and publish course documentation in accordance with the specified job role.</li> <li>Create the design using the Authority directed templates held on the Authority owned IT system (TAFMIS), detailing resources (instructors, vehicles etc.) required for delivery of designs to enable accurate Authority scheduling of the courses.</li> <li>Ensure course design scheduling compatibility with the relevant Management Information System (MIS) used by the Authority; and</li> <li>Ensure all task trackers are kept up to date.</li> </ul>	Course architect – 515 days per annum Author – included in 2.4.1 and 2.4.2	SO & PSLO monthly review of TDDG maintained task tracker.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>SQEP Personnel.</li> <li>Policy Non-compliance.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<b>Author</b> <ul style="list-style-type: none"> <li>Advise and collaborate on Infantry Gunnery course start standards.</li> <li>Advise and collaborate on Infantry Gunnery course "Performance, Conditions and Standards".</li> <li>Develop and maintain, for each Infantry Gunnery course type, the Course Folder and Learning Specifications (LSpecs) using the Authority Methods and Media (M &amp; M), the learning course material and the assessment strategy and upload to TAFMIS.</li> <li>Remain current on all platforms where assigned lead author to ensure LSpecs are regularly update and fit for purpose.</li> <li>Regularly consult AFVSR instructors to ensure LSpecs are fit for purpose.</li> <li>Attend course reviews.</li> <li>Assess M&amp;M requirements, submitted on the Authority form (Form 10/RFC).</li> <li>Recommend course of actions and implement, where agreed, changes to LSpecs.</li> <li>Be 2<sup>nd</sup> line assurance for TDDG/AFVSR produced media including publications, multimedia and the DLE.</li> <li>Ensure all task trackers are kept up to date.</li> </ul>				
2.2.2	Continually monitor, review and update relevant current training courseware of all Authority course types.	To provide SME input on behalf of the Authority with 100% accuracy within 5 working days of the date agreed with the Authority, in the agreed format, whilst collaborating with the whole design team.	Course architect – 515 days per annum Author – included in 2.4.1 and 2.4.2	SO & PSLO monthly review of TDDG maintained Support.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>SQEP Personnel.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>Immediate priority tasks will be agreed between the Authority and the Service Provider with individual timelines agreed.</p> <p>Requirement to attend Internal Course Reviews (ICRs), as directed by the Authority.</p> <p>Update courseware, where appropriate, as directed by the Authority.</p>			<ul style="list-style-type: none"> <li>Policy Non-Compliance.</li> </ul>	
<b>2.3</b>	<b>Course Design Development and Innovation</b>					
2.3.1	Be prepared to deliver on an occasional basis, additional training design functions as requested by the Authority using the Ad-Hoc Tasking Process with 3 months' notice. Providing where needed bespoke SME knowledge on specialisms (for example, a specific platform, military skill, or training function such as assessment or validation).	As per 2.1 and 2.2 (output a DSAT compliant course folder incl. Lspecs) to the standard directed by the Authority in the agreed timeframe. Authoring functions will not be limited to Gunnery specialism.	An additional 60 days per annum		<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>SQEP Personnel.</li> <li>Policy Non-compliance</li> </ul>	Training Service Delivery.
2.3.2	Be prepared to on an occasional basis using the Ad-Hoc Tasking Process and with 3 months' notice, conduct and produce reports with recommendations on training design Methods and Media Analysis for all Authority course types.	Deliver written training design analysis and reports, with recommendations and courses of actions, on Method (where/when/how) and Media (what) for new training requirements and existing courses. Offering a change of approach to M&M in accordance with Authority direction regarding the specified improvements or changes. As per the date agreed with the Authority.	An additional 60 days per annum		<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>SQEP Personnel.</li> <li>Policy Non-compliance</li> </ul>	Training Service Delivery.
2.3.3	Be prepared to on an occasional basis using the Ad-Hoc Tasking Process and with 3 months' notice, design and produce digital training solutions utilising	Training material produced must be consistent with the lessons Method and Media and successfully deliver trained individuals who meet the training objectives	An additional 60 days per annum		<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
	Defence's provided learning management system, its tools and authority provided IT hardware such as interactive boards. Example key tasks include e-Learning, illustration, 2D and 3D modelling, animation, quizzes, scenario-based gaming and education, testing and evaluation.	and training categories (level of competence).  Material must be developed using Authority approved development tools providing the authority with project files, uncompressed assets and completed product within the agreed timeframe.			<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Policy Non-compliance</li> </ul>	
2.3.4	Be prepared to conduct and produce Training design analysis reports and scoping studies with recommendations and costed options to support training transformation and alternative training methodologies, that also considers dependencies such as resourcing; vehicles, costs, trainers and training intent such as increasing tactic training within technical training on all ARMCEN training.	<p>Clear and well formatted reports in line with Defence writing policy. Reports should include:</p> <ul style="list-style-type: none"> <li>• Demonstration of research and data based evidential findings.</li> <li>• Recommended Method (where/when/how) and Media (what) for alternative training solutions.</li> <li>• Benefit/Negatives to authority and trainees</li> <li>• Any costings and resource changes to existing solutions.</li> <li>• Any sub actions needed by secondary groups to deliver options.</li> <li>• Suggested best course of action.</li> </ul> <p>Within the timescale agreed with the Authority.</p>	An additional 60 days per annum	One Page Business Case (OPBC) Inc. SOR outlining scope of report and agreed and signed off by Comd ARMCEN  SOR will include SMART objective.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel</li> <li>• Policy Non-compliance</li> </ul>	Training Service Delivery.
<b>2.4</b>	<b>Authoring – Author – The Service Provider shall:</b>					
2.4.1	Produce, maintain and update technical support publications (known as Technical Authoring) for Infantry Gunnery training.	Developing technical support papers to support the delivery of Authority training in accordance with relevant Defence policies for Infantry Gunnery with 100% accuracy and within 5 working days of the date agreed with the Authority, in the agreed	115 days per annum	SO & PSLO monthly review of TDDG maintained task tracker.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		format, whilst collaborating with the whole design team.			<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Policy Non-compliance.</li> </ul>	
2.4.2	In an advisory SME capacity, attend working groups, as directed by the Authority.	Compile a written back brief for the CofC, with 100% accuracy and within 5 working days of the date agreed with the Authority, in the agreed format, whilst collaborating with the whole design team.	23 days per annum	SO & PSLO monthly review of tasks set.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Policy Non-compliance.</li> </ul>	Training Service Delivery.
2.4.3	Assistance to internal validation.	Assist TDDG Distributed Training Cell (DTC) with assurance visits to Field Army Units throughout the UK, to carry out internal validation of training.	Included in 2.4.1	SO & PSLO monthly review of TDDG maintained task tracker.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Policy Non-compliance.</li> </ul>	Training Service Delivery.
<b>2.5</b>	<b>Authoring – Review Method and Media – The Service Provider shall:</b>					
2.5.1	Conduct instructional methods and media analysis and review providing suggestions for improvement and evaluating Training Deliver Groups' request for change as a result of course review for all Authority course types.	<p>Provide SME input on behalf of the Authority.</p> <p>Formulate an Authority Request for Change (Form10/RFC) or course review Method &amp; Media enquiry.</p> <p>Requirement to attend Internal Course Reviews (ICRs), as directed by the Authority.</p> <p>Review and update M&amp;M, where appropriate, as directed by the Authority, for full course review or minor amendment changes as part of the annual review</p>	<p>Course architect – 115 days per annum</p> <p>Author – 44 days per annum</p>	SO & PSLO monthly review of TDDG maintained task tracker.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> <li>• Policy Non-compliance.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>process. This could also be as a result of a request for change.</p> <p>All written responses to be provided with 100% accuracy and as per the date agreed with the Authority, in the agreed format, whilst collaborating with the whole design team.</p>				

Table 2: TDDG Requirements

## SECTION 3 – ARMoured FIGHTING VEHICLE SCHOOLS REGIMENT (AFVSR)

### Section Overview

37. Section 3 covers the requirements for the delivery and support of training within the AFVSR. The AFVSR is responsible for the delivery of Combat Communications and Information Systems (CIS) Mounted Close Combat (MCC) and Dismounted Close Combat (DCC), Armoured Fighting Vehicle (AFV) Gunnery and Driving and Maintenance (D&M) training at individual and team level, this includes:

- a. Provision of AFV technical expertise, in order to support the operational requirements of the Army and Defence.
- b. Training for Tri-service and multinational Regimental Signal Officers (RSOs).
- c. MCC Initial Trade Training (ITT) and Subsequent Trade Training (STT).
- d. Training for DCC CIS specialists.
- e. Provision of expertise on the technical and tactical use of CIS in the combat environment in order to support the operational requirements of the Army and Defence.
- f. Assurance of AFV live fire training.

### Scope of Work

38. From the Vesting Date and for the Contract Term (unless stated otherwise), the Service Provider shall provide support to AFVSR as specified in the SOR. At a high-level, this includes:

- a. Provide CIS, D&M and Gunnery instruction for AFVSR training on all AFVs types located at ARMCEN (Bovington and Lulworth) that are referred to in the ARMCEN programme of courses and as described in the Course Folders (CF) directed by the Authority;
- b. Provide driver licence acquisition training for Cat H only, as required.
- c. Generate and update electronic exercises for use within AFVSR and the Field Army.
- d. Provide support to periods of live firing, in UK, by providing observers as requested by the Authority.
- e. Provide a Customer Support Desk (CSD) function at Lulworth.



39. All requirements and outputs are to be produced in accordance with the Authority primary training policy; The Defence Systems Approach to Training (DSAT) and other applicable standards, policies and instructions.

## **Additional Background Information**

### **Hours of Operation**

40. The AFVSR operates throughout the year usually recognising designated public holidays for England and Wales.

41. Instructors are expected to work from 08:00 – 17:00 Mon - Fri. Each working day consists of 9 or 10 periods, at 40 minutes per period. If there are any unforeseen vehicle breakdowns or course problems, to ensure training can be delivered within the course timeframe, then hours may be extended with agreement up to a maximum of 2 hours per day. Weekend work may also be necessary subject to separately negotiated ad-hoc tasking and overtime arrangements as appropriate.

42. Revision may take place during the evenings or any other day of the week in response to vehicle problems, necessary training programme changes, student abilities and or instructors' assessment of standards. It is the Service Providers responsibility to provide revision when necessary for courses they are delivering.

43. Instructors' course preparation, currency of new or modified technical and instructional issues are the individual instructor's responsibility. There is no time allocated during a normal instructional day for this purpose.

44. Normal working hours for the Precision Gunnery Training Equipment (PGTE) Building (Lulworth) and Super Simulation (SuperSim) (Bovington is:

- a. 07:15 – 17:00 Mon, Tues and Thurs;
- b. 07:15 – 16:30 Weds; and
- c. 07:15 – 16:00 Fri.

Training equipment can be used out of hours on other courses run by Schools' instructors or this time can be used by the authorised Service Provider to complete repairs. The Royal Wessex Yeomanry use the facilities approximately 12 weekends per annum. Any requirement for the use of the facilities outside working hours is by prior arrangement only and will not require Service Provider attendance.

45. CSD staff open the CSD office during normal AFVSR Working Days at 07:30, prior to normal instructional hours, and secure the building at 16:30.

## AFVSR Requirements

46. All courses delivered within AFVSR have the same threshold pass rate they are expected to achieve, this is:
- a. Each course instance to achieve a first-time pass rate of > 95% on Authority set and invigilated test. All passes and fails of students will count towards the annual percentage pass rate. All sick, compassionate leavers, Discharge as of Right (DAOR)<sup>2</sup>, transfers and second time returnee students will not count towards the percentage pass rate.
47. The following vehicles will be replaced at some point over the life of the Contract:
- a. Combat Vehicle Reconnaissance (Tracked) to be replaced by AJAX.
  - b. Warrior to be replaced by Mechanised Infantry Vehicle (MIV).
  - c. Challenger 2 to be replaced by Challenger 3 (CR2) Life Extension Programme.
48. These vehicle replacements may result in a temporary increase in vehicle holdings and equipment support however it will not generate an increase to the Authority input figures, the Statement of Training Task (SOTT). Levels of vehicle holdings will be subject to change management discussions between the Authority and the Service Provider as required.
49. Other ARMCCEN equipment's may be subject to replacement or upgrade, details dates are not yet known. All changes to equipment holding will be subject to separated discussions between the Service Provider and the Authority.
50. All requirements to be delivered in line with the relevant references, and policy documents in Ref. B and the relevant Course Folders.

## CIS Training

51. The Service Provider shall provide support to AFVSR Combat (Cbt) CIS School as specified in this SOR. At a high-level, this includes:
- a. Providing instruction for the Royal Armoured Corps (RAC) ITT, Royal Engineers (RE) courses and other discrete areas of instruction as per numbers of students provided by the Authority via the SOTT on an annual basis. This will include, but is not restricted to, the delivery of Equipment and Voice Procedure (VP), facts and skills lessons as detailed in Course Folders (CF), VHF operator and other publications as directed by the Authority.
52. All requirements to be delivered in line with the relevant references and policy documents in Ref. B.

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<sup>2</sup> DAOR – Under 18 years old are allowed to apply to leave the Army, as of right, after 28 days' service but before six months' service.

53. Instruction is undertaken in the Authority provided GFA of:
- a. Cbt CIS School.
  - b. Cbt CIS School Annex.
  - c. Cbt CIS School Bowman Building.
  - d. Cordingley Hall (LBTA only).
  - e. Vehicle Instructional Shed (VIS).
  - f. Building 73 (Land Rover Based Training Aids (LBTA) only); and
  - g. Authority training areas adjacent to the camp and designated public roads.
54. Vehicles for courses are provided as GFA in Schedule 13 to the ASC contract number 701434377.

### **D&M Training**

55. The Service Provider shall provide support to AFVSR D&M School as specified in the SOR. At a high-level, this includes:
- a. Providing instruction for the Royal Armoured Corps (RAC) ITT, Royal Engineers (RE), Royal Electrical Mechanical Engineering (REME) courses and other discrete areas of instruction as per numbers of students provided by the Authority via the SOTT on an annual basis. D&M training courses incorporate driving standards to be achieved for the basic cross-country driving phase within the Authority laid down Driving Standard Test Exercise (DSTE). The student will be assessed throughout the driving phase against specific standards laid down for each driving practice. Each student is given instruction in driving on roads and cross-country during hours of daylight and darkness. Category H licence acquisition instruction will be conducted on the public road and tested by a Defence Driving Examiner (DDE), supplied by the Authority.
  - b. Instructor training and Commander training.
56. Instruction is undertaken over a variety of media at various locations at Bovington including:
- a. Classrooms.
  - b. Lecture rooms.
  - c. Vehicle Instructional Sheds (VIS).

- d. Outside areas. Government Furnished Equipment (GFE) Training aids dependent on vehicle type are provided, including classroom models, simulators and AFVs.
- e. Computer Based Trainer (CBT) for practical and theory training is available for the relevant courses; and
- f. The local training area contains rail flats, dummy transporter and an All-Weather Driving Circuit (AWDC) which will allow drivers to train under supervision in a realistic driving environment without causing unnecessary damage to public roads. It is an 8 km, 10m wide road circuit including access to steep gradients, shallow fords, drops, vertical steps and gaps.

## **Gunnery Training**

57. The Service Provider shall provide support to AFVSR Gunnery School as specified in the SOR. At a high-level, this includes:
- a. Provide instruction for the Royal Armoured Corps (RAC) ITT Gunnery training as laid down in the course folder.
  - b. Currently, instruction is undertaken in a variety of locations at Lulworth including:
    - (1) Classrooms.
    - (2) Vehicle Instructional Sheds (VIS); and
    - (3) The Challenger 2 (CR2) building and outside areas.
  - c. Training aids include but are not limited to.
    - (1) Classroom models.
    - (2) AFVs.
    - (3) Precision Gunnery Training Equipment (PGTE), which includes the Turret Gunnery Trainer (TGT), the Part Task Trainer (PTT) and Computer Based Trainer (CBT).
  - d. All live firing at Lulworth takes place on Bindon, St Andrew's, Tyneham or Heath ranges. The ranges are maintained and managed under a separate contract.
  - e. The Service Provider is required to provide assistance to instruction to the Gunnery School and to the Field Army, as requested and as part of the School's Instructor Gunnery (IG) package. The Service Provider will be expected to provide observers only and will not become involved in policy or any technical issues; and

f. Currently the CSD office is located in building 64 of Lulworth Camp. It is the focal point for the allocation of training resources in support of the courses conducted at Lulworth by the AFVSR.

## AFVSR Requirements

58. Table 3 below outlines the service requirements for AFVSR.

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
<b>3.1</b>	<b>General Training Delivery Requirements – The Service Provider shall:</b>					
3.1.1	Deliver training to meet the annual SOTT and to the standard set by the Authority in accordance with the courseware provided.	<p>The AFVSR operates throughout the year usually recognising designated public holidays for England and Wales.</p> <p>Instruction is from 08:00 – 17:00 Mon - Fri. Each working day consists of 9 or 10 x 40 minutes periods of instruction. Hours of work can be varied as a result of Vehicle/equipment failure. Up to 2 extra hours may have to be worked with agreement in any one day to ensure periods for that day are completed.</p> <p>Evening revision periods are programmed for each course. CIS three x 90-minute periods per course. Up to 33 courses per training year.</p> <p>D&amp;M one x 60-minute per course. Up to but not restricted to 54 course per training year where the Service Provider is delivering.</p> <p>Weekend work may occasionally be required to meet the requirements in support of the SOTT. This will be subject to separate discussions between the Authority and the Service Provider under the Ad-Hoc Task Process.</p> <p>The Service Provider shall mitigate non-availability of resources, equipment and instructors e.g. use indoor training exercises if outdoor equipment unavailable.</p> <p>The Service Provider shall arrange and invigilate practical employment tests and assessments, for all Service Provider instructed courses.</p>	As required per the Statement of Training Task (SOTT). Approximate and historical numbers can be found at Ref H.	Continual assessment by Authority.	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Equipment Management.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>The Service Provider shall ensure that the students' continual assessment proformas are complete.</p> <p>The Course Record Folder (CRF) is to be produced by the Service Provider and then approved by the Authority. One CRF per student per course.</p> <p>An example of entries should include but not limited to:</p> <ul style="list-style-type: none"> <li>• Student administration details.</li> <li>• Student record book.</li> <li>• Weekly progress reports.</li> <li>• Record of tests.</li> <li>• Record of interviews; and</li> <li>• Draft end of course reports.</li> </ul> <p>This is to be completed out of normal instructional timings. Initiation of CRF to be submitted by 12:00 on the first working day of the week. Completed CRF to be submitted within 2 working days of course completion.</p> <p>Any students who are unlikely to meet the required standard during the training course are to be brought to the attention of the Authority at the earliest opportunity.</p> <p>End of course reports to be submitted within 5 working days of course completion.</p>				
3.1.2	Carry out continual professional development.	<p>The service provider is to ensure that all instructors must meet the minimum qualifications and experience as per the SQEP requirements at Ref. A.</p> <p>Instructors are to ensure they remain current with all relevant technological advances.</p>	In response to new or changing technology/platforms, instructors should become fully SQEP within 6 months.	Continual assessment by Authority.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
					<ul style="list-style-type: none"> <li>Policy Non-compliance.</li> </ul>	
3.1.3	Complete Non-SOTT activity.	Within spare capacity, provide support to occasional tasks as directed by the Authority in response to urgent requirements e.g. operational needs. Four weeks' notice will be given to provide.	Approximate numbers can be found in Ref. E.	Continual assessment by Authority.	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.
<b>3.2</b>	<b>CIS Specific Training Delivery – The Service Provider shall:</b>					
3.2.1	Provide instruction on the duties of an RAC and RE Part 1 Signaller as per the course folder.	<p>The Service Provider shall provide instruction on the correct operation of Authority issued CIS equipment.</p> <p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test. Each course instance to achieve a first-time pass rate of &gt; 95% in accordance with the performance threshold described in paragraph 46a.</p>	<p>1824 days per annum.</p> <p>As required per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.
3.2.2	Provide internal communication (IC) familiarisation as per the course folder.	The Service Provider shall provide IC familiarisation training on an occasional basis as agreed with the Authority.	Included in 3.2.1. Approximate and historical throughput numbers can be found in Ref. E.	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.
3.2.3	Assist with the delivery of the Defence Training Capability (DTC) Courses for STT advanced courses.	When instructors are not fully utilised on delivering ITT courses, instructors are required to help deliver DTC training.	Included in 3.2.1. Service Provider is to provide up to 50% of the DTC training	<p>End of course review.</p> <p>First time pass rate to</p>	<ul style="list-style-type: none"> <li>Training Delivery.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>The Service Provider shall provide instruction required to prepare students for the appropriate employment test.</p> <p>Each course instance to achieve a first-time pass rate of &gt; 95% in accordance with the performance threshold described in paragraph 46a.</p> <p>Each Course will have a maximum loading of 24 students broken down into syndicates of 6.</p> <p>The Service Provider will be responsible for either the delivery of the whole course when they have spare capacity or during busy periods when there is a need for joint delivery, the service provider will only be responsible for their own syndicates.</p>	<p>where capacity allows.</p> <p>Typically, there are up to 18 course instances per annum with a total of 360 Instructor days.</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	
3.2.4	<p>Provide modular testing assistance.</p> <p>This is assisting the Quality Control Cell (QCC) in line with the standard set by the Authority in accordance with the courseware provided.</p>	<p>As part of the ITT signaller training course, organise and supervise the students taking the Authority directed test.</p> <p>No incidents of modular testing assistance not being provided.</p>	Included in 3.2.1.	QCC Test Results.	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery.
<b>3.3</b>	<b>CIS Training Systems and Simulator Operator Services – The Service Provider shall:</b>					
3.3.1	Operate and manage all CIS School training systems and simulations.	<p>Operate and manage all CIS School training systems and simulations as per Ref. F.</p> <p>Develop virtual training modules for the Virtual Battle Space (VBS) for all CIS training, in accordance with policy, DSAT and Defence Learning Environment standards.</p> <p>Liaise with the Authority as necessary.</p> <p>The operator is to produce new exercises to keep in line with changes in procedures and training objectives and enabling objectives.</p>	Approximately 228 days per annum.	Continual assessment by Authority.	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery.



