

Glossary of Terms

Airside

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

Asset (fixed)

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

Asset (Static)

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

Carry-in

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

Carry-out

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

Commanding Officer

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

Condition Monitoring

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

Condition Survey

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

Contractor

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

Core Deliverable (Deliverable)

The main documents required and approvals specified within this Requirements Document, which will be used to measure the performance of all parties involved. **NB.** They do not purport to be a comprehensive list of all the duties and responsibilities which must be undertaken on a day-to-day basis.

Core Services

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

Cost Plan

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

Critical Asset/Facilities

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

Data Pack

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

Defence Infrastructure Organisation (DIO)

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

Deputy Facility Manager (DFM)

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

Designated Officer (DO)

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

Directly Employed Labour (DEL)

UK, Commonwealth, Ex-Pat, Third Country Nationals (TCNs) or Locally Recruited Workers (LRWs) personnel employed by the Contractor for the delivery of the Contract, employed or managed directly by the ISP(A). These may be:

Emergency/On-call. Operatives based on site for the purposes of urgent cover.

Static. Operatives permanently working on a specific asset or assets that require a dedicated labour force in continuous attendance (i.e. PPM, Works Services Self Delivery Team, Asset Consolidation Team (ACT)).

Draft Works Programme (DWP)

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

Emergency Maintenance

The maintenance necessary immediately to avoid serious consequences.

End-user

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

Energy Management

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

Energy/Utilities Target

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

Establishment

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

Establishment Maintenance Policy Statement (EMPS)

The local statement of maintenance policy, developed by the ISP(A) to meet any particular local conditions.

Estimated Costs

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

Examination

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

Expenditure

Expenditure is categorised as follows:

Authorised Expenditure. The total approved LoL stated on the individual F1097/1s.

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

Facility Manager (FM)

A person, usually a Royal Engineer Officer, who is responsible for ensuring the delivery of the contracted outputs on time, within budget and to the required quality. The FM is supported by a number of Deputy Facility Managers (DFM).

Feasibility Study

See "Strategic Brief".

Forward Maintenance Register (FMR)

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

Inclusive Repair Limit (IRL)

The maximum value for a Works task and shall include all relevant and implicit resource costs (e.g. labour, materials, plant, equipment and consumables) necessary for its completion. The IRL will apply to the entire activity related to an occurrence (i.e. a single intervention rather than the aggregation of like activity). Only Remedial Maintenance will be subject to an IRL. IRL tasks are to be costed individually at Level 4 assets (i.e. if 2 no. smoke detector heads are unserviceable each will be costed individually as a distinct IRL task). It should be noted that multiple IRL tasks may be ordered on the same work order but each will attract its own IRL task

Inspection

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

Inspection Programme

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

Investment Appraisal (IA)

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

IA Threshold

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

Infrastructure Support Provider (ISP) / Contractor

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

J4 Infra Branch

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

Key Performance Indicators (KPIs)

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

Level 1 Assets

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

Level 2 Assets

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

Level 3 Assets

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

Level 4 Assets

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

Locally Recruited Workers (LRWs)

Those indigenous personnel engaged in theatre, by the Contractor in the delivery of the Contract.

Maintenance

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

Maintenance Category

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

Maintenance Cost

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

Maintenance Inspection

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

Maintenance Management

The organisation of maintenance within Facility Management.

Maintenance Programme

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

Maintenance Requirements

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

Mandatory Requirements

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

Master Index (MI)

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

Minimum Military Requirement (MMR)

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

Minor New Works (MNW)

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

New Work

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

Non-programmed Works

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

Novel and Contentious Work

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

- Novel. Where goods and services have not previously been purchased by MOD, or unconventional methods of funding are being contemplated;
- Contentious. Opposing the conclusions of an IA or competitive tender, or likely to arouse public or Parliamentary criticism of MOD, such as the demolition of housing.

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

Novel and Contentious Work must be reviewed prior to commencement to ensure that all relevant regulations are complied with.

Operation

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

Option Study

An Option Study will identify all the valid alternative works options that meet the requirements set out in the client's Statement of Requirement (SOR). It will provide information necessary for the preparation of an IA and form the basis for an objective management decision on the preferred option.

Ordered Works

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

Personnel

Personnel are categorised as follows:

- Professional. Staff who are corporate members of professional bodies incorporated by Royal Charter regulating the engineering and construction professions.
- Technical. Staff who hold ONC, equivalent or higher qualifications in an appropriate discipline together with relevant experience.
- Senior Administration. Staff who hold a recognised business qualification.
- Administration. Support staff with no technical function, e.g. contracts, accounts, purchasing etc.

Planned Maintenance

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

Planned Preventative Maintenance (PPM)

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

Planning Round

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

Policy Instruction

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

Policy and Technical Publications

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

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

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

PPM Programme

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

Practical Completion

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

Procurement Strategy (PS)

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

Quantity of Works

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

Refurbishment

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

Rehabilitation

Synonymous with Refurbishment.

Remedial Maintenance (Rem)

Work arising from planned routine Schedule A inspections, combined Schedule B and C checks, examinations and inspections identified by the ISP(A) and reported through the Help Desk for action (**NB** - Remedial Maintenance items that cost less than the IRL cost identified in the Contract will be undertaken by the ISP(A) at no additional cost).

Repair

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

Response Maintenance (Res)

Maintenance work identified by end-users of buildings/facilities¹ reported through the Help Desk. (**NB** - Response Maintenance items below the Threshold Value identified in the Contract will be undertaken by the ISP(A) in accordance with the Value Bandings identified in the Contract).

Risk Assessment

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

Rough Order of Cost (ROC) Estimate

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

Safety Rules and Procedures (SRPs)

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

Schedule of Rates

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

Senior Authorising Authority

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

SO1 J4 Infra

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

Specification

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

Strategic Brief

A study carried out in accordance with DEFCON 2000 Work Stages 1 and 2.

¹ End Users can be, but not limited to, any of the following – Building Custodians (BC), Occupants (only via BC), MOD employees (via BC), Contractor's employees (if through this route further FM checks apply).

Statutory Requirements

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

Specialist Team Royal Engineers (STRE)

A formed unit of Royal Engineers.

Sub Asset

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

Survey

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

Test

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

Theatre Designated Officer (TDO)

The TDO for the Contract is a suitably qualified appointed officer (or Authority representative) who is responsible for the articulation of requirements and justifying expenditure, in conjunction with deployed infrastructure staff. It is currently the Commanding Officer (CO) of the UK Wks Gp RE (A)

Threshold Value

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

UK Works Group Royal Engineers (Afghanistan) (UK Wks Gp RE (A))

This Unit comprises a HQ and two STRE's, it includes the Theatre Designated Officer (TDO) and Facilities Management Organisation. It is responsible for delivering infrastructure support to the area of operations.

Value Banding

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

Works Services

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

List of Abbreviations

ACOP	Approved Code of Practice
ACT	Asset Consolidation Team
AGL	Aeronautical Ground Lighting
AE	Authorising Engineer
AESP	Army Equipment Support Publication
AM	Aluminium Matting
AOS	Aircraft Operating Surfaces
AP	Approved Person
AP	Air Publication
APS	Annual Procurement Strategy
ARCM	Asset Register Change Mechanism
B&CE	Building and Civil Engineering
BC	Business Case
BDRM	Bomb Damage Repair Matting
BLR	Beyond Local Repair
BMS	Building Management System
BNAF	Bastion Airfield - Afghanistan
BRE	Building Research Establishment
BS	British Standard
BSN	Camp Bastion, Afghanistan
Bud Man	Budget Manager
CCTV	Closed Circuit Television System
CDM 2007	Construction (Design and Management) Regulations 2007
CDM Co-ord	CDM Co-ordinator
CIBSE	Chartered Institute of Building Service Engineers
CLS	Contractor Logistic Supply
CO	Commanding Officer
CORGI	Confederation of Registered Gas Installers
COSHH	Control of Substances Hazardous to Health Regulations 2002 (as amended)
CP	Competent Person
CPP	Construction Phase Plan
DE	Defence Estates
DEA	Defence Estates Advisor
Def Stan	Defence Standard
DEW	Deployable Engineer Workshop
DEL	Directly Employed Labour
DFM	Deputy Facilities Manager

DIA	Directorate of Internal Audit
DLP	Defects Liability Period
DMG	Design and Maintenance Guide
DO	Designated Officer
DP	Delivery Package
ECA:CP	Electrical Contractors Association: Code of Practice
ECI	Expeditionary Campaign Infrastructure
ECIT	Expeditionary Campaign Infrastructure Team
ECP	Engineer Construction Plant
ECU	Environmental Control Unit
EF	Enemy Forces
EH	HSE Guidance Note: Environmental Hygiene
EHT	Environmental Health Technician
EMPS	Establishment Maintenance Policy Statement
F10 (Revised)	HSE Notification Form for CDM 2007 Notifiable Works
F1097/1	MOD Form F1097/1
FM	Facilities Manager
FMR	Forward Maintenance Register
FOB	Forward Operating Base
FOD	Foreign Object Damage/Foreign Object Debris
FOO	Forecast of Outturn
FP	Force Protection
FS	Functional Standard
FY	Financial Year
GFA	Gross Floor Area or Government Furnished Assets
GFE	Government Furnished Equipment
GFX	Government Furnished Stores and Materials
GSK	Gereshk, Afghanistan
H&S	Health and Safety
HQ	Headquarters
H&S	Health and Safety
HSE	Health and Safety Executive
HS(G)	HSE Health and Safety (Guidance)
HV	High Voltage
IA	Investment Appraisal
IDP	Infrastructure Development Plan
IEE	Institution of Electrical Engineers
IGBC	Initial Gate Business Case
IMPS	Infrastructure Management Policy Statement
IRL	Inclusive Repair Limit
ISP	Infrastructure Support Provider
IT	Information Technology
ITC	Improved Tented Camp

JFEngr	Joint Force Engineer
JFSp(A)	Joint Force Support (Afghanistan)
JSCS	Joint Support Chain Services
JSP	Joint Services Publication
KAF	Kandahar Air Base, Afghanistan
KBL	Kabul, Afghanistan
KPI	Key Performance Indicator
L1	Level 1 Assets
L2	Level 2 Assets
L3	Level 3 Assets
L4	Level 4 Assets
LAPDS	Local Area Power Distribution System
LEV	Local Exhaust Ventilation System
LoL	Limit of Liability
LPG	Liquefied Petroleum Gas
LRW	Locally Recruited Worker
LSI	Logistic Support Inspection
LTHW	Low Temperature Hot Water
LV	Low Voltage
M&E	Mechanical and Electrical
MB	Management Board
MCS	Modular Control System
MGBC	Main Gate Business Case
MI	Master Index
MIS	Management Information System
MMR	Minimum Military Requirement
MNW	Minor New Work
MOB	Main Operating Base
MOD	Ministry of Defence
MTHW	Medium Temperature Hot Water
MWPM	Monthly Works Progress Meeting
NAO	National Audit Office
NER	Network Equipment Room (sometimes called Server Room)
O&M	Operation and Maintenance
ONC	Ordinary National Certificate
PB	Patrol Base
PAPI	Precision Approach Path Indicator
PC	Principal Contractor
PG	DE Practitioner Guide
PI	DE Policy Instruction (formerly Technical Bulletin)
PJHQ	Permanent Joint Headquarters
PM	Project Manager
PIC	Person in Charge

PPM	Planned Preventative Maintenance
PQC	Pavement Quality Concrete
PS	Procurement Strategy
PSA	Property Services Agency
QA	Quality Assurance
QM	Quartermaster
QMS	Quality Management System
QP	Quality Plan
QRM	Quarterly Review Meeting
RAF	Royal Air Force
RC (S)	Regional Command (South)
RC (SW)	Regional Command (South-West)
REAM	Royal Engineers Auditing and Monitoring
REH	Rapid Erect Hangar
Rem	Remedial Maintenance
Res	Response Maintenance
RES	Rapid Erect Shelter
RIBA	Royal Institute of British Architects
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
RiP	Relief in Place
RLI	Restricted Local area network (LAN) Interface
RMP	Royal Military Police
ROC	Rough Order of Cost
SAA	Senior Authorising Authority
SATCO	Senior Air Traffic Control Officer
SATO	Senior Ammunition Technician Officer
SDM	Self Delivery Mechanism
SHEF	Safety, Health, Environment and Fire
SKP	Skilled Person
SLOC	Surface Lines of Communication
SOGE	Sustainable Operation of the Government Estate
SoR	Schedule of Rates
SOR	Statement of Requirement
SP	Skilled Person
SRP	Safety Rules and Procedures
SSoW	Safe Systems of Work
TB	Tactical Base
TCN	Third Country National
TDA	Temporary Deployable Accommodation
TDO	Theatre Designated Officer
TLB	Top Level Budget
TWE	Technical Working Environment
UK	United Kingdom

URD	User Requirement Document
VAT	Value Added Tax (or equivalent as applied in other countries)
VFM	Value for Money
WC	Work Complete
WEC	Work and Expenditure Complete

Forward Maintenance Register (FMR)

The following pro forma is deemed to show an acceptable format for the first ten years of an FMR:

Notes: * Text to be Deleted/Inserted as appropriate.