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Assist instructors with simulation courses as necessary.			<ul style="list-style-type: none"> <li>Equipment Management</li> </ul>	
3.3.2	Manage Simulation Training Suite (STS) bookings.	Manage bookings effectively to avoid double booking.	Included in 3.3.1. Manage the classroom booking on a daily basis.	Continual assessment by Authority.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.
3.3.3	Utilise technology advances as they are developed and become available.	<p>Instructors to utilise learning technology and future training learning technologies as developed. E.g. DLE courses, Virtual Learning Environment (VLE) and eLearning.</p> <p>Act as a focal point for all CIS related DLE matters, including providing guidance to the instructors on how to use DLE effectively. Carry out CIS related DLE administrative duties, as required.</p>	Included in 3.3.1.	Continual assessment by Authority.	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.
3.3.4	CIS training systems and simulator operator will perform the duties of a CIS instructor during surges of training.	Act as surge instructor from spare capacity, on an occasional basis, to be negotiated between the Authority and the Service Provider.	Included in 3.3.1.	Continual assessment by Authority.	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery
<b>3.4</b>	<b>CIS Miscellaneous Requirements – The Service Provider shall:</b>					
3.4.1	Ensure that instructors draft and prepare indoor and outdoor Voice Procedure (VP) exercises as part of course delivery.	Produce new or amended VP exercises, as required.	<p>Included in 3.2.1.</p> <p>24 days per annum</p>	End of course review.	<ul style="list-style-type: none"> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	Training Service Delivery.
3.4.2	Provide support to public displays, static line displays and visits.	Provide support for public displays, static line displays and visits. e.g. RACTR Parents days.	<p>Included in 3.2.1.</p> <p>Approximately 2 instructors for 3</p>	Continual Assessment by Authority.	<ul style="list-style-type: none"> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
			Saturdays per annum.		<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	
3.4.3	Provide support for familiarisation visits from students currently in Basic Training (BT).	<p>Basic training students will make regular visits to ITT establishments. Create static line displays and where possible show them around the vehicles.</p> <p>Students will arrive in groups of 20-30.</p> <p>No incidents of failure to provide.</p>	<p>Included in 3.2.1.</p> <p>The visits are programmed into the Basic training syllabus for each intake and occur up to three occasions monthly on a Tues 9:15 – 10:30.</p>	Customer Observational Reports.	<ul style="list-style-type: none"> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	Training Service Delivery.
3.4.4	<p>Provide CIS classroom administrator services.</p> <p>Provide training resources and reference library facilitator services in accordance with the Cbt CIS School electronic diary/booking system.</p>	<p>Ensure that all AFVSR computer aided instruction (CAI) classrooms (ACII and VBS) are correctly set-up with all current AFVSR training systems.</p> <p>Example duties to include:</p> <ul style="list-style-type: none"> <li>Fault investigation and rectification where possible.</li> <li>Fault reporting where unable to be rectified locally.</li> <li>Managing upgrades.</li> <li>Control and issue student passwords / logons and liaison with other equipment service providers.</li> </ul> <p>The CIS classroom management software is installed and is to be used by the Service Provider.</p> <p>Library facilitator key tasks include:</p> <ul style="list-style-type: none"> <li>Staffing the library.</li> <li>Producing presentation media.</li> <li>Regular updating of student notes and handouts.</li> <li>Responsibility for all aspects of Authority provided reference material (security, displaying, indexing, amending, allocating, ordering and replacing).</li> </ul>	Approximately 288 days be annum.	Continual assessment by Authority.	<ul style="list-style-type: none"> <li>Equipment Management.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>Training Service Delivery.</li> <li>Stores management.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>The priority task is the classroom administration the library timings may require local adjustments as a result of a classroom failure.</p> <p>Approximately but not restricted to 4.5 hours per day is spent administering classrooms.</p> <p>Library to be fully staffed during the following hours except where adjusted with agreement of the Authority:</p> <p>08:00 – 10:00 13:30 – 14:30 16:00 – 17:00</p>				
<b>3.5</b>	<b>Delivery of ITT and STT Driver Training – The Service Provider shall:</b>					
3.5.1	Provide instruction to Initial Trade Training trainees to drive and maintain platforms as per Ref. G to the standard laid down by the Authority as per current course folder.	<p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test. Each course instance to achieve a first-time pass rate of &gt;95% on Authority set and invigilated employment test, in accordance with the performance described in paragraph 46a.</p> <p>Additional concurrent (background) activity during the Drivers Procedural Training (DPT) phase is to take place utilising the Authority provided computer-based training aids, one instructor per two crews for three days.</p>	<p>4788 days per annum.</p> <p>As per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Equipment Management.</li> </ul>	Training Service Delivery
3.5.2	Provide instruction for Subsequent Trade training returnees in the driving and maintenance of armoured fighting vehicles included in Ref. G to Crew driver standard as per current course folder.	<p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test. Each course to achieve a first-time pass rate of &gt; 95% on Authority set and invigilated employment test, in accordance with the performance threshold described in paragraph 46a.</p> <p>Additional concurrent (background) activity during the Drivers Procedural Training (DPT) phase is to take place utilising the Authority</p>	<p>Included in 3.5.1.</p> <p>As per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		provided computer-based training aids, one instructor per two crews for three Working Days.			<ul style="list-style-type: none"> <li>Equipment Management.</li> </ul>	
3.5.3	Assist ARMCEM Defence Licencing and Testing Authority (DeLTA) office with the process and application for driving tests.	<p>Provide organisational and administrative assistance to all students.</p> <p>Fill out Authority forms (F/MT(P) 615 – Test applications) for each of the students as part of the D&amp;M ITT / STT driver courses. For all Initial and Subsequent Trade courses who conduct licence acquisition as part of any course conducted at the AFVSR as directed by the Authority.</p>	Included in 3.5.1.	Continual assessment by Authority.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance</li> </ul>	Training Service Delivery
<b>3.6</b>	<b>Delivery of the H License Acquisition Training Course – The Service Provider shall:</b>					
3.6.1	Provide instruction to students preparing to acquire a H licence as per current course folder.	<p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test. Each course to achieve a first-time pass rate of &gt; 95% on Authority set and invigilated employment test, in accordance with the performance described in paragraph 46a.</p> <p>The vehicle used for this acquisition training varies.</p>	<p>Included in 3.5.1.</p> <p>As per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p>	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>Equipment Management</li> </ul>	Training Service Delivery
<b>3.7</b>	<b>Delivery of Armoured Vehicle (Wheeled) (AV(W)) Driving and Maintenance Instructor Training – The Service Provider shall:</b>					
3.7.1	Provide instruction to drive and maintain AV(W) Platforms to Driving and Maintenance Instructor standard as per current course folder.	<p>The Course will be delivered with Authority instructors at 50:50 ratio; normally 2 Service Provider instructors and 2 Authority instructors per course instance. Instructors will be assigned individual students for whom they shall provide all instruction required to prepare students for the appropriate employment test.</p> <p>Each Service Provider instructed crew to achieve a first-time pass rate of &gt;95% on Authority set and invigilated employment test, in accordance with the performance described in paragraph 46a.</p>	<p>1140 days per annum.</p> <p>Service Provider will be responsible for 50% of the Statement of Training Task (SOTT) for these courses.</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>Equipment Management.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
<b>3.8</b>	<b>Delivery of Titan/Trojan (T2) Crewman Training Course – The Service Provider shall:</b>					
3.8.1	Provide instruction to students in the driving, maintenance and operation of T2 and associated equipment as per current course folder.	<p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test.</p> <p>Each course to achieve a first-time pass rate of &gt;95% on Authority set and invigilated employment test, in accordance with the performance described in paragraph 46a.</p>	<p>3192 days per annum.</p> <p>As per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Equipment Management.</li> </ul>	Training Service Delivery
<b>3.9</b>	<b>Delivery of Terrier Training – The Service Provider shall:</b>					
3.9.1	Provide instruction to STT trainees to drive and maintain Terrier to crew driver standard in accordance with the current course folder.	<p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test.</p> <p>Instructors will be required to operate Mission Crew Trainers (MCT) and computer-based training systems.</p> <p>Whilst the Maintainer course is being delivered the Service Provider will provide instruction on all operator courses within capacity.</p> <p>Each Service Provider instructed crew to achieve a first-time pass rate of &gt;95% on Authority set and invigilated employment test, in accordance with the performance described in paragraph 46a.</p>	<p>Included in 3.8.1.</p> <p>The Service Provider is responsible for providing 50% of Course instructors.</p> <p>As per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Equipment Management.</li> </ul>	Training Service Delivery
3.9.2	Provide instruction to maintain Terrier to Level 2 maintainer standard in accordance with the current course folder.	<p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test.</p> <p>Instructors will be required to operate Mission Crew Trainers (MCT) and computer-based training systems.</p> <p>Each course to achieve a pass rate of &gt; 95% on Authority set and invigilated employment tests,</p>	<p>Included in 3.8.1.</p> <p>As per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		in accordance with the performance threshold described in paragraph 46a.			<ul style="list-style-type: none"> <li>Audit Non-compliance.</li> <li>Equipment Management.</li> </ul>	
<b>3.10</b>	<b>Delivery of Royal Electrical Mechanical Engineers Tracked Vehicle Driver Training (REME TVDT) – The Service Provider shall:</b>					
3.10.1	Provide instruction to enable trainees to command an AFV to include Warrior, Bulldog and CRARRV as per current course folder.	<p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test.</p> <p>Each course to achieve a pass rate of &gt; 95% on Authority set and invigilated employment tests, in accordance with the performance threshold described in paragraph 46a.</p>	<p>Included in 3.8.1.</p> <p>As per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>Equipment Management.</li> </ul>	Training Service Delivery
3.10.2	Provide instruction to enable trainees to drive an AFV to include Warrior, Bulldog and CRARRV as per current course folder.	<p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test.</p> <p>Each course to achieve a pass rate of &gt; 95% on Authority set and invigilated employment tests, in accordance with the performance threshold described in paragraph 46a.</p>	<p>As per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>Equipment Management.</li> </ul>	Training Service Delivery
3.10.3	Provide instruction to drive and maintain CRARRV Platforms to Driving and Maintenance Instructor standard as per current course folder.	<p>The Service Provider shall provide all instruction required to prepare students for the appropriate employment test.</p> <p>Each course to achieve a pass rate of &gt; 95% on Authority set and invigilated employment tests, in accordance with the performance threshold described in paragraph 46a.</p>	<p>In accordance with REME requirement up to but not limited 8 trainee instructors per annum.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
<b>3.11</b>	<b>Miscellaneous Driving and Maintenance Requirements – The Service Provider shall:</b>					
3.11.1	Provide a training resources and reference library facilitator for AFVSR Combat & Combat Support Wing.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Presentation media</li> <li>• Regular updating of lecture notes</li> <li>• Student notes and handouts</li> <li>• Responsibility for all aspects of Authority provided reference material (security, displaying, indexing, amending, allocating, ordering and replacing).</li> </ul> <p>Two separate libraries are maintained in both the Combat &amp; Combat Support Wing.</p>	<p>228 days per annum.</p> <p>Facilitator's time split between each location at the Combat &amp; Combat Support Wing. (2.5 days each)</p>	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery
3.11.2	Manage the Part Task Trainers (PTT), the Driver's Procedural Trainers (DPT) and Computer Based Training (CBT) classrooms and associated equipment.	<p>Example tasks will include, but not be restricted to:</p> <ul style="list-style-type: none"> <li>• Allocating DPT.</li> <li>• PTT and CBT training resources.</li> <li>• Input of student information.</li> <li>• Liaison with the Authority over preventative and reactive maintenance.</li> <li>• Fault reporting and follow up action</li> <li>• Carry out specialist cleaning as directed by the Authority.</li> </ul> <p>The operator will also assist in visits as requested in advance by the Authority.</p> <p>The DPT, PTT, CBT and associated equipment are to be available during normal working hours and at predetermined additional hours as required by the Authority which may include evening/ weekend work.</p>	Included in 3.11.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Equipment Management.</li> </ul>	Training Service Delivery
3.11.3	As directed by the Authority, amend electronically generated exercises on the DPT, PTT and associated equipment.	<p>Maintain a log of exercises and amendments made on behalf of the AFSVR D&amp;M School.</p> <p>Example log to include as a minimum:</p> <ul style="list-style-type: none"> <li>• The specific lecture or exercise;</li> <li>• The version number and date of amendment; and</li> <li>• The equipment location.</li> </ul>	Included in 3.11.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Training Delivery.</li> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>The DPT and PTT are used to develop and practise driving, starting, stopping and malfunction procedures.</p> <p>The Service Provider shall update and amend exercises as required by the Authority to meet the changing requirement.</p>			<ul style="list-style-type: none"> <li>Audit Non-compliance.</li> </ul>	
<b>3.12</b>	<b>Delivery of Gunnery Training Course – The Service Provider shall:</b>					
3.12.1	Provide instruction to ITT trainees to carry out the duties of a Crew Gunner to the standard laid down by the Authority as per current course folder.	<p>The Service Provider shall provide all instruction, other than gun drills (provided by Authority instructors), required to prepare students for the appropriate employment test.</p> <p>Each course instance to achieve a first-time pass rate of &gt;95% on Authority set and invigilated employment test, in accordance with the performance described in paragraph 46a.</p>	<p>684 days per annum.</p> <p>As per the Statement of Training Task (SOTT).</p> <p>Approximate and historical throughput numbers can be found in Ref. E.</p>	<p>End of course review.</p> <p>First time pass rate to be reviewed by SO.</p> <p>InVal.</p>	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> </ul>	Training Service Delivery
3.12.2	Provide assistance to the Gunnery School for firing periods in support of the AFV Gunnery School in the UK and the Field Army within the UK.	<p>Key examples of tasks include:</p> <ul style="list-style-type: none"> <li>Observing firing crews.</li> <li>Live firing monitoring equipment (LFME) operator support.</li> <li>Assistance to the instructor with recording outcomes as required; and</li> <li>Attending briefs and debriefs.</li> </ul> <p>Firing locations will normally be Lulworth and Castlemartin. All attendance at firing periods is subject to prior agreement of the Authority.</p>	<p>Included in 3.12.1.</p> <p>210 days per annum:</p> <p>120 support required at Castlemartin.</p> <p>90 days support at Lulworth (not including travel time, specific dates to be agreed in advance).</p> <p>Of the days specified above, 14 per annum will be in support of night firing in Lulworth.</p>	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> </ul>	Training Service Delivery
3.12.3	Provide assistance as experienced users of the Precision Gunnery Training Equipment (PGTE) and	To Service Provider is to provide instruction of the components and capabilities of the PGTE and CBT.	Included in 3.12.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> </ul>	Training Service Delivery



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
	Computer Based Training (CBT) to the Authority.	<p>Based on experience of these training systems, the Service Provider is to provide detailed proposals of technical improvements or advances in simulation in order to enhance the effectiveness of delivery.</p> <p>All request for assistance to be acknowledged and timetable to be agreed within 1 working day.</p> <p>There shall be no incident of instruction being delayed due to Service Provider non-availability.</p>			<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> </ul>	
3.12.4	Assist AFV Gunnery School with future development of synthetic training requirements to meet future training needs.	<p>Challenger 2 (and replacement) has a virtual reality training suite within the PGTE building. The Service Provider is required to work with the Authority to produce, amend and update training scenarios to meet future training needs.</p> <p>The synthetic generation will be produced for two main users; the AFVSR Gunnery School (courseware) and Field Army units (continuation training) and will involve creation of new and amendment of existing exercises by the Service Provider under the direction of the Authority.</p>	Included in 3.12.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>Training Delivery.</li> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> </ul>	Training Service Delivery
<b>3.13</b>	<b>AFV Gunnery School Support Requirements – The Service Provider shall:</b>					
3.13.1	Provide a training resources and reference library facilitator for AFVSR Gunnery School Lulworth.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>Presentation media</li> <li>Regular updating of lecture notes</li> <li>Student notes and handouts</li> <li>Responsibility for all aspects of Authority provided reference material (security, displaying, indexing, amending, allocating, ordering and replacing).</li> <li>Receive and distribute all publications as required within the AFVSR Gunnery School.</li> </ul> <p>The AFVS Gunnery School use authority provided hard copies of publications that require distribution to each course delivered at the school.</p>	456 days per annum.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Opening hours are from 07:30 – 16:30 each working day unless amended by agreement of the Authority.				
3.13.2	Open and staff the Customer Support Desk (CSD).	<p>Maintain at least one person in CSD 30 minutes prior to the start and throughout the normal working day of the AFVSR Gunnery School.</p> <p>Example areas include:</p> <ul style="list-style-type: none"> <li>• Simulators.</li> <li>• Instructional classrooms.</li> <li>• Drill purpose (DP) guns.</li> </ul> <p>Not more than 1 validated customer complaint per quarter.</p> <p>The normal working day is 07:30 – 16:30 or as directed in AFVSR Standing Orders.</p>	<p>Included in 3.13.1.</p> <p>Daily, as required.</p>	<p>Continual assessment by the Authority.</p> <p>Customer Observation Reports.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit non-Compliance.</li> </ul>	Training Service Delivery
3.13.3	Issue, receive, store and maintain a register for asset keys.	<p>Control the issue and receipt of keys to all instructional areas within Gunnery School and the PGTE. Keys include but are not restricted to:</p> <ul style="list-style-type: none"> <li>• External doors.</li> <li>• Simulators rooms.</li> <li>• Offices and the public rooms.</li> </ul> <p>Maintain the training asset keys register for PGTE Customer Support Desk (Gunnery Wing).</p> <p>All keys to be present or correctly signed out to individuals, without error or omission.</p>	Included in 3.13.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit non-Compliance.</li> </ul>	Training Service Delivery
3.13.4	Carry out the duties of the building custodian for Lulworth building 64 (AFVSR Gunnery School).	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Opening building during normal working hours and any locally agreed hours.</li> <li>• Facilitate requests for unforeseen maintenance via Quartermaster (QM).</li> <li>• Monitor the cleaning, reporting any deficiencies to the QM.</li> <li>• Maintain notice boards.</li> <li>• Act as Energy Conservation Officer for the building.</li> </ul>	Included in 3.13.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit non-Compliance.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<ul style="list-style-type: none"> <li>Health, Safety and Environmental Protection (HS&amp;EP) and Energy Warden representative for the building; and</li> <li>Control the issue of consumables (hand towels, toilet rolls etc).</li> </ul> <p>As per the Authority provided terms of reference for the building custodians.</p>				
3.13.5	Maintain a register and a check of all issued stores for the Lulworth building 64 (AFVSR Gunnery School).	In accordance with relevant Authority guidelines.	Included in 3.13.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> </ul>	Training Service Delivery
<b>3.14</b>	<b>Management of the Precision Gunnery Training Equipment (PGTE) and Building Custodian of PGTE Building – The Service Provider shall:</b>					
3.14.1	Carry out the duties of the building custodian for the PGTE building.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>Opening PGTE building during normal working hours and any locally agreed hours.</li> <li>Facilitate requests for unforeseen maintenance via Quartermaster (QM);</li> <li>Monitor the cleaning, reporting any deficiencies to the QM.</li> <li>Maintain notice boards.</li> <li>Act as Energy Conservation Officer for the building.</li> <li>Health, Safety and Environmental Protection (HS&amp;EP) and Energy Warden representative for the building; and</li> <li>Control the issue of consumables (hand towels, toilet rolls etc).</li> </ul> <p>As per the Authority provided terms of reference for the building custodians.</p>	342 days	Continual assessment by the Authority. Customer Observation Reports.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> </ul>	Training Service Delivery
3.14.2	Co-ordinate the allocation of the training resources for the PGTE building.	The priority of bookings will be decided and published by the Authority. Thereafter, liaison will be maintained with the Authority point of	Included in 3.14.1.	Quarterly management	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>contact who will be the decision maker for all contentious issues.</p> <p>If a database/ spreadsheet program is used to manage the allocation, a two-weekly forecast (this week/next week) must be publicly displayed for users to view.</p>		check by the Authority.	<ul style="list-style-type: none"> <li>Audit non-Compliance.</li> </ul>	
3.14.3	Co-ordinate routine servicing and emergency repair to support the availability for the PGTE training equipment.	<p>Including but not restricted to:</p> <ul style="list-style-type: none"> <li>Training simulators; and</li> <li>Classrooms</li> <li>Demand spares to maintain faulty equipment.</li> <li>Demands to be submitted on the relevant Authority system, according to the demand required.</li> </ul>	Included in 3.14.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> <li>Equipment Management.</li> </ul>	Training Service Delivery
3.14.4	Control the access to all instructional areas.	<p>Areas include:</p> <ul style="list-style-type: none"> <li>External doors.</li> <li>Part Task Trainer (PTT).</li> <li>Turret Gunnery Trainer (TGT).</li> <li>Loader Drills Trainer (LDT).</li> <li>Secondary Arms Drill Trainer (SADT); and</li> <li>CBT and Classroom Training Aid (CTA).</li> </ul> <p>Areas must be open within 5 minutes of the agreed time and closed within 15 mins of the agreed time as per para 41.</p>	Included in 3.14.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> </ul>	Training Service Delivery
3.14.5	Produce required PGTE returns to the Authority.	<p>Returns to include:</p> <ul style="list-style-type: none"> <li>Monthly record of equipment usage.</li> <li>Eqpt type.</li> <li>User; and</li> <li>Exact detail of monthly eqpt usage to be provided to the Authority.</li> </ul> <p>Returns sent to the Authority within 5 Working Days when requested.</p>	Included in 3.14.1.	Management checks.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit non-Compliance.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
3.14.6	Maintain a log of all monthly management snap checks.	<p>Example details to include:</p> <ul style="list-style-type: none"> <li>• Date.</li> <li>• Details of person carrying out check.</li> <li>• Items checked; and</li> <li>• Deficiencies identified.</li> </ul> <p>In accordance with current instructions issued by the Authority.</p>	Included in 3.14.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit non-Compliance.</li> </ul>	Training Service Delivery
<b>3.15</b>	<b>Performance Requirement for the Terrier Training Building – The Service Provider shall:</b>					
3.15.1	Carry out the duties of the building custodian for the Terrier building.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Maintain Terrier building key register and control key issue and receipt. Monitor classroom, Vehicle Instructional Sheds (VIS) and simulator bookings.</li> <li>• Facilitate requests for unforeseen maintenance via the Quartermaster (QM).</li> <li>• Monitor the cleaning, reporting any deficiencies to the QM.</li> <li>• Maintain notice boards.</li> <li>• Take the lead on Energy conservation for the building.</li> <li>• Health, Safety and Environmental Protection (HS&amp;EP) and Energy Warden representative for the building; and</li> <li>• Control the issue of consumables (hand towels, toilet rolls etc).</li> <li>• Act as the focal point for all visitors. Act as the focal point for all the Service Providers, to include health and safety briefs as required.</li> </ul> <p>As per the Authority provided terms of reference for the building custodians.</p>	456 days for annum.	Customer Observation Reports. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> </ul>	Training Service Delivery.
3.15.2	Co-ordinate the allocation of training resources for the Terrier building.	<p>The priority of bookings will be decided and published by the Authority. Thereafter, liaison will be maintained with the Authority point of contact who will be the decision maker for all contentious issues.</p> <p>If a database/ spreadsheet program is used to manage the allocation, a two-weekly forecast</p>	Included in 3.16.1.	Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		(this week/next week) must be publicly displayed for users to view.				
3.15.3	Co-ordinate routine servicing and emergency repair to support the availability for the Terrier training equipment.	Including but not restricted to: <ul style="list-style-type: none"> <li>• Training simulators; and</li> <li>• Classrooms.</li> <li>• Demand spares to maintain faulty equipment; and</li> <li>• Demands to be submitted on the relevant Authority system, according to the demand required.</li> </ul>	Included in 3.16.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Equipment Management.</li> </ul>	Training Service Delivery
3.15.4	Control the access to all instructional areas.	Areas include: <ul style="list-style-type: none"> <li>• External doors and access to classrooms.</li> <li>• Conference rooms.</li> <li>• VIS.</li> <li>• Stores; and</li> <li>• The statement of training task Suite.</li> </ul> Areas must be open within 5 minutes of the agreed time and closed within 15 mins of the agreed time as per para 41.	Included in 3.16.1.	Customer Observation Reports. Management snap checks.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> </ul>	Training Service Delivery.
3.15.5	Produce required Terrier returns to the Authority.	Returns to include: <ul style="list-style-type: none"> <li>• Monthly record of equipment usage.</li> <li>• Eqpt type.</li> <li>• User; and</li> <li>• Exact detail of monthly eqpt usage to be provided to the Authority.</li> </ul> Returns sent to the Authority within 5 working days when requested.	Included in 3.16.1.	Management checks.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery
3.15.6	Maintain a log of all monthly management snap checks.	Example date include: <ul style="list-style-type: none"> <li>• Date.</li> <li>• Details of person carrying out check; and</li> <li>• Items checked; and</li> <li>• Deficiencies identified.</li> </ul>	Included in 3.16.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		In accordance with current instructions issued by the Authority.				
3.15.7	Provide a stores and account service for the Terrier Training Facility.	<ul style="list-style-type: none"> <li>Conduct equipment issues and receipts using correct procedures. Demand/order equipment as per policy documents and standing orders. Provide a store counter issue and receipt service for customers as required. Conduct regular stores checks as required ensuring all items are in-date and serviceable.</li> <li>Maintain ET, Accommodation and MSA accounts for the Terrier building. Conduct all checks as required to conform to logistic requirement. Monitor contract cleaning delivered by a third party.</li> <li>Maintain database of all equipment requiring regular inspection (LOLER, calibration and compressed air). Manage equipment (JAMES).</li> <li>Control and replenish all expense and COSHH as required. Operate MHE and Fork-Lift Truck (FLT) as required. Keep all work areas tidy.</li> <li>No incidents of non-provision of items/equipment within 1 working day. All transactions error free. Not more than 1 validated customer complaint per quarter.</li> </ul>	Included in 3.16.1.	Management check in accordance with the ECD. Customer Observation Reports. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Stores Management.
<b>3.16</b>	<b>AFVSR Future Requirements – Super Simulation Building</b>					
3.16.1	Carry out the duties of the building custodian for the Super Simulator Building.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>Opening building during normal working hours and any locally agreed hours.</li> <li>Facilitate requests for unforeseen maintenance via QM mandated process.</li> <li>Monitor the cleaning, reporting any deficiencies to the QM.</li> </ul>	228 days per annum	Continual assessment by the Authority. Customer Observation Reports.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<ul style="list-style-type: none"> <li>Maintain notice boards.</li> <li>Take the lead on energy conservation for the building.</li> <li>Health, Safety and Environmental Protection (HS&amp;EP) and Energy Warden representative for the building; and</li> <li>Control the issue of consumables (hand towels, toilet rolls, etc).</li> </ul> <p>As per the Authority provided terms of reference for the building custodians.</p>				
3.16.2	Co-ordinate the allocation of the training resources for the Super Simulation Building.	<p>The priority of bookings will be decided and published by the Authority. Thereafter, liaison will be maintained with the Authority point of contact who will be the decision maker for all contentious issues.</p> <p>A two-weekly forecast (this week/next week) must be publicly displayed for users to view.</p>	Included in 3.16.1.	Management check by the Authority.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery
3.16.3	Co-ordinate routine servicing and emergency repair to support the availability of training equipment.	<p>Including but not restricted to:</p> <ul style="list-style-type: none"> <li>Training simulators;</li> <li>Classrooms.</li> <li>Demand spares to maintain faulty equipment; and</li> <li>Demands to be submitted on the relevant Authority system, according to the demand required.</li> </ul>	Included in 3.16.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>Equipment Management.</li> </ul>	Training Service Delivery
3.16.4	Control the access to all instructional areas.	<p>Areas include:</p> <ul style="list-style-type: none"> <li>External doors;</li> <li>Training Simulators;</li> <li>Classrooms etc.</li> </ul> <p>Areas must be open within 5 minutes of the agreed time and closed within 15 mins of the agreed time as per para 41.</p>	Included in 3.16.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Training Service Delivery