The estimated costs shown are to reflect the current-day value of the Works Service, regardless of the year in which the work is placed.

													Establishment* FMR
Asset No.	Asset Description	Maint.	Latest Estimated Costs (£k ex VAT)										Notes/Comments and/or Impact Statement (for jobs >£10k)
Ref. No.	Brief Description of Works Service	Cat.	??/??*	??/??*	??/??*	??/??*	??/??*	??/??*	??/??*	??/??*	??/??*	??/??*	
001 xx	First Building Works Service	A1	100.1	10.0									
001 xxd	First Building Design for Works Service xx	A1	7.5										
777 xy	Station AGL PPM	A1	345.0	345.0	345.0	345.0	345.0	345.0	345.0	345.0	345.0	345.0	
010 xy	Main Building Works Service	A1	29.0										
046 yy	Hangar 1 Works Service	A1				75.0	5.0						
001 yyd	First Building Design for Works Service yy	A1			5.0								
Sub-totals for A1 Works Services			481.6	355.0	350.0	420.0	350.0	345.0	345.0	345.0	345.0	345.0	
999 zz	Facility Works Service	A2	13.5										
047 yz	Hangar 2 Works Service	A2						33.0					
001 aa	First Building Works Service	A2								22.6			
Sub-totals for A2 Works Services			13.5	0.0	0.0	0.0	0.0	33.0	0.0	22.6	0.0	0.0	
Etc.													
Sub-totals for ? Works Services			???.?	???.?	???.?	???.?	???.?	???.?	???.?	???.?	???.?	???.?	???.?
Etc.													
Sub-totals for ? Works Services			???.?	???.?	???.?	???.?	???.?	???.?	???.?	???.?	???.?	???.?	???.?
Totals for Works Services			??,???.?	??,???.?	??,???.?	??,???.?	??,???.?	??,???.?	??,???.?	??,???.?	??,???.?	??,???.?	??,???.?

ISP Internal Auditing

Use of the following proforma by the ISP is deemed to be acceptable method of undertaking routine physical and financial checks on all programmed and non-programmed Works Services:

Internal ISP Check on F1097/1 No. _____ at Site _____

ISP Order No(s): _____ **ISP Ordering Officer:** _____

ISP Auditor
Name: _____ **Signature:** _____ **Date:** _____

Checks on WC and WEC jobs

Yes/No/NA

Was the Work properly requested/authorised by the FM on an F1097/1?	<input type="checkbox"/> <input type="checkbox"/>
Was the work included in the PMP?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Did the sub-contract make commercial sense?	<input type="checkbox"/> <input type="checkbox"/>
Was the job description provided on the F1097/1 adequate?	<input type="checkbox"/> <input type="checkbox"/>
Have other orders related to the same job been issued (i.e. was the order split to circumvent contract conditions)?	<input type="checkbox"/> <input type="checkbox"/>
Were the appropriate pre-commitment/pre-tender procedures followed correctly?	<input type="checkbox"/> <input type="checkbox"/>
Did the sub-contractor have knowledge of the LoL?	<input type="checkbox"/> <input type="checkbox"/>
Were there any unexplained changes after sub-contract award?	<input type="checkbox"/> <input type="checkbox"/>
Was the target date or response time met?	<input type="checkbox"/> <input type="checkbox"/>
Was the design/specification adequate?	<input type="checkbox"/> <input type="checkbox"/>
Did the workmanship meet quality requirements?	<input type="checkbox"/> <input type="checkbox"/>
Were the handover documents given to the FM?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Was the end-user (customer) satisfied?	<input type="checkbox"/> <input type="checkbox"/>
Was the account cleared in a reasonable time?	<input type="checkbox"/> <input type="checkbox"/>
Was probity sacrificed for speed?	<input type="checkbox"/> <input type="checkbox"/>
Does the work represent value for money?	<input type="checkbox"/> <input type="checkbox"/>

Notes:

Additional checks on WEC jobs

Yes/No/NA

Was the total amount paid in accordance with the sub-contract?

Were there any unauthorised amendments on the payment document?

Was payment made within 30 days?

Checks on H&S issues

Was the appropriate safety equipment used and were safe working practices followed?

Did line managers understand and accept their Health & Safety responsibilities?

Were the appropriate Permits to Work etc. issued?

Were the sub-contractors method statements and risk assessments available and adequate for their purposes?

Was the task notifiable under CDM 2007 ?
If Yes: Did the FM discharge all his responsibilities?
Did the CDM Co-ord discharge all his responsibilities?
Did the PC discharge all his responsibilities?

Notes:

Compliance Checks

Use of the following proforma is deemed to be an acceptable method of undertaking routine Compliance Checks on programmed and non-programmed Works Services:

Note: The pro forma is based on the requirements of DE TB 97/36 and the Best Practice Guide “Property Management 5% Check of Works”.

Routine Compliance Checks for Site

Type of Check:	WiP/WC/WEC*	Type of Work:	PMP/Non-PMP*	Date Selected:	/ /
F1097/1 No.		Original Issue Date:	/ /	Target Completion Date:	/ /
(F103 No.)*		LoL: £	Priority:	Emergency/Very Urgent/Urgent/Routine*	
Brief Description of Works Service:					
ISP Order No.**	Ordering Officer:	Sub-contractor:	Procurement Method:	Amount Invoiced:	WC Date:
				£	/ /

Notes: WiP = Work in Progress; WC = Work Complete; WEC = Work and Expenditure Complete.

* Delete as appropriate. ** Continue on separate sheet if required.

FM's Role

Was the task necessary?	Yes/No	Was it a "covering order"?	Yes/No
Was the work properly requested/ authorised?	Yes/No	If Yes: <i>Was this necessary?</i>	Yes/No/ N/A
		<i>Was it stated on the order?</i>	Yes/No/ N/A
Was the original LoL realistic?	Yes/No	Was the original Priority appropriate?	Yes/No
Has it been "split" from other works?	Yes/No	Was the Cost Code correct?	Yes/No
Was the LoL/Completion Date revised?	Yes/No	Was probity sacrificed for speed?	Yes/No
If Yes: <i>Was it properly requested/ justified/authorised?</i>	Yes/No/ N/A	Was the ISP valid invoice paid within 30 days?	Yes/No

ISP's Role

Did the ISP accept the F1097/1 within 10 days?	Yes/No	Did the Ordering Officer produce a cost estimate?	Yes/No
Did the Ordering Officer follow the Annual Procurement Strategy (APS)?	Yes/No	Was the quote/tender sum referenced on the ISP order?	Yes/No
Was the Job Description/Specification adequate?	Yes/No	Did the sub-contractor have knowledge of the LoL?	Yes/No
Did the contract make commercial sense?	Yes/No	Did the ISP raise a "covering order"?	Yes/No
Was appropriate handover documentation provided?	Yes/No/ N/A	If Yes: <i>Was this necessary?</i>	Yes/No/ N/A
		<i>Was it stated on the order?</i>	Yes/No/ N/A
Was the sub-contractor's valid invoice paid within 30 days?	Yes/No	Was probity sacrificed for speed?	Yes/No

Customer/User requirements

Was the end user satisfied with the work?	Yes/No
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Value for Money

Was the Target Completion Date met?	Yes/No	Were there any unexplained changes?	Yes/No
Was the standard of workmanship and materials satisfactory?	Yes/No	Did the work represent Value for Money (see over for further details)?	Yes/No

Notes:

Summary of Auditor's findings and/or Further Comments (use additional sheets if required)

Is further action required by the FM?		Yes/No	If Yes: Explain below	
Date Check Completed:	/ /	Auditor:	Signed:	Date: /

ISP Feedback

Date Action Completed:	/ /	Auditor:	Signed:	Date: /

For Single Tender Action

Was the use of Single Tender action justified?	Yes/No	Were the appropriate approvals obtained?	Yes/No
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For Lump Sum Contract Works

If < £30k: Was the design work carried out at the ISP's expense?	Yes/No/ N/A	If > £30k: Was the design work let in competition?	Yes/No/ N/A
Was the contract documentation/ quality of design satisfactory?	Yes/No	If Yes: <i>Were they properly requested/ justified/ authorised?</i>	Yes/No
Were there any subsequent variations?	Yes/No	Was the lowest Tender accepted?	Yes/No
If Yes: <i>Were they properly requested/ justified/ authorised?</i>	Yes/No/ N/A	If No: <i>Was the decision justified/ authorised?</i>	Yes/No/ N/A
Was the work done in compliance with CDM 2007 Regulations?	Yes/No		

For Schedule of Rates Works

Was the procurement method appropriate?	Yes/No	Did the ISP undertake the design responsibilities?	Yes/No
Is the value of the work within the maximum and minimum single order limits in the APS?	Yes/No	Was an excessive amount of work undertaken by daywork for which schedule items exist?	Yes/No
Did the ordering officer re-measure the work on completion?	Yes/No	Was the scope of work contained in the Schedule of Rates?	Yes/No
What is the value of the work actually carried out.			£

CDM 2007 Notifiable Works Register

Use of the following proforma by the ISP is deemed to be acceptable method of actively managing Works Services that fall within the CDM 2007 Regulations and recording their progress:

Register of CDM 2007 Notifiable Works Services at *Site Name* undertaken during FY 20??/??

F1097/1 Ref. No.	Brief Description	CDM Co-ord	PC	Designer(s)	FM Notified via F10(Rev)	Information Pack Produced	Construction Phase Plan Produced	FM's Endorsement to Proceed	Construction Completed	H&S File Issued to FM	Notes

Prefabricated Building Specification

General Requirement

1. Under the terms of the PC ISP Contract, prefabricated buildings shall be supplied on a call off basis that will include delivery to site, setting into position, erection of safe access steps, wiring into the nearest electrical feeder pillar and testing/commissioning prior to handover of the asset to the Authority.
2. Prefabricated building units shall be modular in design with the capability for inter-connection to form larger open plan working areas, including double stacking to provide flexibility for creating “one off” site specific solutions should the need arise. To facilitate this arrangement and simplify procurement, the units will be available in a number of standard modular configurations for call off by the Authority at the time of order.
3. To provide a responsive approach for the supply of prefabricated buildings the PC ISP Contractor shall be expected to have access to a working stock of units, labour, plant and materials based on the standard configurations identified by the Authority.
4. The prefabricated building fabric, equipment and electrical installation shall be capable of effective, reliant and sustained operation in the harsh Afghanistan environment.

Site Survey

5. The cost of the prefabricated building shall include the requirement for undertaking an initial site survey to identify underground and overhead services and utilities, location of the nearest electrical power feeder pillar, any special constraints i.e. proximity to air side locations, etc, prior to starting the work.

Construction Resources

6. The cost of the prefabricated building shall include the provision of all labour, plant, transport, equipment (crane and MHE) and materials to deliver the units/materials to site, assemble in situ, site the prefabricated building in the final position, connect to the nearest power feeder pillar in accordance with the Statement of Requirement (SOR).

Testing and Commissioning

7. The cost of the prefabricated building shall include the requirements for testing, commissioning and handover of the prefabricated building with all test certificates, drawings, maintenance information, etc. for inclusion in the asset register and facilities jacket.

Prefabricated Building Construction – Civils

8. The cost of the prefabricated building shall include:
 - a. Any requirements for ground preparation including, but not limited to; dust suppression, compaction, levelling and setting the units on high density concrete blocks to provide a minimum of 300 mm ground clearance.

- b. The requirement for suitable access/egress steps with anti-slip treads and suitable handrails to the access door.
- c. The requirements for covering of the void between the ground and prefabricated building base with a suitable wire type grid or other suitable arrangement to facilitate free ventilation and preventing build up of foreign matter.
- d. The requirements for any excavation and back filling of trenches to facilitate the installation of cables and services including provision of warning tape or protection tiles.

Prefabricated Building Construction – Frame and Structure

9. **General.** The prefabricated building units are to be constructed from an all steel modular frame structure with lightweight composite weatherproof panels. The units shall incorporate appropriate lifting points to facilitate placing and movement by either mechanical handling equipment or cranes. The single door shall be positioned in the one of the end walls of the unit. Each unit shall have two windows – one in the same end wall as the door and the other in a side wall.

10. **Structure.** The structure shall be based on a standard module unit 6m long x 2.5m wide x 2.45 m internal ceiling height with 1 x access door and 2 x windows. The structure shall be constructed from a welded structural steel frame with loading points at the four corners capable of supporting the entire structure. The module design shall have the capability for inter-connection of single units to form larger open plan working areas, including double stacking.

11. **Roof.** The roof is to be of a flat construction, watertight, heat reflective and provided with a fall to facilitate rain water run off. Roof construction is to be a composite factory sealed “sandwich” panel with a minimum U value of 0.81w/m²K. Roof panels are to be sealed in situ by the use of an approved type jointing strip to provide a fully weatherproof and watertight structure. Interior and exterior finish of the roof panels is to be white or near similar colour.

12. **External Walls.** External walls are to be watertight and heat reflective. Wall panel construction is to be based on an 81 mm thick composite factory sealed “sandwich” panel with a minimum U value of 0.81w/m²K. Wall panels are to be sealed in situ by the use of an approved type jointing strip to provide a fully weatherproof and watertight structure. Interior and exterior finish of the roof panels is to be white or near similar colour.

13. **Floors.** Floors shall be designed to accept a maximum working load of 2.0 kN/m² with no signs of excessive deflection or vibration during normal use. Floors shall be boarded/sheeted to accept the load parameters specified and sealed to provide ingress of moisture to the structure and material itself. The floor shall be provided with a 2mm non slip vinyl covering with a 100 mm vinyl skirting upstand. Joints in the vinyl covering and skirting shall be hot seam welded or approved equivalent.

14. **Doors.** The door shall be constructed from either aluminium, PVC or solid weatherproof timber. The door shall not be less than 850mm wide, between 1981mm – 2032mm high and be fitted with an external weather board and threshold strip to prevent ingress of water under the door. The door shall be hung on 3 hinges and fitted with a mortice type lock complete with 3 keys. The door furniture must be capable of continuous and reliable operation in an arduous environment.

15. **Windows.** The windows shall be double-glazed weatherproof units constructed from either aluminium or UPVC. The windows shall be based on standard 1m x 1m size with tilt and twist or sliding opening casements capable of being locked in the closed position. The exterior surface of the window glazing shall be fitted with a heat reflective covering as a standard requirement. Exterior roller type window shutters, operated from inside the building shall be provided to allow the units to be closed off and be protected from damage.

16. **Rain Water Fittings.** The prefabricated building shall be provided with appropriate rain water guttering and down pipe to direct the rain water run off to ground level. Anti-scour pads (or equivalent) at the rainwater shoe are to be fitted to prevent ground erosion around the unit.

Prefabricated Building Construction – Electrical

17. **Electrical Installation Compliance.** The prefabricated building electrical installation shall comply with the requirement of the current edition of BS7671: Requirements for Electrical Installations (IEE Wiring Regulations) based on the following system requirements:

a. **General Characteristics.**

(1) **System Usage.** Frequent occupation and use in an arduous military operational environment.

(2) **External influences.** Power supply to be derived from either stand alone prime power generator or local feeder pillar fed from a generator farm.

(3) **Maintainability.** The electrical installation will receive a cyclic programme of Planned Preventative Maintenance (PPM) by competent artisans. The installation will also receive a Statutory 5 yearly electrical inspection in accordance with the requirements specified in BS7671: Requirements for Electrical Installations (IEE Wiring Regulations).

(4) **Recognised Safety Services.** The electrical installation shall have non-maintained emergency light fittings incorporated into the lighting design.

b. **Purpose, Design and Structure.**

(1) **Maximum Demand.** Maximum demand for the installation shall be regarded as 30A per prefabricated building. When connecting units together to form an open plan office, the impact of diversity may be considered when determining max demand for the combination.

(2) **Nominal System Frequency.** The nominal system frequency shall be 50 Hz.

(3) **Nominal System Voltage.** The nominal system voltage shall be 230V/400V.

(4) **Number and Type of Conductors.** Number and type of conductors shall be single phase 2 wire ac. and three phase 4 wire ac.

(5) **Protection for Safety.** Protection for safety shall be based on Automatic Disconnection of Supply (ADS).

(6) **Type of Earthing.** Earthing arrangements shall be based on a TN-S system.

c. **Electrical Distribution Arrangement.** Each prefabricated building shall be provided with a standard electrical distribution arrangement comprising of the following basic elements:

- (1) 1 x Main incoming supply connection socket and plug arrangement in accordance with the requirements specified in paragraph 19.
- (2) 1 x Interconnecting socket and plug arrangement with remote cables in accordance with the requirements specified in paragraph 19.
- (3) 1 x Main internal distribution board.
- (4) Internal wiring providing final circuits feeding reverse cycle air conditioning equipment, internal lighting, socket outlets, ventilation equipment and external light. The distribution board will be provided with 2 x additional spare ways for future expansion of the installation.
- (5) 2 x 10m mains cables fitted with a BS EN 60394 socket and plug on either end capable of sustaining the anticipated demand of the prefabricated building module.

d. **Electrical Installation Requirements.** Detailed electrical installation requirements for each prefabricated building module shall be as follows:

- (1) **Main Incoming Supply Connection Socket and Plug.** 1 x 32A , three phase BS EN 60394 male socket and plug shall be provided direct mounted to the prefabricated building upper frame work to facilitate connection of the module to the main incoming supply cable. The socket shall be wired directly to the incoming side of the internal distribution board. Free unrestricted access to the socket and plug arrangement shall be possible at all times even when placed side by side with adjacent modules.
- (2) **Interconnecting Socket and Plug with Remote Cables.** 1 x 32A, three phase BS EN 60294 male socket and plug shall be provided direct mounted to the prefabricated building upper frame work to facilitate interconnection of one module to another in multiple unit configurations. The socket shall be linked to the main incoming supply side of main incoming supply socket to enable multiple module configurations to be connected together. Free unrestricted access to the socket and plug arrangement shall be possible at all times even when placed side by side with adjacent modules.
- (3) **Main Internal Distribution Board.** 1 x 8-way RCD protected consumer unit to BS5486: Part 12, BS5486:Part 13 or BSEN60439-3 conforming to the following requirements:
 - (a) 1 x Main incoming 63A, 30mA RCD to BSEN61008: Part 1.
 - (b) 1 x 20A type C, MCB to BS EN 60898 protective device – Reverse cycle air conditioning equipment.
 - (c) 1 x 6A type B, MCB to BS EN 60898 protective device - Internal lighting.

(d) 1 x 20A type B MCB to BS EN 60898 protective device – Socket outlets.

(e) 1 x 6A type B MCB to BS EN 60898 - Ventilation equipment.

(f) 1 x 6A type B MCB to BS EN 60898 - External light.

(g) 2 x blanking plates – Spare ways.

(h) Each way is to be permanently and clearly labelled to identify the circuit and rating of the protective device.

e. **Environmental Control Equipment.** Each prefabricated building shall be provided with a 2 part (separate evaporator and condenser) reverse cycle air conditioning unit capable of maintaining the internal building temperature between 18°C and 25°C at all times throughout the year (attention is drawn to the extremes of temperature that are encountered in Afghanistan). The units shall comply with the requirement of the Montreal Protocol using only approved refrigerant material and shall be close couple mounted to the building structure to reduce the risk of pipe fracture due to fatigue. The unit will be connected to the appropriate final circuit by an appropriately rated IP65 rated isolation switch capable of being locked off locally.

f. **Internal Lighting.** Each prefabricated building internal lighting arrangement shall comprise 2 x double 75W class 2 compliant fluorescent fittings (1 x standard and 1 x non-maintained emergency light) with appropriate classification to facilitate direct mounting onto the ceiling structure. The fittings shall be positioned to allow an even distribution of light. The lighting shall be controlled by one switched way of a double gang switch (the spare switch is to control the external light) unit adjacent [internally] to the building entrance doorway.

g. **Socket Outlets.** Each prefabricated building module shall be provided with 6 x double gang switched socket outlets to BS 1362, Part 2 evenly distributed around the internal structure. Spacing, location and fitting parameters shall be in accordance with BS7671: Requirements for Electrical Installations (IEE Wiring Regulations).

h. **External Light.** Each prefabricated building module shall be provided with 1 x IP65 rated low energy 60W bulkhead light fitting fitted externally above the building entrance doorway. The lighting shall be controlled by one switched way of a double gang switch (the spare switch is to control the internal lighting) unit adjacent [internally] to the building entrance doorway.

i. **Ventilation Equipment.** Each prefabricated building module shall be provided with a single ventilation fan and associated control unit capable of continuous operation in either extract or fresh air mode. The equipment shall be capable of providing a minimum extraction/fresh air movement rate of 85m³/hr. The unit shall be provided with auto closing louvres when turned off to prevent ingress of dust and other foreign matter into the building interior.

j. **Internal Wiring.** All internal wiring and cables shall comply with the requirement of BS7671: Requirements for Electrical Installations (IEE Wiring Regulations) and be BASEC certified. All cables shall be concealed in a suitable trunking/conduit system.

k. **Cable Management System.** Each prefabricated building shall be provided with a cable management system that shall be suitably sized for the intended purpose. The cable management system shall be facilitated by the use of a trunking and conduit system which will be correctly terminated at switches, sockets and components. The cable management system shall run around the internal perimeter of the building at roof level with vertical drops down to sockets and switches. All trunking, conduits and fittings shall be effectively secured to the internal building fabric.

l. **Cables.** Cables entering the prefabricated building structure shall be correctly terminated through a cable box and IP65 rated gland to prevent ingress of water, dust and other foreign matter.

m. **Earthing.** Earthing requirements for the installation shall comply with the requirement of BS 7671: Requirements for Electrical Installations (IEE Wiring Regulations) and BS 7430: Code of Practice for Earthing. Each prefabricated building is to be provided with an external designated earth connection stud that will be connected to a local earth rod installed adjacent to the building at the time of installation. The earth rod shall be supplied with appropriate cable termination fitting and a proprietary earth pit. In multiple unit configurations, the prefabricated building modules and any other equipment such as steel steps, and the like will be bonded together.