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
3.16.5	Produce required returns to the Authority.	Returns to include: <ul style="list-style-type: none"> <li>• Monthly record of equipment usage.</li> <li>• Eqpt type.</li> <li>• User; and</li> <li>• Exact detail of monthly eqpt usage to be provided to the Authority.</li> </ul>	Included in 3.16.1.	Management checks.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery
3.16.6	Maintain a log of all monthly management snap checks.	Example data to include: <ul style="list-style-type: none"> <li>• Date.</li> <li>• Details of person carrying out check; and</li> <li>• Items checked; and</li> <li>• Deficiencies identified.</li> </ul> In accordance with current instructions issued by the Authority.	Included in 3.16.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery
3.16.7	Demand spares to maintain faulty equipment.	Demands to be submitted on the relevant Authority system, according to the demand required.	Included in 3.16.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery
3.16.8	Maintain a register and a check of all issued stores for the building.	In accordance with relevant Authority guidelines.	Included in 3.16.1.	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Training Service Delivery

*Table 3: AFVSR Requirements*

## SECTION 4 – STORES MANAGEMENT – TECHNICAL

### Section Overview

59. Section 4 covers the requirements for Stores Management (Technical) support services. The Technical Stores hold the technical equipment required for training delivery.

### Scope of Work

60. From the Vesting Date and for the Contract Term (unless stated otherwise), the Service Provider shall operate, maintain and provide all Technical Stores support to designated areas within Bovington/Lulworth Garrison and provide limited technical support to visiting units, as agreed by the QM(T).

61. The QM(T) will remain the account holder and retain responsibility for the master accounts and control of the main store Bovington. On Vesting Day, the Service Provider will take over all stores, vehicles and equipment from the QM(T) following a formal hand-over. The Service Provider will maintain and operate subsidiary accounts required to carry out the terms of the Contract in accordance with all Authority supplied and directed publications.

62. All stores and accounts will be operated by the Service Provider using a standardised account structure directed within MJDI.

63. In addition to the Bovington main store and Lulworth store, the Service Provider shall operate the following subsidiary unit stores, each of which holds sub-accounts.

- a. AFVSR encompasses stores at the Combat and Combat Support Wings and Terrier training facility.
- b. Combat Communication Information System (Cbt CIS) School store.
- c. Lulworth kit store.

### Additional Background Information

64. The main QM(T) store is located within the vehicle park area of Allenby Barracks, Bovington and is primarily a warehouse with stores and offices attached; a rest room is also provided for joint use of the Service Provider, Military and Civil Servants. For ease of operation and accountability the main store is divided into separate sections This building also houses the Authority management cell.

65. ARMCEN main store. The main store comprises of a number of accounts based on the type of equipment held within it and the methods of treatment it requires. Each account is individually described below:

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- a. Equipment Entitlement (EE) account. The EE account contains all vehicles and equipment within Bovington Garrison. This equipment is what ARMCCN is entitled to hold and scaled by Army HQ, although managed by the authority, the Service Provider will assist with the management and accountability of equipment held within the EE account.
  - b. BOWMAN account. The account holder is responsible for the maintenance of all items held on account including issues, receipts and accounting. JAMES input is required for "birthing" certain items, issuing and receipting internally and externally for ARMCCN under the direction of the QM(T) and ensuring all items are at the correct scale.
  - c. Tools/Complete Equipment Schedule (CES) account. Contains tools and CES which form part of each vehicles inventory, this includes items such as vehicle sights and recovery equipment across the Bovington Garrison. The account holder is responsible for the maintenance of all tools and CES including the issue, receipt and accounting of the items and ensuring holdings are at the correct scale.
  - d. Arms store account. Secures all military weapons and ancillaries on issue to Bovington Garrison. The account also holds weapons in safe keeping for certain units outside of/or visiting the Garrison. This includes a number of private weapons for Bovington Garrison personnel.
66. Lulworth kit store. The Lulworth store, which supplies the AFVSR is second only in size and complexity to the main store and is, therefore, also divided into separate accounts for ease of accountability and operation as follows:
- a. Tools/CES account. Contains tools and CES CES which form part of each vehicles inventory, this includes items such as vehicle sights and recovery equipment. The account holder is responsible for the maintenance of all tools and CES including the issue, receipt and accounting of the items and ensuring holdings are at the correct scale.
  - b. UEE account. The account holder is responsible for the maintenance of all items held on the UEE including issues, receipts and accounting. The Unit Equipment Table (UET) is managed from the Bovington main Tech store, however the Service Provider is required to manage the equipment establishment of those vehicles and spares allocated to Lulworth from the Bovington main store.
  - c. Arms store account. Accounts for all military weapons and ancillaries. The store also holds weapons in safekeeping for certain units outside of, or visiting, ARMCCN. This includes a number of private weapons for Bovington Garrison personnel.
67. The quantity of weapons and ancillaries held at the Arms store can vary from day to day, however, a table of average holdings can be found at Ref. H.

### Hours of Operation

68. Detailed opening hours are in Table 4 below. Any adjustments to be agreed locally between the Authority and the Service Provider.

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Store Name	Location	Hours of opening
Main Technical store including Tool store and USA store	Bovington	07:00 – 18:00 Mon – Fri
Armoury (Arms) store	Bovington	07:00 – 18:00 Mon – Fri  <b>Out of hours service:</b>  Weekdays – 2 x per week – 3 hours each. Weekends – 20 weekends – 3 hours each.
AFVSR Combat store	Bovington	07:00 – 18:00 Mon – Fri
AFVSR Combat Support Wing store	Bovington	07:00 – 18:00 Mon – Fri
AFVSR Combat Communication Information System store	Bovington	07:00 – 18:00 Mon – Fri
AFVSR Terrier Training Facility	Bovington	07:00 – 18:00 Mon – Fri
Main Technical store	Lulworth	07:00 – 18:00 Mon – Fri
Armoury (Arms) store	Lulworth	07:00 – 18:00 Mon – Fri  <b>Out of hours service:</b>  Weekdays – 2 x per week – 3 hours each. Weekends – 20 weekends – 3 hours each.

*Table 4: Store opening hours*

## Stores Management – Technical Requirements

69. All requirements to be delivered in line with the relevant policy, standards and instructions. Reference and policy documents are available in Ref. B.

70. Table 5 outlines the service requirements for Stores Management (Technical).

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
4.1	<b>Technical Stores Management – The Service Provider shall:</b>					

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
4.1.1	Staff and provide a daily counter service to demand, receipt, issue, receive, store, maintain and account for all items.	<p>All stores to be open and accessible within the agreed working hours and when requested by the Authority outside these hours (see para 63).</p> <p>When <b>Demanding, receipting, issuing</b> stores ensure this is conducted correctly using Authority owned IT and accounting systems MJDI (Management of the Joint Deployed Inventory) and in accordance with DLF (Defence Logistics Framework). Inspect all items returned to the store for misuse/damage and where identified notify Authority.</p> <p>All actions to be performed in accordance with relevant policies (DLF).</p> <p>Entries to be accurate, legible and up to date at close of work daily. All transactions/documentation error free. No incidents of failure to produce records on request.</p> <p>Nominate a workplace supervisor for the management of items that may contain traces of radioactive materials.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	<p><b>Bovington:</b></p> <p>QM (T) Tool store – Bldg BV34 – 912 days per annum</p> <p>QM (T) USA Store – Bldg BV34 – 684 days per annum</p> <p>AFVSR CIS Store BV36 – 684 days per annum</p> <p>AFVSR Combat Support Wing Store BV35 – 456 days per annum</p> <p>AFVSR Combat Wing store BV48 – 228 days per annum</p> <p>Terrier Building Store BV180 – 456 days per annum</p> <p><b>Lulworth:</b></p> <p>QM (T) Kit Store LU132 – 456 days per annum</p> <p>USA acct – 228 days per annum.</p>	<p>Management checks in accordance with the Equipment Care Directive (ECD).</p> <p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p> <p>Quarterly stock check.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Stores Management.
<b>4.2</b>	<b>Miscellaneous Requirements – The Service Provider shall:</b>					
4.2.1	Manage Level 1 vehicle modifications.	Demand modifications as directed by the QM(T) on MJDI and maintain a record of all modifications demanded on JAMES.	Included in 4.1.1. As per current holdings found in Ref. G & I.	<p>Customer Observation Reports.</p> <p>Management snap checks.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Equipment Availability.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
				Mandated Policy Inspections.		
4.2.2	Prepare vehicle for disposal in accordance with Authority directions.	Ensure all vehicles being disposed of to external units/agencies have the correct CES fitted as designated by the QM(T).	Included in 4.1.1.	Management check in accordance with the ECD. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Equipment Availability.
4.2.3	Inspect and report condition of all Authority owned lifting and recovery Equipment.	<p>Ensure all equipment is available for use when required.</p> <p>Withdraw unserviceable items and demand replacements. Demands to be supported by the relevant Authority form (AF G 1043) or letter of conditioning from the Inspector. Maintain a record of all inspections and tests in accordance with the Authority's requirements.</p> <p>All unserviceable items to be withdrawn from issue immediately. No incidents of failure to observe inspection intervals. Not more than 1 validated customer complaint per quarter.</p>	Included in 4.1.1.	Management check in accordance with the ECD. Customer Observation Reports. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Equipment Availability.
4.2.4	Operate and control all Mechanical Handling Equipment (MHE) held.	<p>Operate all MHE held within the stores area. Respond to demands from ARMEN units/Sub-units for MHE assistance as directed by the QM(T) or his representative including the transportation of spares/equipment.</p> <p>Ensure all MHE are fully checked for defects before first use every day.</p> <p>All safety precautions to be adhered to while operating any MHE. No incidents of failure to adhere to all safety precautions. No failure to observe servicing and inspection intervals. Not more than 1 validated customer complaint per quarter.</p>	Included in 4.1.1. As per MHE holdings at Ref. J.	Management check in accordance with the ECD. Customer Observation Reports. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Equipment Availability.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
4.2.5	Action deliveries according to convoy note/manifest.	<p>Unload all freight deliveries. Receipt all stores in accordance with Authority guidelines. Issue the stores to the entitled unit/sub-unit.</p> <p>Freight to be unloaded within 15 minutes of arrival. All documentation to be error free. Not more than 1 validated customer complaint per quarter.</p>	Included in 4.1.1.	<p>Customer Observation Reports.</p> <p>Management snap checks.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Stores Management.
4.2.6	Provide storekeeper support to facilitate Handover/Takeover (HO/TO) of vehicles within the ARMCCN and external units. Inspect stores cleanliness, vehicle CES, vehicle fitted items and all other Authority items. Confirm the items are in a serviceable condition and accounted for.	<p>Examples of key tasks are physical examination of all vehicles/vehicle fitted items as per list of issue and Equipment Table (ET) register. All items must be accounted for, either with the vehicle or demanded. Inspection of all vehicle fitted items held must follow the guidelines laid down in AESPs.</p> <p>All discrepancies and replacement action are to be brought to the attention of the QM (T) before HO/TO is complete. Specific HO/TO tasks to be agreed with the Authority and carried out within current Service Provider resources. Not more than 1 validated customer complaint per quarter.</p>	<p>Included in 4.1.1.</p> <p>Approximately 25 vehicles per week.</p>	<p>Management check in accordance with the ECD.</p> <p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Training Service Delivery.</li> <li>Stores Management.</li> </ul>
4.2.7	Provide a Dangerous Goods Consignor (DGC) service for the back loading of dangerous goods from the main store at Bovington and the AFVSR Lulworth.	<p>Ensure all items of a Dangerous Goods (DG) nature are back loaded in accordance with relevant Authority guidelines and DG / Accord Dangereux Routier (ADR) regulations.</p> <p>No incidents of failure to backload dangerous goods by suitable qualified person. All documentation and transactions to be error free. Not more than 1 validated customer complaint per quarter.</p>	Included in 4.1.1.	<p>Management check in accordance with the ECD.</p> <p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	Stores Management.
<b>4.3</b>	<b>Workshop Repair – The Service Provider shall:</b>					
4.3.1	Ensure all defective equipment within ARMCCN requiring repair activity is submitted to the third-party repair Service Provider.	<p>Repairable items that become unserviceable are to be issued to the workshop for repair. For items declared Beyond Economic Repair (BER), the Authority Form (AF G 1043) is to be used as authority to demand a</p>	<p>Included in 4.1.1.</p> <p>Approximate annum transactions:</p> <p>Lulworth x 96 items.</p> <p>Bovington x 200 items.</p>	<p>Management check in accordance with the ECD.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Equipment Availability.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>replacement. Full accounting procedure, as per relevant Authority guidance for all items submitted for repair is required.</p> <p>No incidents of repair equipment handed to workshop authorised representative without signature. Not more than 1 validated customer complaint per quarter.</p>		<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>		
4.3.2	Provide escorts for the delivery or collection of sensitive stores.	<p>Certain stores i.e. weapons' and other sensitive items require an escort in addition to the driver when in transit. Notification of this requirement will normally be given by issuing stores depot/unit. Operate in accordance with all relevant Authority policies, standards and instructions.</p> <p>No incidents of failure to provide escorts on request. All escorts to be briefed as per Authority direction. No incidents of delay due to non-availability of a required escort. Not more than 1 validated customer complaint per quarter.</p>	<p>Included in 4.1.1.</p> <p>Approximately 5 such deliveries per annum.</p>	<p>Management check in accordance with the ECD.</p> <p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Stores Management.
<b>4.4</b>	<b>Inspections – The Service Provider shall:</b>					
4.4.1	Prepare for mandatory inspections and examination of such items of stores that require inspections including sub-accounts within all stores listed in Table 4 above.	<p>As per all relevant Authority policies and guidelines in place at the time. Example items included:</p> <ul style="list-style-type: none"> <li>Lifting tackle.</li> <li>Radios.</li> <li>Instruments (compasses, binoculars and watches).</li> <li>Office machinery.</li> <li>Sights; and</li> <li>MHE.</li> </ul> <p>Items are to be available on request.</p>	<p>Included in 4.1.1.</p> <p>Management checks monthly.</p> <p>Major inspection once a year.</p>	Management checks as required.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Stores Management.
4.4.2	Carry out periodic number of equipment checks, within Quartermaster Technical QM(T) building and all sub-unit stores as listed at Table 4 above.	<p>Carry out all checks in line with the ECD and all relevant references and policy documents.</p> <p>Instigate and respond to returns from units/sub-units showing holdings by serial numbers which are to be cross referred with</p>	Included in 4.1.1.	Management checks as required.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Equipment Availability.



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		the main store. Any discrepancies are to be brought to the attention of the Authority immediately.				
4.4.3	Carry out managerial checks of sub-accounts on change of account holder.	Carry out a managerial examination of sub-accounts on the change of account holder or as directed by the QM(T). No incidents of non-compliance. Examinations conducted by agreed date. Not more than 1 validated customer complaint per quarter.	Included in 4.1.1.	Management checks as required. Customer Observation Reports.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Stores Management.
<b>4.5</b>	<b>Arms Stores – The Service Provider shall:</b>					
4.5.1	Operate a full Arms store service in Bovington and Lulworth Garrison.	<p>Examples of key tasks include:</p> <ul style="list-style-type: none"> <li>Issue/Receipt of small arms and ancillaries.</li> <li>Prepare and assist with the daily quantity weapon checks.</li> <li>Prepare and assist with the weekly Authority lead serial number checks.</li> <li>Prepare weapons/ ancillaries and stores for inspections as detailed by the Authority.</li> <li>Clean and maintain small arms and ancillaries as agreed by QM(T).</li> <li>Process weapon issue requests and issue records.</li> <li>Process items submitted for repair using relevant Authority form (AF G 8800s).</li> <li>Process sub-unit spares requests and freight movement notes in/out.</li> <li>Process modification requests and issues.</li> <li>Process works service requests; and</li> <li>Maintain privately owned/military firearms records.</li> <li>Nominate a workplace supervisor for the management of items that may contain traces of radioactive materials.</li> </ul> <p>Stores to be operated in accordance with all relevant Authority guidance such as Garrison</p>	<p>Normal working hours outlined in paragraph 75.</p> <p>Bovington: 228 days per annum Lulworth: 228 days per annum</p> <p>For all holdings see Ref. H.</p> <p>Cleaning and maintenance of selected small arms and ancillaries as directed by QM(T) Dept.</p> <p>Clean 10% of weapons by butt number on a monthly basis.</p>	<p>Management check in accordance with the ECD.</p> <p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	Equipment Availability.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>Standing Orders and security regulations. The quantities of weapons are subject to changes in accordance with future developments within Bovington/Lulworth Garrison but remain largely at current holdings.</p> <p>No incidents of non-compliance with Garrison Standing Orders. The Bovington and Lulworth designated duty personnel are to have access to the Arms store in the event of an emergency. Not more than 1 validated customer complaint per quarter.</p> <p>Entries to be accurate, legible and up to date at close of work daily. All transactions/documentation error free. No incidents of failure to produce records on request. Not more than 1 validated customer complaint per quarter.</p>				
4.5.2	Provide an out of hours service for the Arms stores at Bovington and Lulworth Garrison as directed by the QM(T) or his representative.	<p>Examples of key tasks include:</p> <ul style="list-style-type: none"> <li>• Issue /Receipt of weapons to duty personnel.</li> <li>• Garrison units who have pre-booked.</li> <li>• Cadet training teams.</li> <li>• Visiting/Outside units; and</li> <li>• Change in security state.</li> </ul> <p>For detailed times see Table 4 above.</p> <p>Store person also provides an 'Out of hours service' to QM(T).</p> <p>No incidents of non-compliance with Garrison Standing Orders. Arms store person to be available within 30 minutes of call-out. The Bovington and Lulworth designated duty personnel are to have access to the Arms store in the event of an emergency. Not more than 1 validated customer complaint per quarter.</p>	<p>Example hours outlined in paragraph 76.</p> <p>Out of hours service covered by total hours in 4.1.1 and 4.5.1.</p>	<p>Customer Observation Reports.</p> <p>Management snap checks.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> </ul>	Equipment Availability.