Power Supply Arrangements

18. The default power supply arrangement for a completed prefabricated building installation shall be the nearest electrical power supply feeder pillar determined during the initial site recce. The price of a prefabricated building in either single or multiple configuration shall include 1 x 30m length of suitable power supply cable and associated terminations to facilitate this arrangement. The ISP Contractor's maintenance department must be consulted to determine suitability, connectivity and available power at any existing feeder pillar during the planning phase.

19. In the event that no feeder pillar is available within a reasonable distance to provide a fixed power supply to any prefabricated building installation i.e. the default position cannot be met, then the power supply requirement shall be met with the provision of a suitably sized (based on demand + 30%) stand alone diesel generator set with integral day tank provided by the ISP Contractor priced as a separate item. The ISP Contractor shall have access to sufficient equipment to meet the anticipated demand.

Testing, Inspection, Commissioning and Handover

20. **Testing and Inspection.** Each prefabricated building shall be subject to a full range of testing and inspection to confirm compliance, including but not limited to:

a. Inspection of completed civils work to confirm siting location, completed ground works, access/egress arrangements, etc, meet specified requirements.

b. Inspection of the building structure, panels, windows, doors and associated support equipment.

c. Inspection and testing of weather seals and module jointing arrangements to confirm compliance with specified requirements.

d. Inspection and testing of the electrical installation in accordance with BS7671: Requirements for Electrical Installations (IEE Wiring Regulations), Section 6. The point of origin for the power supply shall be either the generator alternator termination point or the outgoing terminals of the feeder pillar.

21. **Commissioning.** Each prefabricated building shall be subject to thorough commissioning of the completed building to ensure functionality and correct operation (within specified parameters) of all component parts making up the entire installation. The base document for this activity will be the SOR.

22. **Handover.** Each prefabricated building shall be subject to a formal handover of the completed and finalised installation to the Authority at a Handover Board convened by the Facilities Manager (FM) or his appointed representative. The completed installation shall be provided with the following handover documentation as a minimum requirement:

a. Certificate of compliance stating that the prefabricated building meets the specified requirement for the civils work elements together with any inspection records generated at the inspection and test phase.

b. Certificate of compliance stating that the prefabricated building meets the specified requirement for the electrical installation together with the test certification generated during the test and inspect phase.

c. Summary of construction methodology including any outstanding hazards, operating constraints or other limiting factors to be managed.

d. Operation and Maintenance requirements for the installation. Including frequencies and inspection activities to maintain the installation in an optimum fit for purpose operational condition.

e. Details of warranty and defects liability period for the installation together with arrangements for the mobilisation of resources to address a defect.

Management Information System (MIS) Requirement Definition

REQUIREMENT DEFINITION (RD) FOR THE MANAGEMENT INFORMATION SYSTEM (MIS) TO SUPPORT THE ISP CONTRACT

Non-Functional Requirements

RD ID	RD Number	Requirement Description	Detailed Requirement	Service Standard	Priority	Performance Target	Notes
RD1	OVERARCHING REQUIREMENTS						
Key RD	1.0	The Authority requires that the supplier provides and maintains a Management Information System (MIS) which can validate the delivery of the requirement	PROM2/PCT or equivalent approved by the Authority.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	System must be capable of meeting all the defined requirements
	1.1	The Authority requires that the FM be granted access to designated aspects of the MIS functionality and the data therein from IT hardware provided by the ISP contractor.	The system must provide authorised user access to the system through a user login & password functionality.	To agreed method and timescales	1	100% Compliance	
	1.2	The Authority requires that the supplier adopts an integrated approach to MIS to ensure continuing compatibility with business and technological advances.		To agreed specification, method and timescales	2	100% Compliance	
	1.3	The Authority requires that the system should maintain a full audit trail of activity both in the live system and any associated system archives.	For example - The system must have the ability to suspend an asset (rather than delete) so historic data is not lost and that records are maintained in areas covered by legislation.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	1.4	Not used					
	1.5	The Authority requires that the user shall be able to import and export data to and from IS which is related to DIO facilities management capability.	This includes but is not limited to: Defence Property Gazetteer (DPG), EPT, DGFM SSC systems, Accommodation Module, Operations Scorebook, Operations Dashboard	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems	1	100% Compliance	
1.6		The Authority requires that the user shall be able to import and export data to and from files.	It shall be possible to import and export data in to and from all user-populated fields (subject to access controls). The data formats supported may include Microsoft Excel (xls), Adobe Acrobat (pdf) and comma-separated variable (CSV).	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems	1	100% Compliance	The ability to import and export data in a standard format will ensure that information will not need to be re-entered manually into other

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							applications. XML (for data) or PDF (for scanned images) are likely to be more useful formats than CSV.
RD2	INFRASTRUCTURE						
Key RD	2.0			JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	2.1	Not used					
	2.2	Not used					
	2.3	Not used					
	2.4	Not used					
	2.5	The Authority requires that the Supplier will be responsible for their own commercial arrangements for the provision and maintenance of the service.		{Commercial}	1	100% Compliance	
	2.6	The Authority requires that the Supplier is required to provide the cabling infrastructure within the Authority provided accommodation and building interconnections.	Such installations will be regulated by the MoD's Installation Design Authority (IDA) for the site and the Supplier will need their approval to carry out any installation, maintenance, or repair of the cabling infrastructure.	MoD's Installation Design Authority (IDA)	1	100% Compliance	
	2.7	The Authority will provide office-type accommodation.	The Supplier will be responsible for all internal modifications required to create and maintain server rooms etc. (as required).	{Commercial}	3	100% Compliance	
	2.8	The Authority requires that all IT infrastructure will be provided by the Supplier	All such infrastructure will need to comply with physical and electronic security regulations. All IT hardware wherever located shall be provided by the Supplier (as required).	{Commercial}	1	100% Compliance	
	2.9	Hardware / Software - The Authority requires that the IT System shall be based on sufficiently robust and resilient hardware and software capable of operating in the austere environment of Afghanistan.	The Authority requires full details of proposed platforms, software and hardware to be adopted. The Authority requires notification of any 'lifer' equipment and the	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems	1	100% Compliance	Particular attention should be paid to the dusty environment and

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			likely impact of hardware or software being exchanged during the contract period	JSP 440 – Defence Manual of Security			the extremes of temperature encountered in Afghanistan.
		Not used					
2.10	2.11	Maintenance - The Authority requires that the System and its components shall be maintainable and flexible enough to fulfil Authority requirements.	The Supplier shall demonstrate the ability of the System, under agreed conditions of use and the capability, to be restored to a state in which it can perform its intended function. It is assumed that maintenance is performed under agreed conditions and using stated procedures and resources	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	2.12	Upgrade - The Authority requires that the System shall be readily upgradeable by personnel with standard industry skill sets without recourse to unorthodox methods or disproportionate effort and/or cost.	System maintenance and upgrades shall be subject to quality procedures and controls based upon industry best practice and in accordance with the Authority's requirements.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	2	100% Compliance	
	2.13	Performance - The Authority requires that the System should have sufficient capacity.	The System should be capable of producing data to fulfil the Authority's data supply and access requirements without adversely affecting any other function or process of the System. The System performance criteria need to be defined in measurable terms at tender stage and adhered to throughout the life of the contract.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
RD3	DATA AND SECURITY						
Key RD	3.0		The Supplier should provide a tailored MIS that will not only be robust but which is capable of meeting the contract in accordance with MOD security requirements.	JSP 440 – Defence Manual of Security	1	100% Compliance	
	3.1	Not used					
	3.2	The Authority requires that the Supplier's staff have a thorough MOD Security Understanding	The Supplier must have a full understanding of all the MOD security requirements, outlined in the JSP 440 and BS7799	JSP 440 – Defence Manual of Security	1	100% Compliance	
	3.3	The Authority requires that the Supplier ensures Systems Security Compliance	All Systems must be fully compliant with the Defence Manual Security JSP 440 and adhered to throughout the life of the contract	JSP 440 – Defence Manual of Security	1	100% Compliance	

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	3.4	The Authority requires that there is robust System Security	The Supplier should design a system that will not only be robust but will be capable of meeting the requirements of the contract in a secure manner and in accordance with MOD requirements.	JSP 440 – Defence Manual of Security	1	100% Compliance
	3.5	The Authority requires that there is robust System Management	The Authority requires the Supplier to nominate suitably qualified and experienced personnel who will be held responsible for the IT Systems. The requirement extends to nominated person(s) who will assume day-to-day responsibility for the IT Systems, and for the person who will assume ultimate responsibility for the IT Systems.	JSP 440 – Defence Manual of Security	1	100% Compliance
	3.6	The Authority requires that there is robust System Administration	There is a requirement to demonstrate that the IT System will be properly administered. The Authority requires the Supplier to nominate and provide suitably qualified and experienced person(s) to carry out the role of the System Administrator.	JSP 440 – Defence Manual of Security	1	100% Compliance
	3.7	The Authority requires that there is robust System Support	There is a requirement to demonstrate that the Supplier will provide support staff who are organised and capable of supporting the System Administrator in the day-to-day management of the IT System including input and management of data.	JSP 440 – Defence Manual of Security	1	100% Compliance
	3.8	The Authority requires that there is robust System Integrity	The IT System should be designed with due consideration to reliability and robustness. It shall be based upon industry best practice and the Authority's requirements. A 'Disaster Recovery Strategy' must be tested and in place prior to the implementation of the System and form part of the Bidder's Business Continuity Plan.	JSP 440 – Defence Manual of Security	1	100% Compliance
	3.9	The Authority requires that there is robust System Configuration and Data	a. Shall be implemented to maintain the integrity of all data and	JSP 440 – Defence Manual of Security	1	100% Compliance

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		Management Procedures	<p>derived data employed or generated in the delivery of the project.</p> <p>b. to back-up and archive data from the System in accordance with procedures to be agreed with the Authority.</p> <p>c. to be compliant with the Authority's Data Dictionary / Data Model and Data Standards.</p> <p>d. to maintain the security and integrity of the System and its accreditation status.</p> <p>e. to detail the proposed handover procedures for Data Storage and Transfer; computer Software and Hardware: hard documentation is to be provided.</p>				
3.10		The Authority requires that system availability and access is guaranteed.	<p>Due to the Authority's operational requirements a Helpdesk service must be available and accessible at all times to act as the focal point for the Authority's clients (as required). The System should be available and accessible for use by the Authority's staff during their standard working hours. Users must be able to access and fully interact with the System within fifteen (15) minutes of logging into their individual workstation.</p>	{Commercial}	1	100% Compliance	
	3.11	The Authority requires that the System be 'User Friendly'	<p>The System must conform to standard user interface appearance and functionality and shall not require specialist operator skills to use the system above and beyond those skills imparted in the course of applications training.</p>	{Commercial}	1	100% Compliance	
	3.12	Not used					
	3.13	The Authority requires that direct access be granted to designated information within the MIS to Authority personnel for the sake of monitoring and auditing the Supplier's performance.	As stated in Booklet 3	{Commercial}	1	100% Compliance	
	3.14	The Authority requires that clear data management models and a data dictionary are established between Authority and	The Suppliers MIS will be required to interface with the Authority's Systems in accordance with	{Commercial}	2	100% Compliance	