*Table 5: Stores Management – Technical Requirements*

## SECTION 5 – STORES MANAGEMENT – GENERAL

### Section Overview

71. Section 5 covers the requirements for Stores Management (General). The ARMCEN Support Unit (ASU), supported by the Garrison Quartermaster (QM), provides a single Garrison-wide establishment support function, example key tasks included:

- a. G1 support functions – Discipline, Career Management, Military Secretary (MS), Medical/Health; and
- b. G4 support functions – Quartermaster support, account management and assurance, Equipment Support, Health, Safety and Environmental Protection (HS&EP), Soft and Hard Facilities Management (FM) and estate management.

### Scope of Work

72. From Vesting Date and for the Contract Term (unless stated otherwise), the Service Provider shall support the ASU in a number of tasks. These include providing all the administration, and logistics/storekeeping support to all units and departments within Bovington Garrison. The Garrison QM will remain the account holder and retain control of the master accounts and control of the main store Bovington. The Service Provider will take over all stores and equipment from the Garrison QM on a formal hand-over in accordance with Army General and Administrative Instructions (AGAls), Defence Logistical Framework (DLF), Equipment Support Bulletins and JSPs (including any subsequent publications). This service includes operating and maintaining the following:

- a. Clothing store account.
- b. Accommodation store account.
- c. Miscellaneous store account.
- d. Sports store/Adventure training store; (This account is run by the Regimental Quartermaster Sergeant (RQMS); The Service Provider will be required to assist with issues & receipts);
- e. SLA accommodation Services.
- f. General labouring support.
- g. Carpentry and skilled labouring support.
- h. Model maker.
- i. Ammunition store account; and

j. Fuel and lubrication.

73. The Service Provider must maintain supporting paperwork for all issues, receipts and services provided.

74. The supplier will be responsible for other miscellaneous activities such as signwriting and general labour, set out in the requirements table below.

### **Additional Background Information**

75. The QM Department, offices and stores are situated in building BV40, Allenby Barracks. These are supported by a Squadron Quartermaster Sergeant (SQMS) store and a subsidiary department within Stanley Barracks and Lulworth. The Garrison QM is assisted by a military RQMS and SQMS in both Bovington and Lulworth. The QM department in Lulworth is based in a custom-built building, building LU132, in which there are a number of offices, a sign writers' shop, accommodation store and other offices. QM Technical (T) functions are also managed from building LU132. A bedding store, building LU83, is located near to the students' accommodation blocks.

76. There are four other subsidiary stores within Bovington Garrison operating independently but accountable to the main store. These are combined Garrison QM/QM(T) stores, and are located as shown below:

- a. Armoured Fighting Vehicle Schools Regiment (AFVSR) D&M School (Bovington).
- b. AFVSR Gunnery School (Lulworth).
- c. AFVSR Cbt CIS School; and
- d. Stanley Barracks (Bovington).

77. The Ammunition Compound is located 500 metres east of Building LU132 at Lulworth Camp and consists of a number of buildings serving as:

- a. Office x1.
- b. Reception x 1.
- c. Rest room x1.
- d. MHE shop x1.
- e. Returned empties shed x1; and
- f. Explosive Store Houses (ESH) x11.

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78. For all purposes, the ammunition compound is classified as a unit ammunition store. The Ammunition Technical Warrant Officer (ATWO) provides technical advice on ammunition and explosive matters. All Service Provider Staff employed within the ammunition compound are to be under the day-to-day line management of the Authority's Ammunition Technician Warrant Officer (ATWO) or Explosive Safety Representative (ESR).

79. A duty store service may be used in order to meet the demands of the firing programme. A duty store person must be available to react to unscheduled callouts within 30 minutes of notification of requirement (normally through AFVSR duty personnel and/or Lulworth Guardroom);

80. The Service Provider is required to hold a Class 5 firearms certificate in order to comply with law when operating and staffing the ammunition compound.

### Hours of Operation

81. Detailed opening hours are in Table 6 below. Any adjustments to be agreed locally between the Authority and the Service Provider. The subsidiary stores opening hours are also included in Table 6 below.

Store Name	Location	Hours of opening
Clothing store	Bovington	07:30 – 16:30 Mon – Thurs 07:30 – 15:00 Fri
Main accommodation store (Clothing, accommodation, misc.)	Bovington	07:30 – 16:30 Mon – Thurs 07:30 – 15:00 Fri
MSA/Sports store	Bovington	07:30 – 16:30 Mon – Thurs 07:30 – 15:00 Fri
SQMS accommodation store/reception	Bovington	07:30 – 16:30 Mon – Thurs 07:30 – 15:00 Fri
AFVSR – D&M school	Bovington	07:00 – 18:00 Mon – Fri Hours agreed locally
AFVSR – Cbt CIS school	Bovington	07:00 – 18:00 Mon – Fri
Stanley Barracks accommodation store (Clothing, accommodation, misc.)	Bovington	07:30 – 16:30 Mon – Thurs 07:30 – 15:00 Fri
Lulworth accommodation Store/reception	Lulworth	07:30 – 16:30 Mon – Thurs 07:30 – 15:00 Fri
Ammunition compound	Lulworth	07:30 – 16:30 Mon – Thurs 07:30 – 13:30 Fri  <b>Summer night firing:</b>  21:00 – 01:00 May – Aug

		<p><b>Winter night firing:</b> 19:00 – 23:59 Sept – Apr</p> <p><b>Planned weekend firing:</b> 09:30 – 16:00 &amp; 18:00 – 23.59 – Sat (compulsory 2-hour break in firing 16:00 – 18:00) 09:30 – 13:00 – Sun</p>
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Table 6: Stores Opening Hours

82. The **Accommodation Reception Service** is available to all Service Personnel arriving across the Garrison. Crucial periods are personnel arriving at weekends prior to course commencement at a school. On call duty store person to be available within 30 minutes during out of hours.

- a. The opening hours for the reception service are listed below:
  - (1) Mon – Thurs – 07:00 – 16:20;
  - (2) Fri – 07:00 – 14:55;
  - (3) Mon – Fri – 17:00 – 20:00 (Duty store person on call); and
  - (4) Sat/Sun – 08:00 – 20:00 (Duty store person on call).

83. The ARMCEN Petrol, Oil and Lubricants (POL)Point is a24-hour operation, including public holidays and weekends for vehicles with an ERIC key. For vehicles without an ERIC key, the POL office opening hours are as below.

84. ARMCEN POL office hours are as below:

- a. Bovington camp
  - (1) Mon – Thurs 07:30 – 16:30;
  - (2) Fri – 07:30 – 14:30.
- b. Lulworth camp
  - (1) Mon - Thurs inclusive, excluding public holidays: 07:30 – 10:00 and 13:30 – 15:00;
  - (2) Fri, excluding Public Holidays 07:45 – 12:15.

## Stores Management – General Requirements

85. Unless stated otherwise, all of the following service requirements shall be delivered from the Vesting Date and for the Contract Term by Service Provider, in line with the relevant policy, standards and instructions. Reference and policy documents are available in Ref. B.

86. Table 7 below outlines the service requirements for Stores Management – General.

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
5.1	<b>Bovington Garrison Clothing Account – The Service Provider shall:</b>					
5.1.1	Provide a clothing store service to the Garrison.	Task includes but not restricted to: <ul style="list-style-type: none"> <li>• Demand, receipt, issue and exchange of all items of clothing within the limits laid down by the Authority for entitled personnel as directed by the QM.</li> <li>• Maintain stock levels within entitlement.</li> <li>• Carry out monthly stocktaking under the supervision of the RQMS and MJDI schedule.</li> <li>• Withdraw/replace non-repairable items.</li> <li>• Carry out serviceability assessment (conditioning).</li> <li>• Surplus items must be recorded on MJDI.</li> <li>• No incidents of failure to withdraw / replace items as appropriate.</li> <li>• Operate a service for issues, exchanges and receipts to entitled personnel and to other Authority units.</li> <li>• Withdraw military issued clothing and equipment and Attractive to Criminal and Terrorist Organisations (ACTO) items from service leavers prior to discharge. Dispose of unserviceable kit / return all serviceable kit to the Authority.</li> </ul>	456 hours per annum  Approximate and historical figures:  Approximately 25,000 stock items per annum.  Annual conditioning approximately 1500 items.  As required approximately Initial issues 2,800 Exchanges 1,800 per annum.  Approximately per annum De kits 150 Clearance certificates 500.	Clothing store is to be open for 39 hours per week timings to be agreed locally with the QM Management check in accordance with the DLF. Customer Observation Reports. Management snap checks. Mandated Policy Inspections, including Logistic Support Audit and Inspection (LSA&I).	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	Stores Management.



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<ul style="list-style-type: none"> <li>Identify deficiencies and instigate billing process;</li> <li>Sign clearance certificate.</li> <li>Provide a stock repair and maintenance service of Authority-owned clothing and equipment. In accordance with Authority requirements and/or manufacturer's specifications.</li> <li>Clean and/or repair all items for use by personnel prior to re-storage and reissue; and</li> <li>Ensure all formal uniform accoutrements (buttons, badges, flashes etc.) items issued to the Tailor are accounted for on MJDI as per DLF and recorded in accordance with accounting regulations. No incidents of failure to account for all items submitted. 100% accuracy required.</li> </ul> <p>All Management of Joint Defence Inventory (MJDI) transactions are to be signed by QM / RQMS. Personal Holdings of all Officers and other Ranks of the Garrison are held on MJDI.</p> <p>Not more than 1 validated customer complaint per quarter</p>	<p>Repair and maintenance of approximately 1500 clothing and equipment items per annum.</p> <p>Cleaning and/or repair of 25,000 items per annum, as required.</p> <p>Service dress accoutrements for an average of 550 ITT students per annum.</p>			
<b>5.2</b>	<b>Accommodation Stores – The Service Provider shall:</b>					
5.2.1	Maintain and account for all furniture and white goods (Defence accommodation stores (DAS)), across the Garrison.	<p>Centralise all furniture for exchange, carry out regular inspections and withdraw unserviceable items for repair/replacement. Demand, receipt, issue and exchange.</p> <p>No incidents of failure to maintain stock to entitlement levels.</p> <p>Requests for demands/exchanges/ issues to be accurate.</p> <p>All surpluses recorded on MJDI.</p>	<p>456 hours per annum.</p> <p>Approximate No. of transactions per annum:  x 2300 items (Allenby)  x 1000 (Stanley Bks)  x 1500 (Lulworth)</p>	<p>Management check in accordance with the DLF</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance</li> <li>Customer Observation Reports.</li> </ul>	Stores Management.
5.2.2	Maintain and account for all Authority expendable consumable	Demand, receipt, issue and exchange all C items, examples of which include:	Hours included in 5.2.1.	Management check in accordance with	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> </ul>	Stores Management.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
	items and operate a service for exchanges across the Garrison.	<ul style="list-style-type: none"> <li>• Toiletries.</li> <li>• Cleaning material.</li> <li>• Crockery.</li> <li>• Glassware.</li> <li>• Light bulbs; and</li> <li>• Brooms.</li> </ul> <p>This includes the ordering and issuing of toilet paper, hand towels, soap etc. to HESTIA soft FM Provider as per the HESTIA contract as well as issuing cleaning supplies to ITT, STT and permanent staff living in the SLA via the relevant RQMS</p> <p>The accommodation store in both Allenby and Lulworth are to order and supply cooking utensils, pans, crockery, glassware, cutlery and other consumables requested by the soft FM provider as directed by the HESTIA contract and on the submitted monthly demand from each Mess and Junior Rank dining room.</p> <p>No incidents of failure to supply expendable items. All documentation for demands/issues exchanges to be error free.</p>	<p>Approximate Annual transactions: Demands 450 MJDI transactions (Allenby) 200 MJDI Transactions (Lulworth) Stanley barracks supplied via Allenby accommodation store</p> <p>Breakage allowance is approximately 10% of the relevant AinU (Articles in Use).</p>	<p>the Equipment Care Directive (ECD).</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	
5.2.3	Carry out regular stock checks of Authority accommodation stores items held on account by location across the Garrison as directed by the Authority.	<p>Checks carried out in accordance with MJDI schedule (annual Check)</p> <p>All issued items, (Articles in Use (AinU)) held by the accommodation store, are to be physically checked by the Service Provider to ensure the stores are serviceable and situated in the correct location</p> <p>Checks to be carried out 10% by AinU monthly, as directed by the relevant RQMS.</p> <p>Deficient/surplus items brought to the attention of QM within 1 day of completion of the inspection.</p>	<p>Included in 5.2.1. Number of AinU holders Allenby 200 Stanley 60 Lulworth 33</p>	<p>Management snap checks.</p> <p>Mandated Quarterly Policy Inspections (plus or minus 1 week).</p>	<ul style="list-style-type: none"> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> </ul>	Stores Management.
5.2.4	Centralise all furniture/equipment which requires conditioning by accommodation stores across the Garrison.	<p>Write off all unserviceable items as agreed by the Garrison QM and in accordance with DLF.</p> <p>Conditioning performed within 4 weeks of identification of need.</p>	<p>Included in 5.2.1.</p> <p>Average of 1500 items for conditioning per annum</p>	<p>Management check in accordance with DLF.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Audit Non-compliance.</li> </ul>	Stores Management.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
5.2.5	Operate department key cutting machine.	<p>In response to requests authorised by QM/RQMSs, identify key blank and cut new key(s).</p> <p>All keys ordered, cut and issued are to be accounted for and any spoiled keys are to be recorded.</p>	<p>Included in 5.2.1.</p> <p>Approximately 150 transactions per annum.</p> <p>X 2 Authority owned and maintained key machines held on GFA.</p> <p>1 in Allenby 1 in Lulworth.</p> <p>All key blanks to be purchased by the Authority</p>	<p>Customer Observation Reports.</p> <p>Management snap checks</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> </ul>	Stores Management.
5.2.6	Provide assistance to the QM department for the receipt and dispatch of Soldiers' and entitled users' personal freight/goods, in accordance with the Authority supplied Military Freight Organisation (MFO) boxes.	<p>Ensure there is a supply of MFO boxes, tape and packing materials in the MFO store. Assist the Garrison QM Department with the movement of MFO Boxes to include receiving and dispatching boxes to both soldiers and couriers in the absence of the MFO Clerk.</p>	<p>Included in 5.2.1.</p> <p>Average of 20 to 30 boxes per week to include receiving in and dispatching via the Authority Contractor both Initial Trade Training boxes and permanent staff.</p>	<p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> </ul>	Stores Management.
<b>5.3</b>	<b>Miscellaneous Stores Account (MSA) – The Service Provider shall:</b>					
5.3.1	Maintain and account for all equipment held on the MSA.	<p>Demand/receipt/issue all items of equipment in accordance with DLF. Items include, but not restricted to:</p> <ul style="list-style-type: none"> <li>• Fire extinguishers.</li> <li>• Adventure training eqpt.</li> <li>• Sports eqpt.</li> <li>• Welfare equipment; and</li> <li>• Electrical equipment.</li> </ul> <p>Prior to issue, check the serviceability of all fire extinguishers held on account and where appropriate,</p>	<p>228 days per annum.</p> <p>Approximate annual transactions x 15,000</p>	<p>Management snap checks.</p> <p>Mandated Policy Inspections</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	Stores Management.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		conduct maintenance as acquired or exchanged in accordance with Authority policy and guidance.  As per fire guidance, liability remains with the Authority and HoE (Head of Establishment) and not the Contractor.				
5.3.2	Demand, account for and issue Operational Ration Packs (ORP).	Operational Ration Packs (ORP) are to be ordered stored and accounted for in accordance with relevant JSP and issued in accordance with the DLF. ORP is to be demanded and issued on the production of a final nominal roll and exercise administration instruction. Once issued all relevant paperwork (Army form 7764, Exercise feeding plan and nominal roll Army form 7767 and MJDI issue voucher) to be submitted to the Private Sector Liaison Officer (PSLO).  Post exercise, surplus unopened ORP boxes are to be returned to stores and brought back to account.	Included in 5.3.1.  Approx. numbers 8000 per annum, AFVSR & RACTR	Management snap checks. Mandated Policy Inspections, as per DLF.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> </ul>	Stores Management.
5.3.3	Carry Out the annual servicing of all fire extinguishers across the Garrison on a rolling basis.	Carry out the annual servicing and extended servicing of fire extinguishers across the Garrison in accordance with the manufacturer's instructions in the service manual.  Types of extinguisher held. <ul style="list-style-type: none"> <li>• 2kg CO2</li> <li>• 5kg CO2</li> <li>• 90L foam</li> <li>• 6L Firemark Foam</li> <li>• 6L Firemark Water</li> <li>• 6L Firemark Dry Powder</li> <li>• Wet chemical</li> <li>• 9L Chubb Foam</li> <li>• 9L Chubb Water</li> <li>• 9L Chubb Dry Powder</li> </ul> No fire extinguisher to be more than 1 month past its due service date.  As per the fire guidance, liability for fire prevention/serviceability of firefighting equipment remains with the Authority and HOE (Head of Establishment) and not the Contractor.	Included in 5.1, 5.2, 5.3  List of extinguishers held in Ref. K.  Task to be completed within the allocated resources of QM Stores/GST line items, approximately 50 days per annum  The Garrison has a mixture of both Chubb and Firemark extinguishers on site as new Authority supplier for extinguishers is Firemark. Chubb extinguisher will remain until they are no longer serviceable and are replaced with	Management Snap Checks. Customer Observations Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Stores Management.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
			new firemark appliances			
<b>5.4</b>	<b>Fuel and Lubricants Services – The Service Provider shall:</b>					
5.4.1	Act as the operating authority on behalf of the Authority for all Garrison Military Fuel Installation (MTFI) and Petroleum Oil & Lubricants (POL) stores. This includes the management, demanding, storage, recording and distribution of fuel and lubricants.	<p>The Service Provider shall deliver tasks including ordering, storing, issuing, accounting and disposal of Fuel Lubricants and Associated Products (FLAP) items. This is a separate account solely managed by the MT Department but assured by QM(T).</p> <p>Delegation letter will be issued to Service Provider from Head of Establishment delegating responsibility but not Liability to the FLAP Manager.</p> <p>Comply with DLF and JSP 317 on all matters relating to FLAP handling stock checks, audits, returns and accounting as per DLF.</p> <ul style="list-style-type: none"> <li>• Dispense FLAP as required.</li> <li>• Stock and supply all necessary oils and lubricants.</li> <li>• To include all issues as per Control of Substances Hazardous to Health (COSHH) Regulations.</li> <li>• Supply monthly fuel order information to ARMCEN Budget Office; and</li> <li>• Correlate and submit annual fuel bids.</li> </ul> <p>No incidents of failure to provide the Service. Maintain required records with accurately recorded data, to be with the Authority within 10 Working Days of the end of each calendar month. Not more than 1 validated customer complaint per quarter.</p>	228 days per annum.	<p>Management check in accordance with the DLF.</p> <p>Mandated Policy Inspections as per DLF.</p> <p>Customer Observation Reports.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Stores Management.</li> <li>• Transportation (non-trg) Srvcs.</li> </ul>
5.4.2	Comply with Authority and Garrison orders on all matters relating to F&L stock checks, audits and returns.	Comply with DLF and JSP 317 on all matters relating to F&L handling and accounting and as per Equipment Care Directive (ECD).	Included in 5.4.1.	<p>Management check in accordance with the ECD.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Stores Management.</li> <li>• Transportation (non-trg) Srvcs.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
5.4.3	Manage the provision of collection and disposal points for all waste oils, coolant and associated products (oil/fuel filters, oily rags/spill pads and empty containers).	<p>Manage the provision of collection and disposal points for all waste oils and coolant. All waste oil and associated products regularly disposed of through licensed bodies via the Authority.</p> <p>Examples of key tasks include:</p> <ul style="list-style-type: none"> <li>Daily monitoring of vehicle waste bins in designated disposal points (Bovington and Lulworth).</li> <li>Reporting of non-conformances of waste disposal to the Authority (incorrect waste in bins).</li> <li>Reporting to the Authority when bins are near full and require exchanging through licenced bodies (approx. 3 per month per disposal point).</li> <li>Provide MHE assistance in exchanging pallets containing scrap metal, rubber and wood disposing in the correct skips (approx. 1 per month).</li> </ul> <p>Not more than 1 validated customer complaint per quarter.</p>	<p>Included within the provision at:</p> <p>4.1.1, 5.4.1 and 8.1.1.</p>	<p>Management checks, as required.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	Stores Management.
<b>5.5</b>	<b>Miscellaneous General Labouring Tasks – The Service Provider shall:</b>					
5.5.1	Provide general labouring support to the Garrison and maintain a register of all general labour tasks.	<p>The general labouring tasks as directed by the Garrison QM, example of which include:</p> <ul style="list-style-type: none"> <li>Centralise and deliver all furniture/equipment which requires conditioning or replacement by the accommodation stores across the Garrison.</li> <li>Remove litter and maintain the cleanliness of all areas as agreed by the Garrison QM. To include areas where the public have access such as sporting facilities, pedestrian paths, walkways, all present and proposed internal security and compound fence boundaries, roads and main thoroughfares; and</li> <li>Report any signs of vandalism or damage while carrying out all requested tasks. The labourers are to inform the QM if they observe any discrepancies.</li> </ul> <p>Provide assistance to Garrison events. Examples of key events include:</p>	<p>Bovington 912 days per annum</p> <p>Centralise and deliver furniture 150 days</p> <p>Stores collection/distribution 120 days</p> <p>Remove litter 150 days</p> <p>Ongoing task</p> <p>50 days</p>	<p>Customer Observation Reports.</p> <p>Management checks, as required</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Stores Management.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<ul style="list-style-type: none"> <li>Gathering of materials and stores.</li> <li>Construction of route/car park/safe area.</li> <li>Setting up of fire points; and</li> <li>Erecting and dismantling of tentage.</li> </ul> <p>Events include but are not restricted to:</p> <ul style="list-style-type: none"> <li>Families day.</li> <li>Garrison fete.</li> <li>Hodson horse.</li> <li>RAC boxing; and</li> <li>Garrison Bonfire night.</li> </ul>	Miscellaneous tasks as directed by Garrison QM 250 days			
5.5.2	Carry out the collection and destruction of classified waste and collect and centralise for disposal waste toner cartridges for the Garrison.	<p>Classified waste is to be collected as directed by the QM or his representative and delivered to the shredder (Store 4 in the QM's compound). Once the waste has been shredded it is to be bagged and placed in the skip for recycling.</p> <p>Waste toner cartridges to be collected as required and disposed of via QM(T).</p>	<p>Collection 50 days</p> <p>Destruction 100 days</p> <p>Collection of waste toners 50 days</p> <p>Classified waste is to be destroyed as stated in The Defence Manual of Security Volume 1 Part 1, (Protective Security), Chapter 5, Section XVI.</p>		<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Stores Management.
<b>5.6</b>	<b>SLA Accommodation Services – The Service Provider shall:</b>					
5.6.1	Provide a handover/takeover service of accommodation for all authorised personnel in Single Soldiers Living Accommodation (SLA) across the Garrison as directed by the relevant QM/RQMS.	<p>Examples of key tasks include:</p> <ul style="list-style-type: none"> <li>The issue/receipt of accommodation, and bedding, to incoming/outgoing personnel. Ensure that the store person is in attendance during each individual room handover/take-over. The accommodation is to be clean, tidy and free from unrecorded damaged.</li> <li>All loses and damages to be brought to the attention of QM Staff to initiate Recovery Action/ Barrack Damages against the SLA occupant; and</li> <li>Issue and record all keys issued to soldiers in SLA accommodation. Maintain spare keys in a</li> </ul>	<p>Allenby – 912 days per annum.</p> <p>Stanley – 684 days per annum.</p> <p>Lulworth – 456 days per annum.</p> <p>Approximate Handovers / Takeovers</p> <p>5,000 per annum Allenby</p> <p>2,000 per annum Stanley</p>		<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> </ul>	Stores Management.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>secure key press. Keep an up to date register of key issues and spares (provided by the Authority). All issues of keys to be accounted for and losses/unserviceable keys to be reported to the Authority.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	3,000 per annum Lulworth			
5.6.2	Carry out periodic checks of the SLA across the Garrison.	Accommodation to be checked for cleanliness and state of repair, all unoccupied rooms to have showers and taps run once every 7 days for a minimum period of 2 minutes, report all works service requirements to the QM. Initiate recovery action with the SQMS against personnel for wilful damage to accommodation or building fabric.	<p>Included in 5.6.1.</p> <p>Block checks conducted weekly including the operation of showers and taps in unoccupied rooms once every 7 days for a minimum period of 2 minutes. Complete weekly report and send to the Deputy Supervising Officer (DSO) or RQMS in the absence of the DSO.</p>	<p>Customer Observation Reports.</p> <p>Management snap checks.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Stores Management.
5.6.3	Account for all issued stores held in the accommodation blocks after issue.	<p>Consists of mainly bedding, accommodation furniture and expendable items.</p> <p>All stores held in SLA accommodation blocks are to be physically checked by the Service Provider to ensure accommodation stores are serviceable and located in the correct location.</p> <p>10% stock check monthly, as directed by the relevant RQMS.</p>	<p>Included in 5.6.1.</p> <p>Checks are carried out quarterly.</p>	<p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	Stores Management.