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		Supplier to govern the transfer of data between the IT Systems and extant DIO Systems.	defined data standards. The requirements are that all data outputs from the IT System are compliant with the Authority's Common Data Model and Data standards.				
RD4	FULFILLMENT OF BUSINESS OBJECTIVES / PERFORMANCE MANAGEMENT						
Key RD	4.0			-	1	100% Compliance	
	4.1	The Authority requires that in supporting the business objectives of the Authority, the Supplier understands the primary requirements of the MIS system and the dynamic environment in which MOD operates.	The Supplier must provide controls and procedures to ensure the integrity of the System and the Authority's data: a. To provide full audit trail for procedural and financial purposes and reduce the potential for fraud; b. To facilitate the efficient delivery of the service by the Bidder and its supply chain partners(if used); c. To allow the measurement of service delivery against clearly defined targets; d. To allow the capture and interpretation of data to demonstrate the efficiency of service delivery; e. To provide transparency of all processes and financial transactions including those within the supply chain f. To provide data that supports the Bidder's billing process, including bill verification and audit. g. To facilitate the works ordering process in full. i.e. SoR, F1097, AG173, DAB10. h. To be compatible/accept monthly detailed payment records (feeders) from FMSSC particularly P2P data i. FOO	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	

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	4.2	The Authority requires that the Supplier provide and maintain a performance-monitoring regime, including trend analysis, across the full range of services according to the agreed indicators and time scales.	Key Performance Indicators A contract T&C prescribes that the FM and ISP determine and agree KPI's and these are presented monthly by the ISP and include trend analysis The application must be able to provide historic comparison, by period for any given KPI	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	4.3	The Authority requires that the MIS be capable of providing reports as agreed with the Authority.	The Authority's staff shall be required to interrogate the data, execute queries and produce user-configured reports on a flexible basis during normal working hours. The Authority will require the production of a set of standard reports to an agreed reporting regime that may include paper and electronic reports in addition to electronic data download / export.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	4.4	The Authority requires that the MIS be capable of exporting performance data and statistics electronically.	The MIS must be able to electronically export data and statistics into the Authority's MIS	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	4.5	The Authority requires that a formal strategy be included to reflect proposals for data ownership at contract completion / termination stage.	The Supplier shall provide a legally binding proposal to cover all issues of data ownership in the event of contract completion or contract termination.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	

Functional Requirements

RD ID	RD Number	Requirement Description	Detailed Requirement	Service Standard	Priority	Performance Target	Notes
RD5	SYSTEM FUNCTIONALITY - FACILITIES MANAGEMENT SERVICES						
Key RD	5.0		The Supplier should look to be innovative (basic functionality should include but not be limited to: Helpdesk, Stores, Vehicles, Staff,	Core Deliverables	1	100% Compliance	

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			Subcontractors, Performance Management, Finance, Condition Survey Data, Programmes, AFP start, completion dates, progress etc., Statutory Inspection programmes, DP content programmes %completion, 'Bulk' provision data number and value of events, Works ordering process in full. Site specific Schedules A, B, & C.				
Key RD	5.1		The MIS package must be capable of providing the Supplier and MOD (where applicable) with the ability to plan, manage and deliver both the FM Response Repair requirements and the FM Works Programme. See above.	DIO Spec 024 – Referencing MOD Property Assets	1	100% Compliance	
Key RD	5.2	The Authority requires that the user shall be able to store and access core information on assets via a single electronic Asset Register underpinning the MIS functionality.	The Supplier must provide and maintain an Asset Register. It must maintain the Built Structure Unique Identifier (BSUID) coding at its core. Information held on assets must comprise a number of different fields and attributes. These must conform to the Common Data Model and IEMP. In accordance with DIO Spec 024	Any information held must conform to the CDM (or, for aspects outside the scope of the CDM such as customer priority, to alternative standards such as IEMP or SPEC 024) to ensure compatibility with other DIO systems and to help in any migration of existing information. Without a common view of information it can not easily be shared.	1		
5.3		The Authority requires that the users shall be able to associate a unique reference number to individual assets.	Information held for individual assets must include a field for an externally assigned unique reference number as defined in the CDM. In accordance with DIO Spec 024	A unique reference number is required to ensure all assets can easily be managed and tracked over the life of the estates.	1		
5.4		The Authority requires that the user shall be able to enter and view detailed information associated with individual assets.	Information held for each asset must include: a) type; b) reference number; c) status; d) location; e) insurance status; f) model number; g) serial number;	Note that there are many more attributes to be considered than those listed (e.g. condition, target condition, critical component failure flagging, spare capacity, design life, assessed remaining life, etc.) The information set for each asset must contain everything required to manage	1		

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			<p>h) intended use; i) current use; j) site owner; k) operational priority; l) occupancy patterns. m) record 'adds and omits'</p> <p>It must also be possible to add and remove fields of data.</p>	that asset over the course of its operational life.			
Key RD	5.5	The Authority requires that the user shall be able to enter and view cost information associated with individual assets.	<p>Information held on asset costs must be depreciated over time to provide a realistic asset value for any time in the lifecycle.</p> <p>Depreciation should automatically be applied by the system with the user able to manually update the value or depreciation rate.</p>	<p>Cost information for every asset needs to be recorded to show potential re-sale or disposal values.</p> <p>JSP 462 – Financial Management Policy Manual</p> <p>JSP 472 – Financial Accounting Policy Manual</p>	1		
5.6		The Authority requires that the user shall be able to create, edit and delete information on assets based on their role.	It must be possible to create different user roles in the system. It must also be possible for administrators to define what information individual roles are able to create, edit and delete. Role capabilities must be definable down to individual information fields.	There will potentially be a variety of different users accessing this system, including FM, DIO staff, contractors and subcontractors. It is essential that approved administrators are able to control which of these users are able to create, edit and delete the information in the system.	1		Note that the contractor may be an approved administrator as well as DIO.
5.7		The Authority requires that the user shall be able to view asset information based on their role.	It must also be possible for administrators to define what information individual roles are able to view. Role viewing capabilities must be definable down to individual information fields.	It is also essential that approved administrators are able to control what information individual users have access to in order to maintain system security and protect commercial information.	1		
5.8		The Authority requires that the user shall be able to link assets together in 'parent – child' relationships or groups.	<p>It must be possible to link individual assets together to form chains consisting of 'parent-child' types or to form groups of connected similar assets. These may be management, budgetary or physical relationships.</p> <p>It must also be possible to include individual assets in one or more relationship. In accordance with DIO Spec 024</p>	Assets are typically divided into levels, from an entire site down to a pump in a boiler. It must be possible to represent these connections. These relationships may also be from a customer perspective (e.g. Task Force / Unit / buildings).	1		

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	5.9	The Authority requires that the user shall be able to assign priority levels to assets.	The user shall be able to set priority level information for individual assets. It must be possible for the FM to define a minimum of five individual priority levels, for example: a) pre-demolition; b) wind and water-tight; c) repair only; d) normal; e) exceptional. The ability to add and define new levels is required.	Different assets may have different management and maintenance requirements depending on factors such as their location, expected life and usage. It must be possible to record these priorities to properly influence maintenance.	1		
5.10		The Authority requires that the user shall be able to manage safe systems of work.	The user shall be able to attach free-form comments on safety (e.g. alerts for asbestos, high voltage, confined space with standard warning text) to individual assets. The FM shall also be able to define asset attributes relating to safety.	Many assets will have safety instructions that the FM or contractors will need to be aware of. It must be possible to include safety information in asset details either as attributes or as free form text.	1		
5.11		The Authority requires that the user shall be able to view and store condition assessments against individual assets.	The user shall be able to record any number of regular condition assessments against individual assets. Condition assessments must have a number of fields and attributes associated with them. Condition assessments must be editable to update the information in any of the fields or attributes without deleting the original information. Authorised administrators must be able to define and configure a condition assessment template used to record new assessments.	Regular assessments of assets are conducted by the ISP and by the FM. The system must be able to store the results of these assessments to help inform maintenance requirements.	1		
Activity on asset information							
Key RD	5.12	The Authority requires that the user shall be able to store and view maintenance activity information linked to individual assets.	The user shall be able to store all required maintenance information against individual assets, subject to role privileges. Authorised administrators shall be able to configure the maintenance information that is required for all assets.	All assets will have particular maintenance requirements and it must be possible to store these in the system.	1		

	5.13	The Authority requires that the user shall be able to create, edit and delete information on the current condition of assets.	The user shall be able to store and update information for individual assets. Current asset condition shall be defined at a number of different levels, Authorised administrators shall be able to define the number of levels and level descriptions needed. The system must automatically lower the current condition of assets over time. Authorised administrators must be able to define how assets conditions are changed and the time period in which these changes happen. The user must also be able to manually update the current condition.	Information on the current condition of all assets is required to be held to help create and define planned maintenance, and to inform reactive maintenance. The current condition also needs to be updated automatically to reflect assets deteriorating over time and use to support planning processes and budgeting.	1		Note that the authorised administrator will be whoever owns the risk for an asset. Over time this may move towards the contractor.
	5.14	The Authority requires that the user shall be able to create, edit and delete information on the required condition of assets.	The user shall be able to store and update information for individual assets. Required asset condition shall be defined over the same levels as those for current asset condition.	Information on the required condition of individual assets is needed to help inform maintenance plans and reactive maintenance requests.	1		Changes in assets may trigger a change in required condition
	5.15	The Authority requires that the user shall be able to view and store information on warranties of individual assets.	The user shall be able to attach warranty information to individual assets, including the warranty length, conditions and subcontractor to be used for warranty claims	Information on asset warranties is required to ensure that warranty claims are made rather than contracted maintenance where possible.	2		
	5.16	The Authority requires that the user shall be able to view and store cost information for individual tasks or groups of tasks associated with individual assets.	The user shall be able to attach cost information to any task or group of tasks associated with any asset. Historic cost information needs to be kept.	Cost information (which may be in the form of prices from the contractor or even estimated costs) is needed to support budgeting and maintenance planning.	1		
	5.17	The Authority requires that the user shall be able to view, store and maintain lifecycle information for individual assets.	Lifecycle information must include expected lifetime, maintenance requirements and frequency.	Lifecycle information for individual assets is used to inform costing and to help planning preventative maintenance.	1		Note that lifecycle information is linked to depreciation of asset condition or changes in importance.
		The Authority requires that the user shall	Predicted maintenance costs must	Showing the costs of	2		

		be able to view and update predicted maintenance costs for individual assets.	be calculated by the system based on the lifecycle of the asset and on the required condition. The costs must be based on the current maintenance costs, appreciated by an annual amount. There needs to be a capability to insert known costs e.g. contract estimates or prices The FM must be able to configure the annual appreciation rate, asset lifecycles and maintenance requirements for the individual asset required conditions.	maintenance for individual assets based on the required condition and likely costs taking inflation into account helps users more accurately budget for and plan maintenance requirements.			
5.19		The Authority requires that the user shall be able to attach documents to each individual asset.	The user shall be able to attach documents in any current, widely used format to individual assets. Attached documents must be viewable from the asset to which they are attached, and from any parent or child assets. Users' ability to create, edit, delete and view documents must be consistent with their role privileges for the asset to which the document is attached.	Documents need to be attached to assets to support maintenance activities and improve efficiency and safety. Documents may include manual excerpts, pictures and notes.	1		
Planning, Budgeting and Forecasting							
Key RD	5.20	The Authority requires that the user shall be able to manage forward plans and programmes for an asset portfolio.	As a minimum, it shall be possible to programme activity for estate assets, manage the budgets associated with them and track accrued and actual expenditure on them.	Programming activity is necessary to provide the framework within which estate assets are managed, while budgeting, forecasting and in-year management are essential to control expenditure on the estate.	1		
5.21		The Authority requires that the user shall be able to view anticipated outputs for the planning period.	As a minimum, it shall be possible to view planned estate outputs and predicted maintenance requirements, including timescales.	It is necessary to understand the required outputs in order to plan for their delivery.	1		
5.22		The Authority requires that the user shall be able to view the anticipated funding position for the planning period.	As a minimum, it shall be possible to view the overall funding available at each level of the planning hierarchy, split into capital and resource, and distinguish between	The planning process is based on the management of required outputs within the constraints of available funding, hence it is necessary to understand the	1		