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Deficient/surplus items brought to the attention of the Garrison QM within 1 day of completion of the inspection. Checks are carried out at quarterly intervals plus or minus 1 week. All checks to be error free.				
5.6.4	Operate a weekly laundry and dry-cleaning exchange across the Garrison for all SLA accommodation.	<p>Operate a weekly laundry exchange of bedding to STT students and permanent staff in SLA.</p> <p>Liaise with the soft FM provider via DSO and deal with any problems which may arise.</p> <p>Any lost, damaged or unsatisfactory service are to be dealt with by either contacting the current Soft FM provider or their sub-contractor. If an issue remains unresolved then the Service Provider should escalate this issue to the Authority/DSO. All losses and damages to be brought to the attention of QM Staff to initiate recovery action against the Laundry Contractor</p> <p>No incidents of failure to carry out weekly laundry exchange or action problems as appropriate. Not more than 1 validated customer</p>	Included in 5.6.1. As required. Approximately 75,000 items laundry items annually. Laundry is collected/delivered by Service Provider weekly through the HESTIA soft FM contractor.	Customer Observation Reports. Management snap checks.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Stores Management.
5.6.5	Carry out carpet shampooing across Garrison when the SLA is vacant.	<p>Shampoo carpets in rooms across the Garrison SLA as directed by the QM or his representative.</p> <p>Cleaning completed within 1 week of the order being placed. Not more than 1 validated customer complaint per month.</p>	Included in 5.6.1. As required. Approximately 400 cleans per annum carpeted area of SLA room is 25m <sup>3</sup> .	Customer Observation Reports. Management snap checks.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	Stores Management.
<b>5.7</b>	<b>Building Custodian – The Service Provider shall:</b>					
5.7.1	<p>Carry out the duties of the building custodian in:</p> <ul style="list-style-type: none"> <li>MSA store.</li> <li>Carpenters workshop.</li> <li>Clothing store.</li> <li>Store 4 MFO store.</li> <li>Stanley SQMS building and associated stores.</li> <li>O'Sullivan club.</li> </ul>	<p>To include but not restricted to:</p> <ul style="list-style-type: none"> <li>Maintaining fire diaries.</li> <li>Fire alarm checks.</li> <li>Facilitate requests for unforeseen maintenance via DIO helpdesk.</li> <li>Submit weekly cleaning returns.</li> <li>Maintain notice boards.</li> <li>Energy conservation.</li> <li>HS&amp;EP representative; and</li> </ul>	<p>228 days per annum.</p> <p>As per the Garrison Standing Orders for the building custodians.</p>	Customer Observation Reports. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	Stores Management.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
	<ul style="list-style-type: none"> <li>Accommodation blocks under the control of the Service Provider.</li> </ul>	<ul style="list-style-type: none"> <li>Control the issue of consumables i.e. toilet rolls, hand towels etc.</li> </ul> <p>As per the Authority provided terms of reference for the building custodians.</p> <p>As per fire guidance, liability remains with the Authority and HOE (Head of Establishment) and not the Service Provider)</p>				
5.7.2	Carry out periodic checks of all items on charge including building fabric and fittings.	<p>Checked for cleanliness and state of repair of equipment/building fabric. Report/monitor all works service requirements/repairs the QM or his representative.</p> <p>All checks to be carried out accurately and at least at 25-day intervals but not more than 35-day intervals</p>	Included in 5.7.1.	Management snap checks.	<ul style="list-style-type: none"> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	Stores Management.
<b>5.8</b>	<b>Carpentry Service – The Service Provider shall:</b>					
5.8.1	Provide a carpentry and support service for the Garrison.	<p>Resource(s) used to deliver this service must be suitably qualified and experienced, e.g. completed a time served apprenticeship, or equivalent qualification.</p> <p>Carry out carpentry tasks and repairs as requested via the job card and Garrison QM. Example key tasks include:</p> <ul style="list-style-type: none"> <li>SLA fixtures and fittings.</li> <li>Replace, repair curtain rails.</li> <li>ARMCEN self-help projects and installations.</li> <li>Carry out basic DIY repairs on buildings and infrastructure.</li> <li>Assembly of 25m range targets (Pre-cut backings procured by the Authority).</li> <li>Models and training aids.</li> <li>Hang notice boards/pictures etc; and</li> <li>Minor repairs to furniture.</li> </ul> <p>The Asbestos register is to be checked (copies held by the hard FM Contractor) before any drilling or similar task is undertaken.</p>	<p>456 days service per annum to cover both Bovington and Lulworth.</p> <p>Approximate and historical numbers:</p> <p>SLA furniture repairs 40 days</p> <p>Curtain rails 15 days</p> <p>Installations 90 days</p> <p>DIY repairs 40</p> <p>Targetry 25 days</p> <p>Training Aids 130 days</p> <p>Noticeboards 30 days</p> <p>Furniture repairs 40 days</p> <p>Miscellaneous work requests 50 days</p>	<p>Customer Observation Reports.</p> <p>Management snap checks.</p>	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Customer Observation Reports.</li> </ul>	Stores Management.

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		<p>All work carried out with not more than 5% rework. Rework performed error free and completed within 2 days.</p> <p>A list of Authority provided GFA can be found in Schedule 13 to the ASC contract number 701434377.</p>				
<b>5.9</b>	<b>Model Making and Repairs – The Service Provider shall:</b>					
5.9.1	Provide model making and repair service and support to the wider Garrison	<p>Priority tasks, as directed by the Garrison QM are.</p> <ul style="list-style-type: none"> <li>• Production of ARMCEN models and training aids.</li> <li>• Other ARMCEN fabrication tasks.</li> <li>• Wider Garrison support.</li> </ul> <p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Manufacture as requested cutaways, mock-ups or mechanical/electrical training aids.</li> <li>• Produce, repair, maintain and move as necessary, all models in AFVSR using available tools, equipment, components. Reclamation of components from out of date or unserviceable parts can be obtained through QM(T). Assistance from third party Service Provision Transformation Contract for electrical and hydraulic expertise.</li> <li>• Record all requests for repair or the manufacture of models. Details of requests to include name of originator, type of model and duration of task.</li> <li>• To carry out fabrication and metalwork tasks in support of the carpenters, to produce training aids.</li> <li>• Assist the Authority with the production of Authority owned risk assessments for all models in the AFV Technical Training School.</li> <li>• Provide support to the wider Garrison.</li> </ul>	<p>228 days service per annum.</p> <p>There are approximately 200 models ranging from cut away vehicles to track pads throughout the AFVSR schools, VIS and departments. Models can either be non-functioning visual aids; or hand, electric or hydraulic powered functioning models.</p> <ul style="list-style-type: none"> <li>• Repairs to existing Models 10 days</li> <li>• Manufacture of new models 170 days</li> <li>• Risk assessments 5 days</li> <li>• Assistance to Carpenters 20 days</li> <li>• Wider Garrison assistance 23 days</li> </ul>	Continual assessment by the Authority.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> </ul>	Stores Management.

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		A list of Authority provided GFA can be found in Schedule 13 to the ASC contract number 701434377.				
<b>5.10</b>	<b>Signwriting – The Service Provider shall:</b>					
5.10.1	Carry out all signwriting, gilding and associated tasks, as required across the Garrison as authorised by Garrison QM or his representative.	<p>Priority of signs to be prepared shall generally be in the following order:</p> <p><b>Camp Signs</b></p> <ul style="list-style-type: none"> <li>• Building Nos, Titles, Traffic signs, Security, Fire and Water, Door Nos, Door plates, Stores.</li> <li>• Laser signs, Washdown, Gas storage areas, Welding, No smoking, Petrol, Oil and Lubricant (POL) etc; and</li> <li>• Ammunition compound signs.</li> </ul> <p><b>Vehicle Signs</b></p> <ul style="list-style-type: none"> <li>• Display vehicle sign board.</li> </ul> <p><b>Training Aids</b></p> <ul style="list-style-type: none"> <li>• Direction signs Info boards.</li> </ul> <p><b>Equipment Displays</b></p> <ul style="list-style-type: none"> <li>• Panorama boards, Sight boards, Ammunition markings.</li> <li>• Equipment displays.</li> <li>• Name boards, History boards.</li> <li>• Calligraphy in Officers Mess and Sgts Mess visitor books; and</li> <li>• Engraving/etching on brass, copper, steel/glass.</li> </ul> <p>No incidents of failure to perform tasks when requested. All work carried out with not more than 5% rework. Rework performed error free and completed within 2 days.</p> <p>A list of Authority provided GFA can be found in Schedule 13 to the ASC contract number 701434377.</p>	<p>138 days service per annum.</p> <p>Production of signs 100 days</p> <p>Reclamation/preparation work 38 days</p>	Customer Observation Reports. Management snap checks.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> </ul>	Stores Management.
<b>5.11</b>	<b>Ammunition Accounting Requirements – The Service Provider shall:</b>					

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5.11.1	Provide SQEP to deliver an ammunition accounting service.	Service Provider resource(s) used to deliver the services in section 5.11 are required to have successfully completed the relevant Authority provided courses as per the SQEP document at Ref. A, in accordance with relevant policies, standards and instructions.	228 days per annum.	Monthly and quarterly review meeting.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.11.2	Provide, maintain and account for all items of ammunition and containers held (to various entitlement levels), and in accordance with relevant JSPs. All demands for ammunition to be signed by QM Garrison/RQMS (L).	Manage the ARMCEN ammunition account within the Garrison as directed by the Garrison QM.	Included in 5.11.1.  Approximate No. of transactions per annum: Demands x 600 Receipts x 550	Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.11.3	Prepare the required documentation for explosive and ammunition stock checks.	Complete all documentation for explosive and ammunition stock checks. Documents must be error free and completed as required.	Included in 5.11.1.  Explosive check (sensitive nature) weekly. 100% ammunition stock check monthly. Annual inspection.	Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.11.4	Prepare the ammunition account for the annual ammunition Inspection and LSA&I.	Prepare for the annual Explosive Ordinance Detachment (EOD) inspection and the annual LSA&I.  Minimum standard required for inspections is a "satisfactory" grading as per the DLF.	Included in 5.11.1.  Annually.	Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.11.5	Resolve supply problems with Unit Ammunition Management System (UAMS) and/or RQMS / Supply Manager.	As required.	Included in 5.11.1.  Approximate No. of transactions to each Agency 60 per annum.	Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
					<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> </ul>	
5.11.6	Liaise with the Authority to determine the forecast of ammunition requirements and ensure demands are placed in a timely manner.	Determine the forecast of ammunition requirements to meet the needs of Gunnery training. Ideal forecast period is for 3 months ahead.	Included in 5.11.1.	Management snap checks. Customer Observation Reports.	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ammunition Support.</li> <li>Stores Management.</li> </ul>
5.11.7	Arrange transport for backload of salvage returns using separate Authority provider.	Arrange transport for backload of salvage returns as required to meet ARMCEN needs.	Included in 5.11.1.  Approximately 40 transactions per annum.	Customer Observation Reports.	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ammunition Support.</li> <li>Stores Management.</li> </ul>
5.11.8	Maintain a record of all ammunition requests.	Maintain a record of all ammunition requests by type, for all ARMCEN units, and other authorised users including maintaining a working stock of ammunition accounting stationery.	Included in 5.11.1.  Ongoing.	Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ammunition Support.</li> <li>Stores Management.</li> </ul>
5.11.9	Conduct formal ammunition handovers.	On change of ammunition accountant, a formal handover is to be conducted and a handover certificate submitted to the QM by the Service Provider.	Included in 5.11.1.  As required on change of ammunition accountant.	Management check as required. JSP 440. DLF.	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ammunition Support.</li> <li>Stores Management.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
<b>5.12</b>	<b>Ammunition Store Requirements – The Service Provider shall:</b>					
5.12.1	Provide SQEP to deliver an ammunition store service.	<p>Service Provider resource(s) used to deliver the services in section 5. 12 are required to have successfully completed the relevant Authority provided courses as per the SQEP document at Ref. A, in accordance with relevant policies, standards and instructions.</p> <p>Ammunition storekeeper(s) are to have completed Unit Ammunition storekeeper course or base ammunition duties course, be in possession of the Authorised Representative (Road) qualification and be MHE qualified.</p> <p>Ammunition compound supervisor (Senior store person) is to hold a current First Aid at work qualification.</p>	912 days per annum. 24 days for planned weekend firing (included in the 912 days above)	Management checks as required. Monthly, quarterly and annual Contract review meeting.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.12.2	Carry out the duties of Ammunition Storekeeper.	<p>In accordance with the Service Provider roster and policy documents. Example key tasks include the opening and securing of ammunition compound, handling of ammunition in storage.</p> <p>There must be a minimum of two personnel for any activity to commence within the ammunition compound.</p>	<p>Included in 5.12.1.</p> <p>Normal opening hours of the ammunition compound: 07:30 -16:30 Mon – Thurs, and –7:30 - 13:30 Fri.</p>	<p>Mandated Policy Inspections and LSA&amp;I.</p> <p>Management snap checks.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.12.3	Provide a duty storekeeper service for out of hours issue/receipt of ammunition in accordance.	<p>Although daytime firing usually commences at 09:30, ammunition is issued from 07:30.</p> <p>There is an additional requirement to issue and receive ammunition out of hours (OOH) to allow for traveling time to ranges outside the Garrison footprint, example areas include Warminster, Chickerell and Bulford.</p>	<p>Included in 5.12.1.</p> <p>Routine: 6 hours per evening Tue and Thurs. and 6 x weekend firing Sat and Sun. Early opening is required at 06:45 approximately 50 times per annum.</p>	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.12.4	Provide ammunition stores support service.	Involves daily user checks and user before use checks of Mechanical Handling Equipment (MHE) and Ammunition compound Infrastructure.	<p>Included in 5.12.1.</p> <p>20 days per annum.</p>	Mandated Policy Inspections – EOD, LEA and LSA&I.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>

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				Management snap checks.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> </ul>	
5.12.5	Perform all necessary ammunition and explosive checks.	Assist the ARMCEN or duty personnel in all stock checks of ammunition and explosives.	<p>Included in 5.12.1.</p> <p>Approximately 100 different natures/items held. Approx. 80 days per annum.</p>	<p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.12.6	Prepare the ammunition compound, storage facilities and ammunition stocks for the annual ammunition inspection.	<p>Prepare for the annual EOD inspection and the annual LSA&amp;I.</p> <p>Minimum standard required for inspections is a "satisfactory" grading.</p>	<p>Included in 5.12.1.</p> <p>Annually.</p>	EOD and LSA&I.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.12.7	Assist ATWO on range demolition tasks, supply ATWO demolition stores when required.	<p>Assist the ATWO to conduct the safe disposal of ammunition; the return and segregation of damaged ammunition to the compound, disposal and destruction of unexploded ammunition and misfires that occur on the ranges.</p> <p>Supply ATWO demolition stores when required.</p> <p>In accordance with DLF (Ammunition), Ammunition and Explosives Regulations (AERs) and relevant JSP's.</p>	<p>Included in 5.12.1.</p> <p>As required</p>	<p>Customer Observation Reports.</p> <p>Management check as required.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.12.8	Assist ATWO with amnesty box tasks.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Accompanying the ATWO as required when emptying Garrison amnesty boxes.</li> <li>• Completing all dangerous goods paperwork required.</li> <li>• Packaging ammunition recovered from amnesty boxes; and</li> </ul>	<p>Included in 5.12.1.</p> <p>As required</p>	Management snap checks.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>



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		<ul style="list-style-type: none"> <li>To empty amnesty boxes as directed by the Garrison QM, RQMS in the ATWO's absence.</li> </ul>				
5.12.9	Check all infrastructure within the ammunition compound, recording any faults in the Potential Explosive Site (PES) Log and report them to the ATWO and Garrison QM/RQMS Lulworth.	<p>All structural defects and damage to be reported to the ATWO and Garrison QM/RQMS, all records maintained and follow up action taken.</p> <p>The Ammunition Compound consists of:</p> <ul style="list-style-type: none"> <li>1 x Control office.</li> <li>1 x Reception office.</li> <li>1 x Rest room.</li> <li>1 x MHE garage.</li> <li>1 x Returned empties group.</li> <li>11 x Explosives store houses and associated infrastructure.</li> </ul>	<p>Included in 5.12.1.</p> <p>40 days per annum.</p>	<p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ammunition Support.</li> <li>Stores Management.</li> </ul>
5.12.10	Report all Free from Explosives (FFE) violations and unusual occurrences to the ATWO. .	<p>Examples include:</p> <ul style="list-style-type: none"> <li>FFE violations.</li> <li>Suspicious activity as detailed by Ammunition and Explosives Regulations (A&amp;ERs).</li> </ul> <p>All violations reported to the ATWO by compound supervisor.</p>	<p>Included in 5.12.1.</p> <p>As required.</p>	<p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ammunition Support.</li> <li>Stores Management.</li> </ul>
<b>5.13</b>	<b>Safety and Security – The Service Provider shall:</b>					
5.13.1	Provide maintenance of internal security of the ammunition compound, including all visitors.	<p>Example key services to include:</p> <ul style="list-style-type: none"> <li>Booking in/out all visitors on arrival/departure and ID cards checked. Service Provider to escort at all times.</li> <li>Ensure compound access is secure at all times (access gate and stores to be locked); and</li> <li>Ensure no contraband is brought into the compound. Where contraband is held, to be secured in lockers.</li> </ul> <p>Arrange for all ammunition compound security key turnovers at prescribed intervals rotating the keys to ensure even key wear in accordance with JSP440 as directed by Lulworth RQMS.</p>	<p>Included in 5.12.1.</p> <p>50 days per annum.</p> <p>70 locks: 3 sets of keys per lock. 1 key set in use. 1 key set in secure storage with Unit Security Officer, 1 key set held by RQMS Lulworth.</p>	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p> <p>JSP440.</p>	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ammunition Support.</li> <li>Stores Management.</li> </ul>

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5.13.2	Initiate callout of Ammunition Technician Warrant Officer (ATWO) in the event of an ammunition incident. Or 11 EOD personnel in absence of local / ATWO due to leave, sickness or courses, and in silent hours for night firing practice.	The ATWO is contactable via the mobile number held in the Compound.  The ATWO / 11 EOD should be contacted as soon as reasonably practicable.	Included in 5.12.1.  By day and night, during weekend firing periods and when required. Approximately 12 incidents per annum.	Mandated policy.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
5.13.3	Conduct regular inspections and maintenance of compound fire fighting facilities, and regular training of all staff.	<p>In accordance with Army fire regulations and Garrison orders. Full training on equipment and procedures annually (and on appointment of new staff).</p> <p>Maintain fire diary including Explosive Store House (ESH) alarm checks.</p> <p>All unserviceable fire equipment is to be reported and exchanged via the Garrison QM Dept.</p> <p>Submit daily reports. Examples include providing quantities and type (Net Explosive Quantity (NEQ)) list to Guardroom for emergency services should an incident occur.</p>	<p>Included in 5.12.1.</p> <p>45 days per annum.</p>	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>
<b>5.14</b>	<b>Storage and Distribution – The Service Provider shall:</b>					
5.14.1	Control issue, distribute, receipt and storage of ammunition and explosives.	<p>Deliver, issue store and receipt ammunition for all entitled users and maintain procedures for ammunition movement.</p> <p>Examples key tasks include:</p> <ul style="list-style-type: none"> <li>• External receipts and issues.</li> <li>• Internal receipts and issues.</li> <li>• Issues to and from visiting units.</li> <li>• Garrison lodger unit owned ammunition.</li> <li>• Maintain procedures for ammunition movement.</li> <li>• Store and receipt ammunition for all entitled users</li> </ul>	<p>Included in 5.12.1.</p> <p>Daily task. As directed by Authority Garrison QM and/or in response to instructions from authorised personnel.</p> <p>Issues and receipts 150 days Stocktaking 100 days. Dangerous goods Paperwork 70 days.</p>	<p>Management snap checks.</p> <p>Mandated Policy Inspections</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Ammunition Support.</li> <li>• Stores Management.</li> </ul>

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		<ul style="list-style-type: none"> <li>Supervise the correct maintenance, storage and handling of all ammunition and explosives within the compound.</li> <li>Deliver and collect ammunition to and from firing points within Lulworth Camp (Bindon and St Andrews) and external locations, primarily Heath, Tyneham and Bovington ranges. As directed by the Authority.</li> <li>All unexpended ammunition, containers and salvage collected after cessation of firing.</li> <li>Ammunition to be delivered on time to allow unboxing prior to commencement of firing.</li> <li>Load/unload ammunition received or issued to/from external depots.</li> <li>Conduct the duties of an Authorised Representative (Road) for all ARMEN Ammunition moves including completion of dangerous goods paperwork.</li> <li>Conduct and follow FFE procedures.</li> </ul>				
<b>5.15</b>	<b>Salvage, Containers and Brass – The Service Provider shall:</b>					
5.15.1	Provide salvage and returns service for ammunition compound	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>Conduct the return and examination of unfired ammunition, empty containers and salvage from ranges. All salvage to be weighed and brought to account.</li> </ul> <p>Prepare empty ammunition containers for return to service source. All markings and hazard labels to be obliterated prior to palletisation and banding.</p> <ul style="list-style-type: none"> <li>Authorise by signature each Authority form (MoD F2257) certificate for containers and salvage prior to disposal.</li> <li>Conduct the disposal of ammunition salvage, containers and fired brass. All transactions to be incident free with no Free from Explosives (FFE) violations attributable to Service Provider.</li> </ul>	<p>Included in 5.12.1.</p> <p>Brass/salvage 160 days per annum.</p> <p>Assistance to outside units, approximately 100 days per annum.</p>		<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ammunition Support.</li> <li>Stores Management.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<ul style="list-style-type: none"> <li>Prepare and load ammunition salvage for disposal as directed by the Authority. All transactions to be incident free with no FFE violations attributable to Service Provider.</li> <li>Liaise and supervise authorised Visiting units to ensure correct storage and return of used and unused ammunition, salvage and brass. Visiting units are responsible for their own ammunition account and FFE inspection. Whole consignment FFE (AF G8228) to be completed by authorised personnel.</li> </ul>				
<b>5.16</b>	<b>Miscellaneous Requirements – The Service Provider shall:</b>					
5.16.1	Carry out the duties of building custodian for the ammunition compound	<p>As per the building custodian roles and responsibilities guidance, example key tasks include:</p> <ul style="list-style-type: none"> <li>Account for and maintain all items of GFA and equipment in the compound.</li> <li>Account for all firefighting and accommodation equipment as recorded by MJDI, in accordance with relevant policies, standards and procedures. Lost or damaged should be declared on MJDI returns, with a conditioning board being carried out by the QM.</li> <li>Report on the standard of accommodation cleaning of the control office.</li> <li>Carry out duties of fuel and light warden for the ammunition compound for fuel and light economy.</li> </ul> <p>As per the Authority provided terms of reference for the building custodians.</p>	<p>Included in 5.12.1.</p> <p>90 days per annum.</p>	<p>Customer Observation Reports.</p> <p>Management checks.</p> <p>Mandated Policy DLF Inspections</p>	<ul style="list-style-type: none"> <li>SQEP Personnel.</li> <li>Audit Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Ammunition Support.</li> <li>Stores Management.</li> </ul>

*Table 7: Stores Management - General Requirements*

## SECTION 6 – PHYSICAL TRAINING INSTRUCTION AND GYM SERVICES

### Section Overview

87. Section 6 covers the requirements for Physical Training Instruction (PTI) and Gym services to Bovington Garrison.

### Scope of Work

88. Working under the supervision of the Garrison Quartermaster Sergeant Instructor (QMSI) Service Provider PTIs are required to work alongside the Military PTIs, under the direction of the Garrison QMSI, to meet the total PTI demands of ARMCEN. A pool supervisor and lifeguards are also required.

89. From the Vesting Date and for the Contract Term (unless stated otherwise), the Service Provider shall provide Infrastructure Support Services as specified in this SOR. At a high-level, this includes:

- a. Physical Training Instructor (PTI) services.
- b. Gymnasium equipment monitoring and reporting; and
- c. Swimming pool supervision and instruction.

### Additional Background Information

### Hours of Operation

90. The opening hours for the gymnasium at Bovington are as follows:

- a. Mon –Thurs - 07:00 – 21:00. Lessons finish at 18:00, but the gymnasium is required to be staffed and supervised by one PTI between 18:00 – 21:00.
- b. Fri - 07:00 – 14:00.
- c. Sat/Sun - 09:00 – 12:00.

91. The opening hours for the swimming pool at Bovington are as follow:

- a. Mon – Thurs - 07:00 – 21:00.
- b. Fri - 07:00 – 14:00.

c. Sat/Sat - 09:00 – 12:00.

92. Due to the opening hours, both Authority and Service Provider resources will be expected to work shift patterns (early and late). The rota will be agreed with the QMSI, PTIs will not be expected to exceed more than 40 hours per week and the pool supervisor is not expected to exceed 42 hours per week. The strength and conditioning centre at Allenby Barracks and the Lulworth Gym will be swipe card system entry and will not require duty personnel.

93. Physical Training is divided into lessons of 50 minutes and will be split between the Authority and Service Provider PTI resources.

### Physical Training and Gym Services Requirements

94. Table 8 outlines the service requirements for Physical Training and Gym Services.

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
<b>6.1</b>	<b>Gymnasium, Sports and Physical Training Support – The Service Provider shall:</b>					
6.1.1	Ensure delivery of PTI services, as directed by the Authority.	<p>Tasks include but are not restricted to instruction in Physical Training and supervision of the Gymnasium.</p> <p>Provide support and assistance to Garrison sporting events and competitions, such as Hodson's horse, Commanders cup and Corps competitions.</p> <p>Examples of training includes:</p> <ul style="list-style-type: none"> <li>• ITT training.</li> <li>• STT training; and</li> <li>• Student &amp; perm staff military testing.</li> </ul> <p>Locations for delivery:</p> <ul style="list-style-type: none"> <li>• Stanley Bks Gym SB31.</li> <li>• Lulworth Camp Gym LU112; and</li> <li>• Allenby Bks strengthening &amp; conditioning centre BV15.</li> </ul>	<p>1140 days per annum (5 x 228 days)</p> <p>The current output standard directed by the Authority. ITT - 450 days per annum— STT - 300 days per annum</p> <p>Student &amp; perm staff military testing 65 days per annum</p> <p>Lulworth Gym - 350 days per annum</p> <p>Allenby Gym - 228 days per annum</p>	Management snap checks.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Physical Trg Sp.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
6.1.2	To provide suitably qualified personnel to deliver PTI services and relevant first aid if required.	<p>All Service Provider employees to maintain their skills &amp; competencies to the current recognised standards and as per the SQEP document at Ref. A.</p> <p>Gymnasium to be manned by qualified personnel throughout all opening hours.</p> <p>Training to be carried out in accordance with relevant policies, standards and instructions, including recommended Student/Instructor ratios.</p> <p>All PTIs are required to maintain a PT eLogbook in line with policy at Royal Army Physical Training Corps (RAPTC).</p> <p>All incidents to be recorded in First Aid Logbook and reported to RAPTC staff.</p>	<p>Included in 6.1.1.</p> <p>15 days staff training per annum</p>	<p>PTI eLogbook checks – by RAPTC Trg delivery Sgt and monthly by Garrison QMSI.</p> <p>Management checks, as required.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	Physical Trg Sp.
6.1.3	Assist in the production of lesson plans and Risk Assessments in response to the Physical Training Programme as directed by the Authority and as per Authority policy.	<p>Assist in the production and/or updating of lesson plans and risk assessments due to any changing needs, for example, as the training syllabus changes. Lesson plans are to include but are not restricted to.</p> <ul style="list-style-type: none"> <li>• Activity.</li> <li>• Timings.</li> <li>• Duration.</li> <li>• Location.</li> <li>• Equipment required, and</li> <li>• Any other detail needed to carry out the plan.</li> </ul> <p>The RAPTC staff will set the standard of the lesson plans required, oversee the changes, review and agree as required to complete the production of the lesson plans and risk assessments.</p>	<p>Included in 6.1.1.</p> <p>80 days per annum lesson planning.</p> <p>30 days per annum risk assessments.</p>	<p>RAPTC staff checks.</p> <p>Gym and procedures are reviewed and audited annually by an external third party.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Physical Trg Sp.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
6.1.4	Provide support to Primary Care Rehabilitation Facility (PCRF) by delivering reconditioning training.	Delivery of reconditioning training in accordance with the plan, provided by the Authority RAPTC staff/on-site Physio.	Included in 6.1.1.  104 days per annum.	RAPTC staff/PSLO monthly checks via the Contractor Management Database (CMD).	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	Physical Trg Sp.
6.1.5	Monitor the serviceability of gym equipment (actual servicing shall be completed via a different Authority Contract).	Monitor serviceability and cleanliness of all equipment and report any faults to the RAPTC staff.  Carry out management checks in line with RAPTC staff direction and Equipment Care Directive (ECD). Report any faults to the RAPTC staff.	Included in 6.1.1.  A list of major items held is in Ref. L.  30 days per annum.	RAPTC staff checks.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	Physical Trg Sp.
<b>6.2</b>	<b>Swimming Pool Services – The Service Provider shall:</b>					
6.2.1	Supervise the use of the swimming pool.	<p>Administer all aspects required for the maintenance and supervision of the military swimming pool, as required by the Authority and requested by the swimming pool manager (RAPTC staff).</p> <p>Tasks include but are not restricted to:</p> <ul style="list-style-type: none"> <li>• Training and administration of the lifeguards.</li> <li>• Ensuring the pool environment is maintained to the correct standards and reporting defects to the QMSI.</li> </ul> <p>All staff training records and qualifications are to be held by the pool supervisor.</p>	228 days per annum.	RAPTC staff checks.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Physical Trg Sp.
6.2.2	Provide swimming pool lifeguards for life saving cover.	Staff to be qualified as per the National Pool Lifeguards Qualification.  Provision of lifesaving cover for all military & civilian using the swimming	As per swimming pool opening hours.	Customer Observation Reports.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> </ul>	Physical Trg Sp.



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>pool for military training, pre-booked groups, clubs and local schools. Swimming pool to be staffed by qualified lifeguards throughout all opening hours.</p> <p>2 Lifeguards to be present at all times when pool is being used Mon – Fri and 3 on Sat – Sun (Duty PTI provides third cover Mon - Fri).</p> <p>No incidents of swimming pool left unattended when swimmers are present in the immediate area.</p>		Management checks, as required.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	
6.2.3	Provide swimming instruction.	Instruction will be required to teach service personnel to the standard of passing their military swimming test advising the RAPTC of the result.	<p>Included in 6.1.1.</p> <p>ITT 50 days per annum.</p> <p>STT &amp; Perm Staff 90 days per annum.</p>	RAPTC staff checks.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Physical Trg Sp.

*Table 8: Physical Training and Gym Services Requirements*

## SECTION 7 – ARMoured FIGHTING VEHICLES - VEHICLE SUPPORT

### Section Overview

95. Section 7 covers the requirements for Armoured Fighting Vehicle (AFV) Vehicle Support. ARMCEN delivers Mounted Close Combat (MCC) Initial Trade Training (ITT) and Subsequent Trade Training (STT) to the Field Army and other Defence customers. This is achieved primarily through the use of a large and diverse armoured and non-armoured and B Vehicle Fleet, in addition to a wide array of enabling equipment. Unlike most Field Army units, ARMCEN has no organic Royal Electrical Mechanical Engineering (REME) Equipment Support (ES) capability and is reliant upon internal and contracted resources to deliver all elements of management, supply and support to its equipment. ARMCEN retains the control of the delivery of user (Level 1) ES. All Level 2 and above ES is delivered through the Defence-wide Service Provision Transformation Contract (SPTC) delivered by Babcock Defence Support Group (DSG).

### Scope of Work

96. From the Vesting Date and for the Contract Term (unless stated otherwise), the Service Provider shall ensure the provision of support to vehicles and associated equipment within Bovington Garrison to enable training, in accordance with the Equipment Care Directive (ECD). This includes the provision and documentation of maintenance, servicing and Level 1 repairs in accordance with the information contained within Equipment Managers Policy Statements (EMPS), Army Equipment Support Publications (AESPs) and all other Authority policies.

97. The Service Provider shall ensure the provision of manned vehicle support for authorised static lines, demonstrations, recruiting and trials as directed by ARMCEN.

### Additional Background Information

98. Support operations are controlled from the ARMCEN Joint Ops Cell (JOC) in Allenby Barracks. Current facilities consist of servicing bays, wash downs and garages at both Bovington and Lulworth. Current armoured vehicle holdings are detailed in Ref. G.

99. Vehicles and equipment are used principally in direct support of AFV Schools Regiment (AFVSR) and Combat (Cbt) Communication Information System (CIS) School Statement of Training Task (SOTT) training within Bovington Garrison. Support is also provided to authorised non-SOTT training activities.

100. Specialist inspections, repairs and servicing are carried out by the Level 2 third party Service Provider for most AFVs and equipment, less certain Engineer Resources. Special to Role (STR) equipment specific to engineer AFVs is carried out by the Inspectorate of Engineer Resources (IER) Team (Army HQ). Responsibility for levels of servicing, maintenance and repair for each vehicle/equipment is defined in its associated documentation, Equipment Management Policy Statement (EMPS), Ease of Maintenance Assessment (EMA), Army Equipment Support Publications (AESPs) and all other Authority policies.

101. Vehicle fuel, lubricants and spares are provided by the Authority. Tools and equipment other than those provided with the vehicle are also provided by the Authority. Individuals are to sign for and are then responsible for the custody and safe return of all items after use.

### Hours of Operation

102. The Service is provided all year round; official Bank Holidays for England and Wales are usually observed.

- a. At Bovington normal hours of operation are Mon to Fri 07:30 – 17:00.
- b. At Lulworth normal hours of operation are Mon to Thurs 08:30 – 16:30 and Fri 07:30 – 13:30. Hours of work can be variable due to problems such as vehicle availability and to guarantee the full usage of available range time. Weekend work may occur at the discretion of the Authority to support Army Reserve and others.

103. Appropriately supervised crews are required to undertake preparatory work before commencement of vehicle deliveries/collections until normal start of work and after normal work hours until all vehicles return from tasking/recovery.

### AFV Vehicle Support Requirements

104. Table 9 outlines the service requirements for AFV Vehicle Support.

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
<b>7.1</b>	<b>Vehicle Maintenance and Inspection – The Service Provider shall:</b>					
7.1.1	Carry out daily inspection, maintenance and preparation of Authority supplied vehicles and miscellaneous equipment before, during (when applicable) and after use in the support of training delivery and other ARMCCEN activity.	<p>Prepare and deliver vehicles for hand-over to ARMCCEN school courses as per the programme of courses and takeover vehicles on completion of the course.</p> <p>Inspect, maintain and deliver Authority supplied vehicles.</p> <p>Example key tasks to include:</p> <ul style="list-style-type: none"> <li>• Opening/closing hangars at start and end of work drawing keys from guardroom.</li> <li>• Daily before and after use inspections/servicing.</li> <li>• Ensuring the vehicle interior/exterior is in a clean and tidy condition.</li> </ul>	<p>12,540 days per annum.</p> <p>As per Ref. G &amp; I vehicle holdings.</p> <p>.</p>	<p>Customer Observation Reports.</p> <p>Management Snap Checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> <li>• Vehicle Availability.</li> </ul>	Vehicle Availability.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<ul style="list-style-type: none"> <li>Physical examination of all vehicles to include vehicle fitted items as per the Authority Complete Equipment Schedule. All items must be accounted for, either with the vehicle or demanded.</li> <li>All discrepancies and replacement action are to be brought to the attention of the AM(T) or his representative before handover/takeover is complete.</li> <li>Provide maintenance cover for all lunch and other break periods.</li> </ul> <p>Procedure to be followed for both internal and external handover/takeover is documented in the ECD.</p> <p>Vehicles/equipment operative by the Service Provider require mandatory inspections and servicing as detailed in the appropriated servicing references.</p> <p>Vehicle maintenance regimes to be extracted from current Army Equipment Support Publications (AESPs).</p> <p>Vehicles to be available not later than 5 mins before time requested. Return vehicles within 1 hour scheduled completion time.</p> <p>Not more than 1 validated customer complaint per quarter.</p> <p>Crew to be not less than Commander and driver or ground guide and driver.</p>				

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
7.1.2	Maintain all Authority supplied vehicles.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Periodic maintenance.</li> <li>• Scheduled maintenance.</li> <li>• Crew task repair.</li> <li>• Demanding spares; and</li> <li>• Controlling and issuing of spares and or replacement of items/modifications for all vehicles and associated equipment.</li> </ul> <p>Quartermaster Technical (QM(T)) department is the point of contact for all demands.</p> <p>The Service Provider is to meet 100% vehicle availability having completed Level 1 tasks, excepting outstanding ES materiel.</p>	<p>Included in 7.1.1.</p> <p>As per Ref. G &amp; I vehicle holdings</p>	<p>Customer Observation Reports</p> <p>Management Snap Checks.</p> <p>Mandatory Equipment Inspections</p>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> </ul>	Vehicle Availability.
7.1.3	Prepare and conduct Level 1 inspections on Authority supplied vehicles and supplementary equipment.	<p>Prepare vehicles/equipment/supplementary equipment (including communications equipment) for all mandatory Level 1 inspections, as directed by the Authority as listed in the relevant authorised maintenance documentation.</p> <p>No incidents of vehicle or equipment failure as a result of poor or inadequate preparation and inspection at Level 1.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	<p>Included in 7.1.1.</p> <p>As per Ref. G &amp; I vehicle holdings.</p>	<p>Customer Observation Reports.</p> <p>Management Snap Checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> </ul>	Vehicle Availability.
7.1.4	Manage the provision of replacement vehicles/equipment when being used.	<p>Service Provider will be advised of vehicle/equipment problems as they occur in the event of mechanical failure, or traffic accident, and declared non-task worthy by the Level 2 third party Service Provider or when obviously unrepairable to the user. Provide the replacement vehicle/equipment within 2 hrs.</p> <p>Replacement vehicle to have correct documentation and Complete Equipment</p>	<p>Included in 7.1.1.</p>	<p>Customer Observation Reports</p>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> <li>• Audit Non-compliance.</li> </ul>	Vehicle Availability.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>Schedule (CES) items. Faults taking longer than 4 hrs to rectify, require vehicle replacement.</p> <p>All vehicle faults to be identified on completion of daily training, especially those requiring out of normal hrs replacement action, in order to prevent loss of training time.</p> <p>One replacement vehicle for every 4 vehicles of each variant (currently in Authority use) to be ready to replace those with mechanical failure or involved in traffic accident. (Ratio 1:4).</p> <p>No loss of training time or failure to perform any requirement as a result of non-availability of vehicles or equipment for Level 1 tasks. Within limitations of materiel availability, the armoured training fleet is to be 100% Level 1 available for training delivery.</p> <p>Not more than 1 validated customer complaint per quarter.</p>				
7.1.5	Breakdown support to night firing at Lulworth.	<p>Provide sufficient qualified manpower cover (including a Team Leader) for Lulworth during night firing periods in order to respond to vehicle breakdowns and co-ordinate immediate vehicle replacement action.</p> <p>All enquiries and bookings to be accurately recorded and maintained electronically by the main Customer Support Desk (CSD).</p> <p>The Service Provider is to provide cover for the following:</p> <ul style="list-style-type: none"> <li>Winter night firing: 18:00 – 23:59 (Sept to Apr inclusive).</li> </ul>	Included in 7.1.1.	Customer Observation Reports. Management Snap Checks. PSLO Audit Programme.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>Training Delivery.</li> <li>Vehicle Availability.</li> <li>SQEP Personnel.</li> </ul>	Vehicle Availability.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<ul style="list-style-type: none"> <li>Summer night firing: 21:00 – 23:59. (May to Aug inclusive).</li> </ul> <p>Night firing normally takes place on Tue and Thurs.</p> <p>No incidents of failure to provide cover. Not more than 1 validated customer complaint per quarter.</p>				
7.1.6	<p>Initiate vehicle/equipment repair action with the Level 2 third party Service Provider.</p> <p>Deliver vehicles/equipment prepared for Level 2 third party Service Provider repair action.</p>	<p>Task includes preparation of appropriate Authority repair request documentation (Form AF G8800) on behalf of the Authority.</p> <p>Crew to remain on standby to conduct Level 1 tasks as required.</p> <p>Provide crew for return of vehicle within 10 minutes of notification time.</p> <p>Whilst in the Level 2 third party Service Providers premises crews are to adhere to local HS&amp;EP policies and instructions.</p>	Included in 7.1.1.	Customer Observation Reports. Management Snap Checks.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>Vehicle Availability.</li> </ul>	Vehicle Availability.
7.1.7	Prepare and deliver vehicles to Level 2 third party Service Provider at Lulworth.	<p>Crew to remain with vehicles to conduct Level 1 tasks if required. If no Level 1 tasks required, the Level 2 third party Service Provider will notify Level 1 Service Provider of estimated completion time.</p> <p>Provide crew for return of vehicle within 10 minutes of notification time.</p> <p>Whilst in the Level 2 third party Service Provider premises crews are to adhere to local Health, Safety and Environmental Protection (HS&amp;EP) policies and instructions.</p> <p>Vehicles to be delivered 5 minutes before time requested.</p> <p>Crew to be not less than Commander and driver or ground guide and driver.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 7.1.1.	Customer Observation Reports. Management Snap Checks.	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>SQEP Personnel.</li> </ul>	Vehicle Availability.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
7.1.8	Provide a system to maintain, service and inspect all radio systems and ancillary equipment (to include all Authority vehicles as required).	<p>Maintain and service communications systems as scheduled.</p> <p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Inspections,</li> <li>• Maintenance,</li> <li>• Unit repair,</li> <li>• Demanding spares.</li> <li>• Controlling and issuing of spares; and/or</li> <li>• Replacement of items/modifications for all vehicles and associated equipment as required.</li> </ul> <p>Inspection and maintenance interval references are as per current AESPs.</p> <p>No incidents of failure of communications systems due to poor or inadequate maintenance or servicing as a result of non-availability of a suitably qualified communications technician.</p> <p>Remain on-call to attend all authorised ARMCCN scheduled training in the event of related Communications failures.</p> <p>Not more than 1 validated customer complaint per quarter. QM(T) department is the point of contact for all demands.</p> <p>Example equipment includes radios and installations (including Bowman and Active Noise Reduction (ANR)) held for vehicle use and those held in stores.</p>	Included in 7.1.1.	Customer Observation Reports. Management Snap Checks. Mandated Policy Inspections	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
7.1.9	Provide a system to inspect, monitor, charge, test and replace all batteries as required.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Inspecting.</li> <li>• Monitoring.</li> <li>• Removal.</li> <li>• Replacing.</li> </ul>	Included in 7.1.1.	Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle availability.</li> </ul>