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			different sources of funding.	funding position.			
5.23		The Authority requires that the user shall be able to construct a future spending plan for their area of responsibility.	As a minimum, it shall be possible to produce a plan using the processes and conforming to the format set out in the planning instructions. These planning instructions will detail the basis for cost estimation.	The FM is required to produce financial plans to support overall financial management and inform business planning and strategy.	1		
5.24		The Authority requires that the user shall be able to prepare an annual budget prior to the start of the financial year.	As a minimum it shall be possible to set budgets for the following Financial Year (FY) for each Accounting Period by UIN. It is desirable to be able to set budgets at a detailed level to support virtual bank accounts.	Budgets are required to enable the effective management of the business.	1		
5.25		The Authority requires that the user shall be able to prepare and record a profiled forecast of future expenditure.	As a minimum, it shall be possible to forecast to the end of the current FY and for the whole of the following FY, profiled by Accounting Period (AP), at each level of the forecasting hierarchy.	Forecasting is required to manage expenditure effectively for the delivery of business benefits.	1		
5.26		The Authority requires that the user must be able to capture and report accruals data to support monthly forecasting and year end processes	As a minimum, it shall be possible for users to capture and report accruals data.	Under accruals accounting, financial submissions must account for the full cost of delivering outputs during a specific period. It must be possible to track actual resource consumption against that budgeted, and identify changes from the previous year.	1		
Contract Management							
5.27		The Authority requires that the user shall be able to select and attribute to an appropriate contract route for an identified requirement.	As a minimum, it shall be possible to identify a contract (e.g. PPM) and cost code (e.g. R for Response, Rem for Remedial, P for Planned, N for New Works). This will include contract routes that will not directly involve the contractor.	Within the ISP contract it is intended that 80% of the requirement will be carried out automatically under the Delivery Packages for maintenance, within IRL's for repairs. The remaining 20% will form the AFP and may be either tendered competitively, procured under single tender with DIO Comm authority, or priced from the schedules of rates issued with the ITT.	1		

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				<p>There are a number of different contract routes. Planned Preventative Maintenance (PPM), Response Maintenance and Minor New Works are baselined on an annual basis. Individual requirements may be contracted through competitive tendering.</p> <p>The FM needs to be able to identify the most appropriate contracting route for a given requirement.</p>			
5.28		The Authority requires that the user shall be able to coordinate delivery across contract routes.	As a minimum, it shall be possible to identify all PPM tasks that are due to take place at the same site/asset.	If there is no coordination the situation may arise where two visits are made inefficiently to the same asset in quick succession, for example when a routine inspection is due to take place soon after a repair is needed.	1		
5.29		The Authority requires that the user shall be able to track contracts and orders made against them using a common identifying reference.	As a minimum, each contract and each order shall have a unique reference number that is present in all records referring to them. It is desirable that only these unique references, and no other system, are visible to users.	There is a need for common referencing to avoid ambiguity. Current systems and processes may use different identities and require cross-referencing.	1		
Key RD	5.30	The Authority requires that the user shall be able to carry out contract management using defined workflows.	As a minimum, workflows for requirement entry, ordering, invoicing, payment and change control for each aspect of the ISP shall be supported. This support must include the ability to make decisions based on a user's financial or commercial delegation.	<p>Within the ISP contract it is intended that 80% of the requirement will be carried out automatically under the Delivery Packages for maintenance, within IRL's for repairs. The remaining 20% will form the AFP and may be either tendered competitively, procured under single tender with DIO Comm authority, or priced from the schedules of rates issued with the ITT.</p> <p>There are a number of different contract routes. Planned Preventative Maintenance (PPM), Response Maintenance and Minor New Works, each with</p>	1		

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				distinct workflows. Delegations must be taken into account to ensure that only authorised users perform each step.			
5.31		The Authority requires that the user shall be able to monitor progress within workflows.	As a minimum, it shall be possible to view the user from whom a given task is awaiting review or approval.	For a workflow to be managed effectively it is necessary to be able to track the progress of tasks through the process.	1		
5.32		The Authority requires that the user shall be able to negotiate contractual issues.	As a minimum, it shall be possible to propose quotations or contract amendments and either accept or reject them.	A number of contract workflows depend upon negotiation and requests for clarification between DIO and the contractor so this offer and acceptance process needs to be supported.	3		
5.33		The Authority requires that the user shall be able to raise orders for work against the ISP Contract	As a minimum, it shall be possible for authorised users to raise a purchase order/F1097 against an identified contract and budget. Authorisation includes taking into account both commercial and financial delegations within the context of an approval process.	F1097's are required to initiate the procurement of goods and services using the funds allocated. The FM needs to raise a variety of orders including initial orders for the PPM programme, orders for responsive work, orders for MNW and orders for individually tendered work.	1		
5.34		The Authority requires that the user shall be able to record delivery of goods and/or services.	As a minimum, it shall be possible to record the date on which specified goods and/or services were delivered (e.g. recording completion of a works task) and enable reporting on % completion against programme and cost. This includes goods and services not delivered by a contractor. It is desirable to be able to store deliverable documents as part of the record of delivery.	Delivery notification is required in order to identify transactions for accruals. This applies across all contract routes. Where deliverable documents are provided (e.g. safety inspection certificates) direct access to these documents is essential.	1		
5.35		The Authority requires that the user shall be able to raise and submit invoices against any contract.	As a minimum, it shall be possible to record the raising of an invoice and its details, including contract details, order and value.	The ISP needs to be able to raise invoices for its work, for example monthly fixed fees, discrete works, and unforeseen works (Bulks). Also monthly invoices if appropriate for PPM or MNW invoices for work that has been completed.	1		

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	5.36	The Authority requires that the user shall be able to receive invoices.	As a minimum, it shall be possible to record the receipt of an invoice, the order that it relates to and its value.	It is necessary to record the receipt of invoices, through any channel, so that they can be checked and processed by the FM and paid by FMSSC.	1		
	5.37	The Authority requires that the user shall be able to validate and process invoices for payment.	As a minimum, it shall be possible to compare the value of an invoice with the associated purchase order, authorising payment if they match and raising an exception if they do not.	It is necessary to confirm that an invoice relates to a transaction that has been properly ordered and then approve and process invoices so that they will be paid. Invoices may be for milestone payments rather than final settlement. If invoices exceed expected costs, change control is required before they can be approved.	1		
	5.38	The Authority requires that the user shall be able to make payments and record details of them.	As a minimum, it shall be possible to record a payment, the invoice for which payment was made and when the payment was made.	Details of all payments made on must be recorded. Payments are made by the FMSSC.	1		
	5.39	The Authority requires that the user shall be able to monitor the progress of orders.	As a minimum, it shall be possible to identify financial and physical progress of an order against its target completion date and cost.	It is necessary to be able to monitor the progress of work to highlight any issues affecting cost or completion as soon as possible, to inform the customer of progress if requested and to provide management summaries.	1		
Planned Preventative Maintenance							
	5.40	The Authority requires that the user shall be able to identify any requirement for repair or replacement work arising from maintenance or inspection.	As a minimum, it shall be possible to record the existence of a requirement and reference the asset concerned and a relevant document.	Routine inspections and maintenance may determine that equipment is damaged and that repair, or replacement, is required.	1		Note that requirements should be recorded and tracked even if they are not approved.
	5.41	The Authority requires that the user shall be able to identify any requirement for change and propose amendments to PPM schedules.	As a minimum, it shall be possible to record the existence of a requirement and the proposed amendments, and reference the documents concerned.	When either planned maintenance or responsive repair has resulted in a significant change to installed plant and equipment, the PPM contract schedules will need to be amended to reflect this. The ISP shall implement the 'odds	1		

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				and omits' process contained in the contract and after approval by the FM the ISP will amend the Asset Register and or Site Specific Schedule. The FM must amend the Master Schedule and issue an updated worksheet to the contractor, with the proposed amendment produced by DIO Comm.			
5.42		The Authority requires that the user shall be able to price amendments to PPM contract schedules.	As a minimum, it shall be possible to record the priced amendments and reference the documents concerned.	The contractor must price the proposed amendment and respond to DIO Comm.	1		
5.43		The Authority requires that the user shall be able to agree amended PPM contract schedules.	As a minimum, it shall be possible to record that agreement has been reached and reference the documents concerned.	Amended PPM schedules need to be agreed through negotiation between DIO Comm and the ISP.	1		
Low Cost Works							
5.44		The Authority requires that the user shall be able to propose annual target costs and milestone payment schedules for LCW.	As a minimum, it shall be possible to record that a proposal has been made and reference the documents concerned.	The ISP needs to be able to propose LCW targets and milestones for each site.	1		
5.45		The Authority requires that the user shall be able to agree annual target costs and milestone payment schedules for LCW.	As a minimum, it shall be possible to record that agreement has been reached and reference the documents concerned.	LCW targets and payment schedules need to be established through negotiation between DIO Comm and the ISP for each site.	1		Note that FMSSC needs to be made aware of agreed payment schedules so that they are able to match invoices.
	5.46	The Authority requires that the FM shall be able to raise low cost works requests under Delivery Package 3.	As a minimum, it shall be possible to instruct the ISP helpdesk with details of the request.	The FM must validate them before instructing the ISP to carry out the work when appropriate.	1		
5.47		The Authority requires that the user shall be able to process works LCW requests.	As a minimum, it shall be possible to ask intelligent questions about the request, allocate an order number and assign the work to the ISP in-house resources or a sub-contractor to carry it out.	When the contractor receives an instruction via their helpdesk they are required to carry out their own validation (e.g. is it within the contract scope, can it be completed within IRL's, below a threshold cost). If it is not valid, above an IRL or above a threshold limit it must be referred to the FM and the flow control	1		The IRL's and Value Banding thresholds are fixed under the ISP contract. Any changes must be authorised by DIO Comm by a Contract Amendment.