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<ul style="list-style-type: none"> <li>• Charging.</li> <li>• Testing batteries; and</li> <li>• Completion of all associated paperwork.</li> </ul> <p>To be completed for all vehicle batteries held that require maintenance.</p> <p>No incidents of failure of batteries due to poor or inadequate maintenance or servicing.</p> <p>No more than 1 validated customer complaint per quarter.</p>				
7.1.10	Carry out initial user inspection, servicing and maintenance on receipt of all new Authority vehicles/equipment when received by ARMCEN, as directed by the QM(T) or their designated representative.	<p>Conduct initial inspection and service of vehicles/equipment within 1 working day of receipt.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 7.1.1.	Customer Observation Reports	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
7.1.11	Prepare Authority supplied vehicles/equipment prior to disposal, as directed by the QM(T).	<p>Prepare vehicles/equipment for disposal as scheduled.</p> <p>Task includes completion of all Level 1 repair, servicing, maintenance and completion of vehicle/equipment documentation within 1 working week of notification.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 7.1.1.	Management Snap Checks. Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Vehicle Availability.</li> <li>• Equipment Management.</li> <li>• SQEP Personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
7.1.12	Maintain the cosmetic appearance of Garrison plinth vehicles.	<p>Involves general tidiness and periodic painting (paint supplied by the Authority) of vehicle exterior.</p> <p>Patch paint annually, fully paint biannually.</p> <p>Replace exterior components which are damaged. Parts may be locally</p>	Included in 7.1.1. A list of plinth vehicles can be seen at Ref. M.	Customer Observation Reports. Management Snap Checks.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Vehicle Availability. (monitoring only)

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>manufactured or purchased with prior permission of the Authority.</p> <p>Currently plinth vehicles are located between Bovington and Lulworth camps.</p>				
7.1.13	Washdown vehicles immediately after use on the local training and range areas and as required to maintain cleanliness.	<p>No incidents of failure to washdown vehicles as specified.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 7.1.1.	Customer Observation Reports	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> </ul>	Vehicle Availability. (monitoring only)
7.1.14	Carry out Level 1 maintenance on engineering equipment & organise for Level 2-4 with Inspectorate of Engineer Resources (IER) teams.	<p>Example key tasks include scheduled and non-scheduled maintenance and repair of engineer equipment.</p> <p>Assist IER inspectors as required and initiate appropriate repair action.</p> <p>IER examination on all equipment is scheduled annually.</p> <p>No incidents of failure to provide engineer assistance or equipment failure as a result of poor or inadequate inspection or maintenance.</p> <p>Vehicle maintenance regimes can be extracted from current AESPs.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 7.1.1.	Customer Observation Reports Mandated Policy Inspections Management Snap Checks.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Vehicle Availability.</li> <li>• Training Delivery.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Equipment Availability.</li> <li>• Vehicle Availability.</li> </ul>
7.1.15	Record the location of, manage, inspect, maintain and control all working at height (WAH) equipment in accordance with current policy and regulation on behalf of the Authority.	<p>All WAH platforms are subject to routine inspection and maintenance as per current policy and legislation.</p> <p>Register to be maintained containing location of each WAH equipment, recorded by serial number both within the register and on the equipment including next inspection due date.</p> <p>Any items of equipment that are deemed unserviceable are to be brought to the QM</p>	Included in 7.1.1.	Customer Observation Reports. Management check in accordance with ECD. Management Snap Checks. Mandated policy inspections.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Policy Non-compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Equipment Availability.</li> <li>• Training Delivery.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>(T) dept attention, put out of use and quarantined in an area identified by the Authority.</p> <p>No incidents of equipment failure as a result of poor or inadequate maintenance and inspection.</p> <p>No incidents of failure to maintain required records.</p> <p>All data recorded accurately. No incidents of failure to produce records for audit or inspection purposes on request.</p> <p>Not more than 1 validated customer complaint per quarter.</p>				
7.1.16	Maintenance personnel are to bring to the attention of the Authority any incidents of ammunition found whilst carrying out their work, in accordance with ARMCEN Standing Orders.	<p>Vehicle maintainers are to ensure that following inspection/handover takeover vehicles are handed back accompanied with a Free from Explosives (FFE) certificate. The blank certificate will be provided by the Authority.</p> <p>No incidents of ammunition being found and not reported to the Authority for correct disposal.</p>	Included in 7.1.1.	Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Policy Non-compliance.</li> </ul>	Contract Management Activities.
7.1.17	Prepare for and provide support for Authority approved scheduled and non-scheduled inspections and audits.	<p>Example inspections will include areas such as:</p> <ul style="list-style-type: none"> <li>• Equipment care management systems.</li> <li>• Instruments and miscellaneous equipment.</li> <li>• Vehicles</li> <li>• Plant and telecommunications equipment.</li> <li>• Servicing.</li> <li>• Inspections.</li> <li>• Maintenance.</li> <li>• Fault reporting.</li> <li>• Documentation and associated registers.</li> </ul>	Included in 7.1.1.	<p>Management check in accordance with the ECD.</p> <p>Customer Observation Reports.</p> <p>Mandated Policy Inspections.</p> <p>Management snap checks.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>No incidents of failing to prepare for, assist in full and to comply with and rectify observations and recommendations within agreed Authority timescales.</p> <p>Not more than 1 validated customer complaint per quarter.</p>				
<b>7.2</b>	<b>Driver Services in Support of Training – The Service Provider shall:</b>					
7.2.1	Prepare and drive vehicles in support of ARMCEN Schools courses as required.	<p>Example key tasks to include:</p> <ul style="list-style-type: none"> <li>• Crew/Troop Commanders.</li> <li>• Troop Leaders; and</li> <li>• Young Officers Courses.</li> </ul> <p>Drivers to remain 'with the vehicles for the duration of the task which may involve closed down and night driving on roads and the Bovington Training Area (BTA).</p> <p>Service provider must be fully SQEP on platforms they are driving, in accordance with Armoured Vehicle Standing Orders.</p> <p>No incidents of non-availability of vehicles or drivers.</p> <p>Vehicles to arrive not later than 5 minutes before time requested.</p> <p>Crew to be not less than Commander and driver or ground guide and driver.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	<p>Included in 7.1.1. (Currently Level 1 maintainers also drive vehicles in support of training as a secondary task).</p> <p>To meet the current ARMCEN SOTT at Ref. E.</p> <p>Maximum drivers' hours requirement can be found at Ref. N.</p>	End of course review. Customer Observation Reports. Management check as required.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> </ul>	Training Service Delivery.
7.2.2	Provide crewman to operate Challenger 2 (CR2) turret in the gun front mode in support of the ARMCEN Initial Trade Training.	<p>Turret crewman to remain with vehicle for the duration of the task which may involve closed down driving on the BTA.</p> <p>Crewmen are to be qualified to operate equipment that they are tasked to use in support of this training. By day only and not on public roads.</p>	<p>Included in 7.1.1.</p> <p>To meet the current ARMCEN programme of courses at Ref J.</p>	End of course review. Customer Observation Reports. Management check as required. PSLO Audit Programme.	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> </ul>	Training Service Delivery.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>Requests will be submitted by the Authority at least one month in advance.</p> <p>No incidents of non-availability of Turret crewman.</p> <p>Crewman with vehicle to arrive not later than 5 minutes before time requested.</p> <p>Not more than 1 validated customer complaint per quarter.</p>				
7.2.3	Drive prepared vehicles for fire and manoeuvre exercises and return on completion of use by the Authority.	<p>Service Provider to have qualified drivers as per current fleet holdings at Ref L.</p> <p>Driver will be required to drive 'closed down' during fire and or manoeuvre exercises.</p> <p>Driver to return the vehicle (Commander provided by the Authority) on completion of use and remain with the crew until the vehicle is washed down.</p> <p>Vehicles to arrive not later than 5 minutes before time requested.</p> <p>All range safety rules, Range Wardens and Commander's orders are to be obeyed without deviation.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 7.1.1.	Customer Observation Reports. Management Snap Checks.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Training Delivery.</li> <li>• Vehicle Availability.</li> <li>• SQEP Personnel.</li> </ul>	Vehicle Availability.
7.2.4	Deliver vehicles prepared for static ranges and return on completion of use by the Authority.	<p>Service Provider to have qualified drivers as per current fleet holdings at Ref L.</p> <p>The Service Provider is to ensure qualified drivers are available for the following:</p> <ul style="list-style-type: none"> <li>• Up to 225 days.</li> <li>• 64-night firing periods per annum.</li> <li>• 6 firing weekends.</li> </ul> <p>(More than one range may operate concurrently).</p>	Included in 7.1.1.	Customer Observation Reports Management snap checks	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Training Delivery.</li> <li>• Vehicle Availability.</li> <li>• SQEP Personnel.</li> </ul>	Vehicle Availability.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>Service Provider's crew may leave the range after vehicle delivery or driver may be required to stay with the vehicle for specific demonstrations.</p> <p>Authority will notify Service Provider of estimated completion time therefore Service Provider is to provide crew for return of vehicle within 300 minutes of notification time.</p> <p>Vehicles to be delivered 5 minutes before time requested.</p> <p>Crew to be not less than Commander and driver or ground guide and driver.</p> <p>No incidents of non-availability of vehicles or drivers.</p> <p>Not more than 1 validated customer complaint per quarter.</p>				
7.2.5	Manage and operate the mobile crane provided by the Authority to support Authority approved training and other authorised Garrison administrative tasks.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Preparation of bridges and equipment for annual inspection.</li> <li>• Loading and unloading of bridge from the Tank Bridge Transporter (TBT).</li> <li>• Crane support as requested.</li> <li>• Prepare and refurbish ground for exercises.</li> <li>• Provide equipment and crews for courses and exercises.</li> </ul> <p>No incidents of non-availability of vehicles or crews.</p> <p>Vehicles to arrive not later than 5 minutes before time requested. Not more than 1 validated customer complaint per quarter.</p>	<p>Included in 7.1.1.</p> <p>To meet the current SOTT at Ref. E.</p>	<p>End of course review.</p> <p>Customer Observation Reports.</p> <p>Management check as required.</p> <p>PSLO Audit Programme.</p> <p>JAMES interrogation.</p>	<ul style="list-style-type: none"> <li>• SQEP Personnel.</li> <li>• Customer Observation Reports.</li> </ul>	Training Service Delivery.
<b>7.3</b>	<b>Miscellaneous Requirements – The Service Provider shall:</b>					

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
7.3.1	Ensure CES vehicle fitted items and all Equipment Entitlement (EE) items less those held in the QM(T) tool stores are in a serviceable condition and accounted for.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>Physical examination of all vehicle fitted items as per CES scale of issue and EE register.</li> <li>Replacement action to be taken for all unserviceable items.</li> <li>All discrepancies and replacement action are to be brought to the attention of the QM(T) at the earliest opportunity</li> </ul> <p>Not more than 1 validated customer complaint per quarter.</p> <p>Check and identify all vehicle for items that are not on signature to the Authority.</p>	Included in 7.1.1.	<p>Management check in accordance with the ECD.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p> <p>Customer Observation Reports.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>Equipment Availability.</li> <li>Vehicle Availability.</li> </ul>
7.3.2	Maintain, inspect and prepare lifting and recovery equipment for mandatory inspections.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>Periodic maintenance.</li> <li>Scheduled maintenance.</li> <li>Crew task repair.</li> <li>Demanding spares; and</li> <li>Controlling and issuing of spares and or replacement of items/modifications for all vehicles and associated equipment.</li> </ul> <p>Crew task assistance during inspections will be required.</p> <p>Task includes preparation of appropriate Authority repair request documentation (Form AF G8800) on behalf of the Authority.</p> <p>No incidents of equipment failure as a result of poor or inadequate maintenance and inspection.</p> <p>No incidents of failure of lifting or recovery equipment due to poor or inadequate maintenance or servicing as a result of non-availability of a suitably qualified technician.</p>	Included in 7.1.1.	<p>Management check in accordance with the ECD</p> <p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>Audit Non-compliance.</li> <li>Vehicle Availability.</li> <li>SQEP Personnel.</li> </ul>	<ul style="list-style-type: none"> <li>Equipment Availability.</li> <li>Vehicle Availability.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		No more than 1 validated customer complaint per quarter.				
7.3.3	Provide authorised representative to attend vehicle allocation and equipment care meetings.	<p>Attend daily and weekly vehicle availability meetings with the Level 2 third party Service Provider and the Authority representative.</p> <p>Service Provider's representative is to have accurate statistical information regarding vehicle availability (including vehicle fault details and numbers of days unserviceable), be able to represent Service Provider policy and have the authority to act upon vehicle matters.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 7.1.1.	Customer Observation Reports. Management check.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
7.3.4	Maintain all vehicle hangars, front of hangars and VIS areas in a clean, safe and tidy state on behalf of the Authority. Workshop floors, hangars and authorised pits are to be kept clean and free from oil/grease.	<p>All vehicle hangars, front of hangars and VIS areas are consistently clean, safe and tidy. Must comply with Health, Safety and Environmental Protection (HS&amp;EP) requirements.</p> <p>Service Provider shall carry out a managerial weekly inspection of facilities. Task to be carried out throughout the working day as required.</p> <p>No incidents of non-compliance. Not more than 1 validated customer complaint per quarter.</p>	Included in 7.1.1.	Customer Observation Reports. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Policy Non-compliance.</li> </ul>	Contract Management Activities.
<b>7.4</b>	<b>Customer Service Desk, Returns and Deliverables – The Service Provider shall:</b>					
7.4.1	Provide a main customer service facility to respond to vehicle enquiries.	<p>Management of vehicle bookings through TAFMIS for the delivery of courses.</p> <p>All bookings to be confirmed 3 weeks prior to TAFMIS resource requirement.</p> <p>Focal point for breakdown reporting.</p>	456 days per annum.	Customer Observation Reports. Management snap checks.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Vehicle Availability.



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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>Reporting of recovery requirement (urgent course breakdown) tasks within 5 minutes of receipt.</p> <p>Process Authority Form (AF G8800) or work requests for future Level 2 work.</p> <p>Review of available resource for Non-SOTT courses.</p> <p>Available 08:00 to 17:00 every day excluding weekends and public holidays.</p> <p>Focal point for vehicle related complaints and all complaints to be responded to within 24 hrs.</p> <p>Not more than 1 validated customer complaint per quarter.</p>				
7.4.2	Co-ordinate, collate, complete and distribute vehicle/equipment usage data, reports & returns as requested by the Authority.	<p>Task involves daily data entry using Authority MIS (JAMES and TAFMIS) and the distribution and updating of hard copies as required.</p> <p>Vehicle usage data to be completed without error or omission.</p> <p>Daily vehicle availability report as required by Authority data collection teams.</p> <p>No more than 1 validated customer complaint per quarter.</p>	Included in 7.4.1.	Management check. Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• CP&amp;F Obligations.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
7.4.3	With the use of the Authority MIS (JAMES), fleet manage ARMCEM vehicles for course delivery in accordance with programme of courses.	<p>Manage the training fleet against the programme of courses availability requirement which must also include a reserve of untasked course-worthy vehicle/s to cover breakdowns (at a ratio of 1:4).</p> <p>Interrogate JAMES to provide the Authority with accurate fleet data, example of data to include availability percentages, vehicle faults, repair action and scheduled servicing.</p>	Included in 7.4.1.	Customer Observation Reports. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• CP&amp;F Obligations.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>Carry out daily JAMES data cleansing activity to maintain 100% accuracy.</p> <p>No incidents of failure to produce records for audit or inspection purposes on request.</p> <p>All reports are to be approved by the Authority before distribution.</p>				
7.4.4	Maintain registers for vehicle/equipment Handover/takeover and repair action requests.	<p>All documents and data to be recorded accurately and presented to the Authority for audit and signature when required. Individual records required for each vehicle handover.</p> <p>No incidents of failure to maintain required records.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 7.4.1.	<p>Management check in accordance with the ECD</p> <p>Customer Observation Reports.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• CP&amp;F Obligations.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
7.4.5	Under the Conventional Forces Europe (CFE) Treaty, verify and submit an itemised list showing the condition and location of each treaty limited equipment during all inspections.	<p>In accordance with administration instructions for CFE Operations, submit the list to unit co-ordinating officer as soon as possible after site notification.</p> <p>For inspections outside of normal working hrs the completed annex should show overnight locations for all vehicles (including those temporarily located at Lulworth) and is to be submitted by 16:00.</p> <p>Submit completed annex in accordance with Authority policy within directed times, 100% accuracy required.</p> <p>No incidents of failure to produce record for audit or inspection purposes on request.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 7.4.1.	<p>Management check in accordance with the ECD</p> <p>Customer Observation Reports.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• CP&amp;F Obligations.</li> <li>• Policy Non-compliance</li> </ul>	Contract Management Activities.

*Table 9: AFV Vehicle Support Requirements*

## SECTION 8 – MOTOR TRANSPORT

### Section Overview

105. Section 8 covers the requirements for Motor Transport (MT) services at ARMCEN.

### Scope of Work

106. From the Vesting Date and for the Contract Term (unless stated otherwise), the Service Provider shall manage the provision of a complete MT service to all Bovington Garrison units.

### Additional Background Information

107. The transport service is controlled from a main Garrison transport office in Allenby Barracks and from a sub-office at Lulworth Camp. Current facilities consist of servicing facilities, washdowns, garages, POL points and stores.

108. Vehicle tasking is managed and controlled by the Transport Manager and is planned up to 7 days in advance where possible. All vehicles listed in Ref. G, R and O are provided by the Authority.

### Hours of Operation

109. The working hours for the MT Office are from 07:00 – 17:00 hours Mon to Fri, however delivery of a Garrison transport service is to be available every day of the year including Bank Holidays and Weekends, 24 hours per day if pre-booked in advance.

### Motor Transport Requirements

110. All service requirements shall be delivered in line with the applicable policy, standards and instructions. Reference D provides a list of relevant policies, standards and instructions. All vehicle requirements shall be completed in accordance with Army regulations and servicing schedules. Manufacturer's servicing schedules, manufacturer's handbooks and Authority approved locally produced inspection sheets may be provided for additional guidance where required.