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				process must be followed.			
5.48		The Authority requires that the user shall be able to consolidate Helpdesk Occurrences (HDO).	As a minimum, it shall be possible to consolidate requests in the event that a number are received with a common cause.	If, for example, there is a power cut, it is likely that a number of requests will be received by the helpdesk but only a single action will need to be taken.	1		
5.49		The Authority requires that the user shall be able to propose variation in cost estimates.	As a minimum, it shall be possible to record the proposed variations and reference the asset and documents concerned.	The contractor must provide a cost and time estimate for work above the IRL/ threshold using the Schedule of Rates (SoR) in the ITT.	1		
5.50		The Authority requires that the user shall be able to agree variation in cost estimates.	As a minimum, it shall be possible to record that agreement has been reached and reference the asset and documents concerned.	An authorised variation, outwith the SoR cost needs to be established through negotiation between DIO Comm and the ISP.	1		
5.51		The Authority requires that the user shall be able to reconcile LCW payments with actuals.	As a minimum, it shall be possible to prove that actuals are satisfactory when compared to the payments that have been made and determine that the final price does not exceed the value of the F1097 payable.	Actuals will be the F1097 value in virtually all cases. The only exceptions will be when unforeseen circumstances arise, provided within three months of the relevant milestone and it is necessary to review these against the milestone payments made to identify the adjusted value of the milestone.	1		
5.52		The Authority requires that the user shall be able to specify all Minor New Works (MNW) requirements.	As a minimum, it shall be possible to record the existence of a requirement and amend the FMR and reference the relevant document.	Before the ISP is involved, The FM and HQ JFSp(A) (PJHQ if necessary) must agree and confirm the requirement, carry out design work and produce specifications for the identified MNW. This may require consultancy support.	1		
5.53		The Authority requires that the user shall be able to request a quotation from the ISP.	As a minimum, it shall be possible to record the request and reference the documents concerned.	In all cases, where a requirement is sufficiently developed, and can be specified and costed before work starts, a quotation may be requested from the ISP.	2		
5.54		The Authority requires that the user shall be able to propose a quotation.	As a minimum, it shall be possible to record receipt of the quotation and payment schedule and reference the documents	The ISP must prepare a quotation and payment schedule in response to a request.	2		

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			concerned.			
5.55		The Authority requires that the user shall be able to agree a quotation.	As a minimum, it shall be possible to record that agreement has been reached and reference the documents concerned.	The FM/DIO Comm must agree that a quotation is acceptable before proceeding to raise an order.	2	
5.56		The Authority requires that the user shall be able to agree variations between estimate and invoice value.	As a minimum, it shall be possible to record that agreement has been reached and reference the documents concerned.	Negotiations between the FM, DIO Comm and the ISP need to be held to understand the reason for the variation (e.g. scope changes) and to agree a value adjustment.	1	
Individually tendered requirements						
	5.57	The Authority requires that the user shall be able to identify and select the procurement method and timing for each individually tendered requirement.	As a minimum, it shall be possible to identify: a) the contract type; b) the date by which works contracts need to be let.	The nature of requirements that are subject to competitive tender will vary, so the FM (advised by DIO Comm) needs to be able to select the most appropriate procurement method.	2	
5.58		The Authority requires that the user shall be able to select a preferred supplier.	The decisions made following the evaluation of tender responses shall be recorded, together with a record of evidence / justification for the decision.	An audit trail of the decision-making process must be maintained to justify the outcome to suppliers and other interested parties.	2	
Collaborative Working						
Key RD	5.59	The Authority requires that the user shall be able to exchange messages and documents.	As a minimum, users shall be able to reliably send and receive email with any other user, including attached documents. Documents shall conform to naming conventions and have appropriate metadata associated with them.	Users need to be able to exchange information electronically to avoid postal delays and the need to retype information. The use of structured formats (e.g. xml) is encouraged.	1	
5.60		The Authority requires that the user shall be able to access a shared working environment.	As a minimum, group productivity services including messaging, shared diaries and discussion forums shall be provided. As a minimum, a shared working environment shall enable users to: a) work on the same document at the same time, and merge changes; b) insert comments; c) identify current versions of a document, and changes made	Users need to be able to work collaboratively in order to improve the speed and effectiveness with which documents are produced, reviewed and approved. It is important to note that the requirement is focused on document exchange and there is no intention to create a records management system.	1	

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			<p>between versions; d) flag documents as read-only; e) send and receive instant messages; f) access a shared information base.</p> <p>The document types supported include: a) text documents; b) spreadsheets; c) databases; d) images.</p>				
Supplier Management							
Supplier Information							
5.61		The Authority requires that the user shall be able to store and view contact and service information for any number of suppliers.	<p>As a minimum, it shall be possible to:</p> <p>a) store all contact information for any number of suppliers; b) associate information on one or more services provided with each supplier; c) generate an email from within the system using supplier contact details.</p>	Users must be able to easily contact suppliers, either directly from the system or using information stored in the system.	1		
5.62		The Authority requires that the user should be able to store and view information on service offerings.	<p>The users should be able to see service offering information (e.g. Service Level Agreements) on contracts with all suppliers.</p> <p>Administrative users must be able to configure contract templates to define what information may be entered.</p>	Users must be able to see information about contracts placed with suppliers, including the scope of services offered, costing and timeframe.	1		
5.63		The Authority requires that the user should be able to store and view information on jobs undertaken or services provided by suppliers.	As a minimum, this shall include all jobs undertaken or services provided by a supplier, and all jobs currently assigned to an individual supplier within a set timeframe.	Users must be able to find information on jobs and associated suppliers for management, planning, audit, safety, reporting and costing purposes.	1		
Performance Monitoring							
5.64		The Authority requires that the user shall be able to assess supplier performance at contract level.	As a minimum, it shall be possible to identify current and historic values of Key Performance Indicators (KPIs) for a given contract.	This is needed in order to develop a better understanding of contractors' performance.	1		

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	5.65	The Authority requires that the user shall be able to identify trends in spending patterns.	As a minimum, it shall be possible to view current and historic costs for specific types of task.	An informed view of works cost trends will enable the FM to prepare more realistic estimates.	1		
Reporting Requirements							
General							
	5.66	The Authority requires that the user shall be able to produce reports in a variety of media formats.	As a minimum, it shall be possible to produce reports in the following formats: a) printed paper; b) digital file (for distribution by email, CD, etc., or for copying into a spreadsheet, word processor, etc.).	Paper reports may be required for archiving, documents that need to be signed, or for recipients who do not have convenient access to a compatible system. Electronic reports can be distributed quickly and easily, and imported into other applications.	1		
	5.67	The Authority requires that the user shall be able to produce reports in a variety of electronic file formats.	As a minimum, the following file formats shall be available: a) extensible markup (xml); b) Adobe Acrobat (pdf); c) Microsoft Word (doc); d) Microsoft Excel (xls).	The common formats listed should be able to be viewed on nearly all recipients' systems.	1		
Standard Reports							
Key RD	5.68	The Authority requires that the user shall be able to produce a range of standard reports.	It shall be possible to produce reports from information relating to the whole asset base managed by the FM and ISP, including financial data and the status of workflow associated with the information. It shall be possible to define any report that has been constructed to be a standard report, which would then be available to other users.	It must be possible to generate consistent reports quickly and easily in order to support efficient day-to-day management and management reporting at both contract and corporate level. Any commonly used report might need to be defined as a standard report.	1		
Flexible Reports							
Key RD	5.69	The Authority requires that the user shall be able to produce user-defined, ad-hoc reports based on any data that they are authorised to access.	It shall be possible to produce reports to meet any reasonable demand for facilities management information by the FM, its customers and the contractor. These may be needed to support internal management decision making, or to answer specific external queries such as: a) parliamentary questions; b) ministerial correspondence;	The ability to produce flexible reports to support management decisions is a key enabler for the efficient management of DIO's business. DIO also has a responsibility to provide answers to specific external queries, so there must be sufficient flexibility to access the necessary information easily.	1		

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			c) Freedom of Information requests.				
5.70		The Authority requires that the system must contain additional storage capacity.	The system must have the ability to store attachments and / or document links (e.g. plans, photographs etc.)	As directed by Authority	1	100% Compliance	
	5.71	The Authority requires that the System should be available and accessible for use by the Authority's staff as and when required.	a. Proposals for the physical location of where and how the Authority's staff can gain access to the MIS are required. b. Designated Authority staff must be able to interrogate the System, execute queries and produce flexible user-configured reports during normal working hours. c. Controls must be in force within the System to provide assurance that information has been created, amended or deleted only by the actions of users with appropriate permissions to carry out that particular action.	{Commercial}	1	100% Compliance	
RD6	SYSTEM IMPLEMENTATION						
Key RD	6.1			JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	6.2	The Authority requires that the Supplier fully researches and understands the full breadth of the Authority's MIS requirements and the initial core data migration.	During implementation the Supplier shall consider time scales; risks and mitigation strategies; required outputs from the Authority; configuration; development and testing.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	6.3	The Authority requires that the Supplier adequately supports the user community.	The Supplier shall provide full training and user documentation relating to the IT System for the Authority's nominated personnel.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems	1	100% Compliance	

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				JSP 440 – Defence Manual of Security			
	6.4	The Authority requires that the Supplier establishes a formal MIS Strategy (including data migration where necessary) and appropriate Project Plan.	The Supplier shall demonstrate that the IT System will be properly initiated, administered and that it will adhere to MoD requirements	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	6.5	The Authority requires that the Supplier demonstrates the competence of the System Support Staff.	The Supplier shall demonstrate that the support staff are capable of supporting the System Administrator in the day-to-day management of the IT System, including the input and management of data.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	6.6	The Authority requires that a suitably competent support staff is established.	The Supplier shall nominate and provide a suitably qualified and experienced set of Support Staff as well as a System Manager.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	
	6.7	The Authority requires that a formal strategy be included to reflect proposals for data ownership at contract completion / termination stage.	The Supplier shall provide a legally binding proposal to cover all issues of data ownership in the event of contract completion or contract termination.	JSP 480 – Defence Co- Coordinating Installation Design Authority Manual of Regulations for Installation of Communication & Information Systems JSP 440 – Defence Manual of Security	1	100% Compliance	

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Technical Working Environment (TWE) Shelters – Indicative Programme

Delivery Package 8 - Indicative Programme for Contract Year 1

TWE Type	Size WxLxH (m)	GEMS Code	Sec/Ref 39H 5410-99- unless stated	Erect	Dismantle	Re- Package
Rapid Erect Hangar (REH)	23 x 36 x 8.5	NAA	1274641	0	0	0
Mk 2 Norwegian Variant (NV)	20 x 24 x 8.9	NCZ	6140530	0	1	1
Rapid Erect Shelter (RES) 20m	20 x 30 x 8.3	NCV	4745751	1	2	2
Sunshade (RES) 20m				2	0	0
Rapid Erect Shelter (RES) 25m	25 x 40 x 11	ABV	7309292	6	2	2
Rapid Erect Shelter (RES) 25m	25 x 36 x 11	AKH	2365946	0	0	0
Rapid Erect Building (REB)	12 x 16	HPK	3009445	0	0	0
ECASS	9.1 x 16	NBQ	7398291	0	0	0
Very Rapid Erect Shelter (VRES)				0	0	0

Notes:

1. This programme is purely indicative and is based on TWE activity during the 12-month period Aug 09 to Aug 10.
2. The programme for subsequent contract years will be confirmed prior to the start of the next contract year.
3. Inspection and maintenance tasks are included within the Fixed Fee for Delivery Package 2.
4. Additional TWE activities over and above this Indicative Programme will be priced in accordance with the DP 8 Pricing Schedule – Item 2A.8 in Booklet 5.