111. Table 10 outlines the service requirements for Motor Transport.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
<b>8.1</b>	<b>Management of a Transport Service – The Service Provider shall:</b>					
8.1.1	Provide an MT Office support service responsible for whole fleet management of Authority supplied non-armoured vehicles and associated equipment.	<p>Example key tasks to include:</p> <ul style="list-style-type: none"> <li>• Reacting to vehicle booking requests received through the Customer Support Desk (CSD).</li> <li>• Allocation of qualified drivers and correct vehicles for task.</li> <li>• Management of vehicle servicing and inspection records.</li> <li>• Coordination of scheduled and routine maintenance, servicing and inspection.</li> <li>• Liaison with Level 2 third party service provider.</li> </ul> <p>No more than 1 validated Customer complaint per quarter.</p>	1140 days per annum with 228 delivered in solely Lulworth.	Customer Observation Reports Management checks as required	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Training Service Delivery.</li> <li>• Transportation (non-trg) Srvc.</li> </ul>
8.1.2	Provide an MT customer service facility for Bovington and Lulworth to respond to enquiries, bookings and complaints. To provide contact for breakdowns to include an out of hours replacement vehicle service.	<p>Available 07:00 to 17:00 every day excluding weekends and public holidays. Compliance with all current Authority &amp; Garrison policies.</p> <p>All enquiries and bookings to be accurately recorded. Requests to be processed within 1 hour with booking confirmation details given to requestor by close of business. All complaints to be responded to within 24 hrs. Not more than 1 validated customer complaint per quarter.</p>	Included in 8.1.1	Customer Observation Reports. Management checks, as required.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Training Service Delivery.</li> <li>• Transportation (non-trg) Srvc.</li> </ul>
8.1.3	Manage the self-drive service for one-off requirements to qualified, authorised users.	<p>Minimum of two working days' notice will be provided of requirements 90% of the time.</p> <p>Task includes inspection of UK driving licences and Authority driving permit (FMT 600) if necessary.</p> <p>Vehicles to be available at least 30 minutes prior to the required time. Not more than 1 validated customer complaint per quarter.</p>	<p>Included in 8.1.1</p> <p>An example list of vehicles held can be seen at Ref. O.</p>	Management snap checks. Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation (non-trg) Srvc.</li> <li>• Training Service Delivery.</li> </ul>
8.1.4	Arrange through the Authority hire cell, the collection and return of self-drive vehicles from foreign airports for authorised personnel.	Minimum of 10 days' notice given in 90% of cases. The Service Provider is responsible for documentation appropriate to the vehicle and country(s) concerned.	Included in 8.1.1.	Customer Observation Reports	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation (non-trg) Srvc.</li> </ul>

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Confirmation of vehicle arrangements to be provided at least 48 hrs before flight departure. Not more than 1 validated customer complaint per quarter.		Management checks, as required.	• Audit Non-compliance.	
8.1.5	Manage the Garrison fuel agency cards.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Issue and receive fuel cards as required; and</li> <li>• Monitor and supply monthly fuel consumption of card usage figures to the ARMCEN budget office.</li> </ul> <p>No incidents of failure to provide the Service. Maintain required records with accurately recorded date, to be with the Authority within 10 working days of the end of each calendar month. Not more than 1 validated customer complaint per quarter.</p>	Included in 8.1.1.	Customer Observation Reports. Management Checks as required.	<ul style="list-style-type: none"> <li>• Audit non-compliance.</li> <li>• Customer Observation Reports.</li> </ul>	• Transportation (non-trg) Srvcs.
8.1.6	Initiate vehicle/equipment repair action with the Level 2 third party Service Provider located at Lulworth or Bovington.	<p>Task includes preparation of appropriate Authority repair request documentation (Form AF G 8800).</p> <p>Service Provider is required to hold regular meetings with the Level 2 third party Service Provider and attend a weekly meeting with all parties, chaired by the QM(T).</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 8.1.1.	Management checks. Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Vehicle Availability.</li> <li>• Equipment Management.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
8.1.7	Provide authorised representative to attend vehicle allocation and equipment care meetings.	<p>Attend daily and weekly vehicle availability meetings with the Level 2 third party Service Provider and the Authority representative.</p> <p>Service Provider's representative is to have accurate statistical information regarding vehicle availability (including vehicle fault details and numbers of days unserviceable), be able to represent Service Provider policy and have the authority to act upon vehicle matters.</p>	Included in 8.1.1	Customer Observation Reports. Management checks, as required.	• Customer Observation Reports.	Contract Management Activities.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Not more than 1 validated customer complaint per quarter.				
8.1.8	Maintain a register of all Authority driving permits (FMT 600's) issued to Service Providers that are required to drive service vehicles.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Register maintained without error or emission.</li> <li>• Register to be updated for initial issue, amendments and renewals,</li> <li>• The Service Provider is to comply with current Authority regulations.</li> </ul> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 8.1.1	Customer Observation Reports. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation (non-trg) Svcs.</li> <li>• Training Service Delivery.</li> </ul>
8.1.9	Maintain a Lifting and Recovery Equipment (LRE) register of all LRE held by the Authority.	<p>Register to include details of all lifting and recovery equipment in accordance with Authority regulations.</p> <p>Register to be updated with all received and replaced equipment plus all associated periodic checks require recording.</p> <p>All equipment to be presented for inspections and details recorded on the vehicle examination report.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 8.1.1	Customer Observation Reports. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-Compliance.</li> <li>• SQEP Personnel.</li> <li>• Equipment Management.</li> <li>• Policy Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Stores Management.</li> <li>• Equipment Availability.</li> </ul>
8.1.10	Maintain a register of all ARMCEN vehicle fleet Authority to Use Documents (ATUD) details.	<p>Example details to include:</p> <ul style="list-style-type: none"> <li>• Vehicle make and type.</li> <li>• Registration number.</li> <li>• Mileage at start, end and total driven.</li> <li>• Fuel at start and finish including consumption in miles/kilometres per litre.</li> <li>• Users Unit Identification Number (UIN); and</li> <li>• Details of Regiment/unit/department.</li> </ul> <p>As per current holdings. Individual records required for each vehicle.</p>	Included in 8.1.1	Customer Observation Reports. Management snap checks. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation (non-trg) Svcs.</li> <li>• Training Service Delivery.</li> </ul>

**OFFICIAL-SENSITIVE**

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Not more than 1 validated customer complaint per quarter.				
8.1.11	Maintain a register detailing all users and journeys of hired vehicles.	<p>Example details to include:</p> <ul style="list-style-type: none"> <li>• Task number.</li> <li>• Customers name and UIN.</li> <li>• Passenger details.</li> <li>• Collection and destination points.</li> <li>• Name of hire company.</li> <li>• Vehicle type.</li> <li>• Detail start and finish times.</li> <li>• Customers contact details.</li> <li>• Hire company reference number; and</li> <li>• Type of hire.</li> <li>•</li> </ul> <p>One register continuously updated.</p> <p>Records to be retained for 5 years and to be made available for checking and sent to appropriate Authority departments as required.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 8.1.1	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	Transportation (non-trg) Srvcs.
8.1.12	Manage the provision of/and distribute completed Equipment Failure Reports (EFR) / Component Failure Reports (CFR) as and when required.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• Identification of equipment failure; and</li> <li>• Production of relevant report for all equipment defects found by the Service Provider's employees.</li> </ul> <p>One complete EFR/CFR per equipment defect.</p> <p>Produce required records for audit or inspection purposes on request. Report submitted within 5 days of failure of equipment without error or omission. Not</p>	Included in 8.1.1.	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Training Service Delivery.</li> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>

**OFFICIAL-SENSITIVE**

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		more than 1 validated customer complaint per quarter.				
8.1.13	Provide monthly inspection and servicing forecasts for all vehicles and equipment.	<p>Example forecast to include:</p> <ul style="list-style-type: none"> <li>• VRN/equipment serial number,</li> <li>• vehicle/equipment details.</li> <li>• date and type of inspection and or service to be carried out e.g. Mandatory Equipment Inspections (MEI's) (Military MOT equivalent), safety inspections, scheduled servicing tasks.</li> <li>• and the department that the vehicle belongs to.</li> </ul> <p>Forecasts are required for the current and three subsequent months.</p> <p>One inspection report per month to be produced and distributed by the end of the second week of preceding month.</p> <p>Copies required for the Level 2 third party Service Provider monthly and the Authority upon request.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 8.1.1.	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
8.1.14	Prepare for and provide support for Authority approved scheduled and non-scheduled inspections such as Logistical Equipment Assurance (LEA) and Logistic Support Inspection (LSI) inspections.	<p>Example inspection are:</p> <ul style="list-style-type: none"> <li>• MT management and documentation.</li> <li>• MT Standing Orders or Directives.</li> <li>• Standing Orders for drivers.</li> <li>• Transport tasking procedures.</li> <li>• Vehicle defect reporting.</li> <li>• Vehicle servicing and inspections.</li> <li>• Vehicle documentation.</li> <li>• Transportation of Dangerous Goods.</li> <li>• RTI procedure.</li> <li>• Road safety training.</li> <li>• Road safety committees;</li> </ul>	Included in 8.1.1.	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-Compliance.</li> <li>• SQEP Personnel.</li> <li>• Vehicle Availability.</li> <li>• Policy Non-compliance.</li> <li>• Equipment Management.</li> </ul>	<ul style="list-style-type: none"> <li>• Contract Management Activities.</li> <li>• Stores Management</li> <li>• Transportation (non-trg) Srvc.</li> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>

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**OFFICIAL-SENSITIVE**

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<ul style="list-style-type: none"> <li>• Driver hours regulations.</li> <li>• Health and safety at work.</li> <li>• Risk assessments.</li> <li>• Personal Protective Equipment.</li> <li>• Health and safety warning signs.</li> <li>• Driver licensing and training; and</li> <li>• Inspections of accounts and procedures.</li> </ul> <p>Not more than 1 validated customer complaint per quarter.</p>				
<b>8.2</b>	<b>Passenger and Stores Transport Service – The Service Provider shall:</b>					
8.2.1	Provide a passenger and stores transport service for authorised journeys with a valid transport request form to all Garrison units, departments and personnel using the correct vehicle for the requested task with suitably qualified drivers.	<p>Example key tasks to include:</p> <ul style="list-style-type: none"> <li>• For UK airports.</li> <li>• Transportation and collection for the delivery of medical stores, samples and meals.</li> <li>• Provide a service to transport patients to and from hospital; and</li> <li>• Transportation of goods within the Garrison.</li> <li>• All vehicles are to be maintained in a clean and roadworthy condition.</li> <li>• All drivers are to be clean, of smart appearance and to be dressed in uniform/clothes appropriate to the task being undertaken.</li> <li>• Drivers will be responsible for the loading and unloading of their vehicles in all cases except when specialist Mechanical Handling Equipment (MHE) is involved.</li> </ul> <p>Cars and drivers to be available to users on the submission of the appropriate Authority form (FMT 1000) along with supporting documentation for eligibility and entitlement where required.</p> <p>A minimum of 48 hours' notice to be provided 90% of the time.</p>	3648 days per annum.	Management snap checks. Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Vehicle Availability.</li> <li>• SQEP Personnel.</li> </ul>	Transportation (non-trg) Srvcs.

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ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Not more than 1 validated customer complaint per quarter.				
8.2.2	Provide a service to collect and deliver new/replacement vehicles/equipment to Bovington and or Lulworth.	<p>Collection from any UK depot or other unit locations as directed by the Authority.</p> <p>On collection visually check for a damage, check vehicle has all allocated/appropriate tools/equipment known as Complete Equipment Schedule (CES), check and sign relevant paperwork. Not more than 1 validated customer complaint per quarter.</p>	Included in 8.2.1	Management snap checks. Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• Vehicle Availability.</li> <li>• SQEP Personnel.</li> </ul>	Transportation (non-trg) Srvcs.
8.2.3	Manage the provision and prepare vehicles for journeys to and from the rest of Europe.	<p>Minimum of 30 working days' notice will be provided of requirements 90% of the time.</p> <p>Vehicles to be prepared and equipped to meet all European legislation relating to the countries visited.</p> <p>Confirmation of vehicle arrangements to be provided at least 7 working days before departure. Not more than 1 validated customer complaint per quarter.</p>	Included in 8.2.1	Management checks, as required. Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation (non-trg) Srvcs.</li> <li>• Training Service Delivery.</li> </ul>
8.2.4	Provide a scheduled service for the collection and delivery of internal mail throughout Bovington/Lulworth Garrison. Assist with the sorting of mail on the day of receipt and load into post vehicle prior to delivery. Unload and sort mail collected from departments upon return from postal deliveries/collections.	<p>All drivers providing the postal service must have completed the relevant Authority Course.</p> <p>Mail (including parcels) is to be delivered by the vehicle driver-messenger to all departments as directed by the central posting point.</p> <p>Assist with the maintenance of receipt books and associated documentation as directed by the central posting point chief clerk or line manager.</p> <p>Hours of operation: 08:30 – 16:00 Mon to Fri, no weekends or Bank Holidays.</p>	Included in 8.2.1	Management checks. Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation (non-trg) Srvcs.</li> </ul>

**OFFICIAL-SENSITIVE**

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		Not more than 1 validated customer complaint per quarter.				
8.2.5	Provide a specialist HAZMAT/Accord Dangereux Routier (ADR) transport service with qualified driver and escort for the collection and delivery of Hazardous Materials.	<p>Collection from and delivery to any UK depot with delivery to designated compound in Lulworth or Bovington. Products to be returned as required.</p> <p>Report no later than 15 minutes of the required collection time.</p> <p>Non-HAZMAT personnel are not permitted entry into ammunition depots &amp; are not allowed to convey certain packed fuels. No incidents of unqualified personnel detailed for HAZMAT tasks. Not more than 1 validated customer complaint per quarter.</p>	Included in 8.2.1	<p>Mandated Policy Inspections</p> <p>Customer Observation Reports.</p> <p>Management snap checks.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-compliance.</li> <li>• SQEP Personnel.</li> <li>• Policy Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation (non-trg) Srvcs.</li> <li>• Stores Management.</li> <li>• Ammunition Support.</li> </ul>
8.2.6	<p>Provide drivers and vehicles in support of ARMCEN activities for example:</p> <ul style="list-style-type: none"> <li>• Exercises.</li> <li>• Range support; and</li> <li>• Garrison events.</li> </ul>	<p>Provide qualified drivers with valid and appropriate civilian/Authority driving licenses and permits.</p> <p>Vehicles to be fit for the task with no faults and where directed by the Authority, specialist vehicles (such as land rovers Fitted for Radio (FFR)) are to be supplied.</p> <p>Minimum of 5 working days' notice given in 90% of cases.</p> <p>Mon – Fri with occasional weekend an out of hours work; to be agreed on an ad-hoc basis between Authority and the Service Provider.</p> <p>Normal provision is up to 22 drivers and vehicles (such as Land rover FFR) will be required for exercises. If more than 22 drivers are required, the Authority will determine the priority of tasks.</p> <p>Vehicles to arrive 5 minutes before the time requested. No more than 1 validated customer complaint per quarter.</p>	Included in 8.2.1	<p>Management checks.</p> <p>Customer Observation Reports.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> <li>• Vehicle Availability.</li> <li>• Equipment Management.</li> <li>• Training Delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Training Service Delivery.</li> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
8.2.7	As directed by HQ ARMCEN to act as vehicle escorts in support of training when required.	Vehicles to come complete with the relevant Complete Equipment Schedule (CES) and with amber flashing lights as a minimum.	Included in 8.2.1	Management checks.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation (non-trg) Srvcs.</li> </ul>

**OFFICIAL-SENSITIVE**

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>Mon - Fri with occasional weekend and out of hours tasks to be agreed on an ad-hoc basis between the Authority and the Service Provider. May include escort duties on public roads.</p> <p>Control measures and risk assessments imposed by the Authority are to be strictly adhered to.</p> <p>Vehicles to arrive 15 minutes before the time requested. Not more than 1 validated customer complaint per quarter.</p>		Customer Observation Reports.	<ul style="list-style-type: none"> <li>Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>Training Service Delivery.</li> </ul>
8.2.8	Report all Road Traffic Incidents (RTI) whilst responsible for Authority issued vehicles.	Report to the Authority within 24 hrs or on the next working day using procedures and correct documentation as laid down in current regulations. Assist in the completion of any documentation.	As and when accidents or incidents occur.	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>Policy Non-compliance.</li> <li>Customer Observation Reports.</li> </ul>	<ul style="list-style-type: none"> <li>Transportation (non-trg) Svcs.</li> <li>Training Service Delivery.</li> </ul>
<b>8.3</b>	<b>Vehicle Maintenance of Authority Supplied Vehicles – The Service Provider shall:</b>					
8.3.1	Carry out daily inspection, maintenance and preparation of Authority supplied vehicles and miscellaneous equipment before, during (when applicable) and after use in the support of training delivery and other ARMCCN activity.	<p>Prepare and deliver vehicles for hand-over to ARMCCN school courses as per the programme of courses and takeover vehicles on completion of the course.</p> <p>Inspect, maintain and deliver Authority supplied vehicles.</p> <p>Example key tasks to include daily before and after use inspections/servicing and ensuring the vehicle interior/exterior is in a clean and tidy condition.</p> <p>Physical examination of all vehicles to include vehicle fitted items as per the Authority Complete Equipment Schedule. All items must be accounted for, either with the vehicle or demanded.</p>	<p>456 days per annum Bovington.</p> <p>456 days per annum Lulworth.</p> <p>An example list of vehicles held can be seen at Ref. I.</p>	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>Customer Observation Reports.</li> <li>SQEP Personnel.</li> <li>Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>Vehicle Availability.</li> <li>Equipment Availability</li> </ul>

**OFFICIAL-SENSITIVE**

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>All discrepancies and replacement action are to be brought to the attention of the AM(T) or his representative before handover/takeover is complete.</p> <p>Procedure to be followed for both internal and external handover/takeover is documented in the ECD.</p> <p>Vehicles/equipment operative by the Service Provider require mandatory inspections and servicing as detailed in the appropriated servicing references.</p> <p>Vehicle maintenance regimes to be extracted from current Army Equipment Support Publications (AESPs).</p> <p>Vehicles to be available not later than 5 mins before time requested. Return vehicles within 1 hour scheduled completion time.</p> <p>Not more than 1 validated customer complaint per quarter.</p>				
8.3.2	Manage the provision of replacement vehicles/equipment and, in the event of mechanical failure or traffic accident when on task and declared non-task worthy by the Level 2 third party Service Provider or when obviously unrepairable to the user.	<p>Replacement vehicle to have correct documentation and CES items. Service Provider will be advised of vehicle/equipment problems as they occur. Vehicle faults are identified before, during and after checks. This may require out of normal hrs replacement action in order to prevent loss of training time. Maintenance is to be planned in order to minimise disruption to training.</p> <p>No loss of training time or failure to perform any requirement as a result of non-availability of vehicles or equipment due to level 1 work. Garrison area timeframes: Within 2 hours outside the area. Within 1</p>	Included in 8.3.1.	Customer Observation Reports Management checks, as required.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Vehicle Availability.</li> <li>• Audit Non-compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Training Service Delivery.</li> </ul>

**OFFICIAL-SENSITIVE**

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		hour inside the Garrison. Not more than 1 validated customer complaint per quarter.				
8.3.3	To provide routine servicing and inspection for all Authority provided vehicles, associated equipment and other miscellaneous equipment.	<p>Manage the provision of replacement vehicles during maintenance periods as required. Task includes preparation of servicing facilities, demanding and collection of appropriate servicing consumables. Servicing details are laid down in relevant Army Equipment Support Publications (AESP)s/equipment maintenance schedules and the ARMCEN provided vehicle fleet holdings data sheet.</p> <p>Ensure vehicles are scheduled for maintenance with sufficient time to meet all servicing requirements.</p> <p>No incidents of vehicle or equipment failure as a result of poor or inadequate maintenance. Not more than 1 validated customer complaint per quarter.</p>	Included in 8.3.1.	Management checks. Customer Observation Reports.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> <li>• Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> </ul>
8.3.4	Prepare and deliver government supplied vehicles and associated equipment for routine & scheduled inspections and repair to the Level 2 third party Service Provider. Including for external assurance visits e.g. Logistic Equipment Assurance.	<p>Prepare for all routine &amp; scheduled level 1/level 2 inspections and repair. Maintain inspection sheets, servicing schedules and manufacturers handbooks in line with Army regulations.</p> <p>The Service Provider shall prepare Authority vehicles, including using servicing bay for level 1 maintenance. Authority MIS (JAMES) to be used to record activity and all documentation is to be completed before and after its return from level 2 third party service provider.</p> <p>Includes level 1 repair prior to delivery to the level 2 third party Service Provider for inspection, maintenance and repair.</p> <p>The Service Provider will control and book all white fleet inspections.</p>	Included in 8.3.1.	Management checks. Customer Observation Reports. Mandated Policy Inspections.	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• SQEP Personnel.</li> <li>• Vehicle Availability.</li> <li>• Equipment Management.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>

**OFFICIAL-SENSITIVE**

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>Vehicles to be delivered and collected by the Service Provider to and from the relevant garage.</p> <p>No incidents of vehicle or equipment failure as a result of poor or inadequate preparation and inspection.</p> <p>Not more than 1 validated customer complaint per quarter.</p> <p>All waste oil and associated products regularly disposed of through licensed bodies.</p>				
8.3.5	Carry out initial user inspection, servicing and maintenance on receipt of all new Authority vehicles/equipment when received by ARMCEN, as directed by the QM(T) or their designated representative.	<p>Conduct initial inspection and service of vehicles/equipment within 1 working day of receipt.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 8.3.1.	<p>Management checks.</p> <p>Customer Observation Reports.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Vehicle Availability.</li> <li>• Equipment Management.</li> <li>• SQEP Personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
8.3.6	Prepare Authority supplied vehicles/equipment prior to disposal, as directed by the QM(T).	<p>Prepare vehicles/equipment for disposal as scheduled.</p> <p>Task includes completion of all Level 1 repair, servicing, maintenance and completion of vehicle/equipment documentation within 1 working week of notification.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 8.3.1.	<p>Management checks.</p> <p>Customer Observation Reports.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Vehicle Availability.</li> <li>• Equipment Management.</li> <li>• SQEP Personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>
8.3.7	Operate and inspect equipment and service bay facilities.	<p>Example key tasks include:</p> <ul style="list-style-type: none"> <li>• The vehicle wash-down facility.</li> <li>• Portable steam cleaner; and</li> <li>• Lubricant delivery systems. Involves maintaining and collecting lubricants and detergents.</li> </ul>	Included in 8.3.1.	<p>Management checks.</p> <p>Customer Observation Reports.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Vehicle Availability.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Equipment Availability.</li> </ul>

**OFFICIAL-SENSITIVE**

ID	Requirement	Performance Level Required	Quantity	Validation	PI	KPI
		<p>All lubricants and associated products, to be disposed of through licensed bodies.</p> <p>All faults to be reported to the Authority on identification within 1 working day of identification.</p> <p>Operated 07:30 – 12:30 and 13:15 – 16:30 Mon to Fri.</p> <p>Not more than 1 validated customer complaint per quarter.</p>			<ul style="list-style-type: none"> <li>• Equipment Management.</li> <li>• SQEP Personnel.</li> </ul>	
8.3.8	Record all Level 1 vehicle/equipment inspections, repairs, maintenance and disposal actions taken on Authority supplied vehicles/equipment.	<p>Records to be kept on Authority MIS (JAMES) &amp; on other relevant documentation for non-JAMES managed vehicles/equipment.</p> <p>Example details include:</p> <ul style="list-style-type: none"> <li>• Individual vehicle.</li> <li>• Mileage.</li> <li>• Vehicle usage.</li> <li>• Servicing; and</li> <li>• Vehicle/equipment holdings.</li> </ul> <p>The Service Provider is to liaise with the Authority regarding storage, collection and onward transportation for items which have been written-off.</p> <p>Produce required records for audit or inspection purposes on request.</p> <p>Not more than 1 validated customer complaint per quarter.</p>	Included in 8.3.1.	<p>Customer Observation Reports.</p> <p>Management snap checks.</p> <p>Mandated Policy Inspections.</p>	<ul style="list-style-type: none"> <li>• Customer Observation Reports.</li> <li>• Audit Non-Compliance.</li> <li>• SQEP Personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle Availability.</li> <li>• Policy Non-compliance.</li> </ul>

*Table 10: Motor Transport Requirement*