Examples of Works Service Classifications

Emergency Call-outs

Ser	Fault	Notes
1	Generation of Power	Failure of power generation equipment
2	Attendance to the services of a Critical asset as defined in Annex N	
3	Complete loss of a water supply to a substantial area or camp	
4	Failure of a Sewage Treatment Facility including ejectors or transfer pumps where there is a high risk of overflow or damage to the environment	De-sludging Plant, Overflowing Waste Interceptors, Septic tank/Cess tank overflow is Soft FM
5	Complete failure of a fuel filling facility where no alternatives are available	Only at STR and LKG. MBTFI at BSN will be addressed post OP Vessica at the end of 2010
6	Failure of single point Water Treatment Facilities	
7	Power failure to operationally essential services or a significant part of a building.	Including to specific services in a Critical Asset
8	Loss of heating when temperatures fall below 5 DegC in a whole facility.	This may be linked to the loss of power to electrical sockets.
9	Any power failure to Ops Room/COMCEN operational equipment.	Not the domestic power to the TV or kettle!
10	Power failure to all parts of Medical Centre/Facility or Kitchen.	
11	Power failure to a whole dining facility or to a single item of equipment deemed critical to the production of food services.	
12	Power failure to an ablution facility.	Only if it is the only facility serving a camp or large location. Where multiple facilities exist then the loss of 3 units or more.
13	Air-conditioning failure in a Critical Asset or where it is deemed to be affecting an ongoing critical mission.	Mission critical equipment is normally J6 communication rooms and ISTAR equipment rooms or defined areas of a Critical Asset.
14	Failure of a light fitting in an operational room used for work 24 hrs per day or in a Critical Asset.	Where it affects the operational output of an on-going mission.
15	Equipment failure in kitchen.	Unless alternative is available
16	A blocked toilet/shower/pipe causing excess leakage of sewage or water and/or it is the only toilet/shower/pipe serving a unit location.	
17	A water leak from distribution pipework or equipment.	Major external faults, not drips, which may result in the rapid loss of storage or substantial damage to structures/equipment.
18	Fire alarm fault where the alarm is causing significant disruption	
19	Loss of substantial part of or all perimeter security lighting	Several lights not illuminated

Ser	Fault	Notes
20	Loss of refrigeration for a single point of storage.	Single Reefers, Freezers or refrigerators where no back up is available.
21	Loss of power or lighting to guard room, Sanger, or Force Protection asset, such as ISTAR equipment.	

Notes:

1. The asset has to be within the ISP contract though the ISP may assist in order to meet an operational need.
2. The ISP does not repair Military equipment such as FEPS, FEPDS, LAPDS, etc but may assist to meet an urgent operational need.

Very Urgent Responses

Ser	Fault	Notes
1	Power failure to all sockets in a single room or accommodation	
2	Power failure to a single item of equipment in dining room	
3	Failure of a kitchen extract system	
4	Failure of a Sewage Treatment Facility ejector or pump where there is a low risk of overflow or environmental damage	
5	Loss of power to a CCTV or Intruder Alarm system	
6	Loss of power to non-critical ISTAR equipment	
7	Loss of a service in a Detention facility where detainee handling takes place	
8	Overflowing or blocked waste water or interceptor systems	
9	Total air-conditioning failure to multi-occupancy room	Examples: Loss of air-conditioning to the RSOI tent, Briefing Facilities, Passenger handling Facilities, etc.
10	Failure of all air-conditioning or heating in rooms/offices of critical/key/duty personnel	Medical Operating Theatre Staff, MERT, Gd Rooms, Fire Station, On Duty/Standby Aircrew, ISTAR Operation Rooms, Senior Staff Officers (Col and above).
11	Failed water heater where it is the only means to heat water	
12	Failed room heater to multi-occupancy rooms or where it is the only means to produce heat	
13	Structural damage that may cause the eventual deterioration of an asset or service	Culvert collapse on a main traffic route
14	The loss of an important Force Protection asset	Road barrier, security lights at checkpoints, power supply radio battery charging systems. Hole in a fence.
15	Overflowing Oil/Petrol Interceptor	
16	Individual perimeter security light fault	

Urgent Responses

Ser	Fault	Notes
1	Power failure to all sockets/equipment supplying technical equipment.	Where no alternatives are available.

Ser	Fault	Notes
2	All other water and waste water problems	
3	Failure of a water pump or pressurization pump unit/house where it has not completed stopped the water supply	
4	Failure of Water Treatment Facilities in multi-treatment plants	
5	Failure of a Safety Exhaust/Fume Extract system	
6	Failure of a single point incinerator	
7	Complete loss of a single point laundry unit	
8	Failed water heaters	In winter
9	Failed room heaters	In winter
10	Damage to Security Doors	
11	Repairs to steps/stairs and walkways where they form an emergency egress	

Routine Responses

Ser	Fault	Notes
1	Power failure to all sockets/equipment supplying domestic equipment, such as kettles, white goods, general use supplies.	
2	All other air conditioning faults	
3	Repairs to fabric buildings and tents	
4	Repairs to force protection structures, sangars, Gd Rooms, Barriers, Gates, Fences	Not HESCO and Field Defence Stores structures Barbed Wire and sandbags.
5	Dripping Taps	
6	Replacement Signage including Safety Signs	
7	Repairs to items in laundry units	
8	Repairs to incinerators where other means to dispose of waste are available.	
9	Repairs to ranges	
10	General repairs to roads, soil drains and waste interceptors	Only those incorporated into the contract which is not all systems
11	Repairs of steps/stairs and walkways unless used for emergency egress	
12	Repairs to Masts & Towers	Unless deemed immediate mission critical
13	Failed air-conditioning units	In Summer
14	Repairs to internal accom/office doors	Replacement door furniture may not necessarily include replacement locks and keys where the repair will need a security justification.
15	Repairs to vehicle washdown facilities	
16	Repairs to floors	
17	Repairs to roofs, gutters, walls (internal & external)	
18	Repairs to Oil/Petrol Interceptors	
19	Repairs to items in toilet and ablution facilities	Portaloos and Sanitary Towel Disposal are Soft FM

Critical Assets

To be included at a later date

Change Control Notification (CCN) Process (V3) ISP(A)

1. **Aim.** The aim of the CCN process is to coordinate the authorisation of changes to the ISP(A) contract¹. It's scope includes additions, deletions, with cost and non cost changes. Major Change² will be handled separately but using the same principles. Change is inevitable on an operational estate and when delivered against the backdrop of Transition and Redeployment, it is essential that changes effecting the ISP(A) contract are managed appropriately.
2. **ISP(A).** The ISP(A) contract provides the maintenance of MOB and FOB assets on the HERRICK operational estate. The ISP(A) contract includes a number Delivery Packages (DPs) which would be affected by the addition or deletion of assets³ to the operational estate.
 - DP1 Management
 - DP2 Operation and Maintenance
 - DP3 Response Maintenance and New Works
 - DP4 Logistics
 - DPs 5-8 inclusive are not affected
3. **Principles.** The CCN process is based on; continuity of approach, transparency, a competitively tendered schedule of rates, financial and technical scrutiny.
4. **End State.** The end state for each change managed by the CCN process will be a contract amendment with a defined and agreed resource allocation and value where appropriate.
5. **Stakeholders.** The stakeholders in the CCN process are:
 - Designated Officer (DO) – SO1 J4 Infra PJHQ.
 - Theatre Designated Officer (TDO) – CO UK Wks Gp RE (A).
 - Contractor – in theatre (operations).
 - Contractor – out of theatre (corporate).
 - Financial Scrutiny and Authority – J8 PJHQ.
 - Commercial Authority – DIO MOD Comm.
 - Technical Scrutiny and Continuity – 170 Engr Gp.
6. **CCN Process.** The CCN process is shown at Enclosure 1. The process is broken down into 4 stages:
 - Definition of the change requirement.
 - Production of the contractor's proposed resource and cost solution.
 - Approval and financial authority for the solution.
 - Execution of the change (includes after action review).
7. **Control.** The CCN process is controlled through the 4 stages via the form at Enclosure 2.
8. **Funding change.** The financial approval⁴ of the ISP(A) contract provided an LoL of £XXX.YYYM, but restricted the combined risk/growth pot to £XXM and stipulated that a review note to update Def Res on progress was to be provided at the 12 month point. The table below sets out the funding as at 2 Nov 11; available to the contract. J8 manage these funds.

¹ The ISP(A) and BNAF ISP contract documentation has been merged for ease of application and the combined contract is now known collectively as "the ISP(A) contract".

² The definition of major change is not yet agreed between the Authority and the Contractor.

³ New camps built or recovered, new dining facilities, additional generators for HQs etc.

⁴ PJHQ J8 ISP MGBC Approval 20110819-ISP BC Approval dated 19 Aug 11.

Funding Description	ISP(A) (£) ⁵	BNAF ISP ⁶ (£)	Remarks	Status
Fixed				
Maintenance of assets listed in ITT including assets which the ISP(A) contractor has indemnified against.	(A) XXX.YYYM	(B) XX.YYYM	Fixed bid cost. (Includes the costs associated with all other DPs.)	Committed
Maintenance of change in assets between ITT and contract award.	(C) XX.YYYM	(D)	Fixed price obtained under competition.	Committed
Risk				
Change to mobilisation.	(E) XX.YYYM	(F)	Fixed cost associated with the reduction of mobilisation period by 1 month.	Committed
Maintenance of change in assets between contract award and in service date.	(G) XX.YYYM	(H)	Estimated pot. Pot to be shared between ISP(A) and BNAF ISP.	
Remainder of £XXX.YYYM ceiling to be allocated to change after in service date.	(I) XX.YYYM	(J)	Estimated pot. Pot to be shared between ISP(A) and BNAF ISP.	
Remainder of £XXX.YYYM to be allocated to change after 12 month review.	(K) XX.YYYM	(L)	Note that any under spend on the £XXX.YYYM ceiling will also be available.	
TOTAL LoL	(M) XXX.YYYM	(N)		

9. Asset Identification. The funding for the maintenance of all assets comes from one of the funding lines listed above. Assets must therefore be identified clearly against one of the funding lines so as to avoid inadvertently paying for the service twice.⁷ In addition, a significant percentage⁸ of costs associated with shared US UK BNAF assets can be recovered from the US. Assets must therefore also be sub-allocated ISP(A) or BNAF ISP as above. UK Wks Gp RE (A) is to provide a system which delivers appropriate asset identification to support this requirement.

10. Governance. Governance is inherent within the approvals required under the form at Annex B. CCNs will be an agenda item at the QRM as required. The ISP(A) Working Group (WG) reports the changes and trends quarterly to the ISP(A) Programme Board (PB). In turn the PB provides a biannual report by exception to ACOS J1/4 and ACOS J8, highlighting trends and changes. Major change, be it as a result of a single large event or through aggregation of a significant number of minor events, is managed through the WG and PB.

⁵ Assets A, C, E, G, I, K, and M are ISP(A).

⁶ Assets B, D, F, H, J, L and N are BNAF and therefore where shared with US, UK can recover 70% of the cost.

⁷ For example: Assets "found" which should have been included on the Asset Register provided by KBR at ITT should only be funded out of "A".

⁸ Percentage is set through a US UK Implementing Arrangement (currently around 70% US / 30% UK). IMPLEMENTING ARRANGEMENT CC-UK-IA01 TO THE MEMORANDUM OF UNDERSTANDING CONCERNING ACQUISITION AND CROSS SERVICING ARRANGEMENTS DATED 8 JANUARY 2007 (USA-GBR-02).