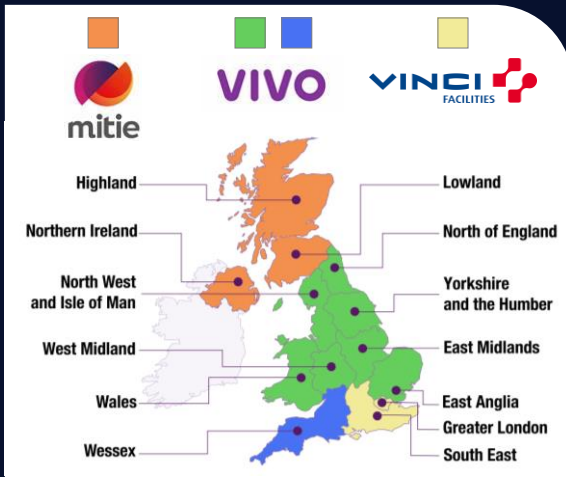


Improved Billable Works Services:

All Billable Works will be subject to performance measures to ensure timely delivery, quality, and value for money. These will be managed by CRFCA and RFCA Estate teams to ensure standards are met.

Compliance with mandated standards and policies:

Suppliers will maintain statutory compliance across the Volunteer Estate by adopting industry standard maintenance specifications that have been adapted to meet Defence needs.



Inclusive Repair Threshold (IRT)

The IRT will include all repairs up to a set value (with limited exceptions) and is annually adjusted with indexation.

Flexibility to Meet Requirements

Efficient Estate Management:

Council RFCA (CRFCA) and RFCA Estate Teams will provide advice to support estate users through greater data and Management Information integrity, allowing optimisation of available funding.

Flexibility to meet changing customer requirements:

Flexibility is offered through a Core Service, providing standard Hard FM services which can be supplemented by non-core services (e.g. preventative pest control, gutter clearance). Subject to affordability this can be called off as required.

Support better decision making:

Robust financial data and management of information will be available to RFCA Estate teams and Customers to inform decisions on the future direction of the Volunteer Estate.

Improved Planning

All assets across the Volunteer Estate are priced – if a building is taken out of service this will be reflected in the contract price, providing flexibility/ability to reflect estate rationalisation initiatives.

For more information please contact:
co-sfm@rfca.mod.uk



Defence
Infrastructure
Organisation

Built Estate Hard Facilities
Management contract
approach to maintaining the
Volunteer Estate



RFCA
Reserve Forces' and
Cadets' Associations

Improved Customer Satisfaction

Improved levels of customer satisfaction:

Subject to MOD affordability RFCAs will be able to choose the level of service they will receive, such as increasing the scope of Planned Preventative Maintenance, allowing a tailored service. Additionally, customers will benefit from long-term collaborative relationships and improved, consistent processes. This will include faster delivery, first time fix, Value for Money, light-touch approvals and inclusive design fees.

Fix First Time

Minimum of 93% of reactive maintenance will be fixed on the first visit with no return in 6 months.

Improved contract management:

Suppliers will be required to be accredited in the international standard ISO 44001 to embed collaborative working practices between the supplier, RFCAs and estate users.

Transparent Financial control:

Suppliers will be benchmarked annually throughout the life of the contract to ensure value for money is delivered.

Design Capability will be part of Core Service

For example: A new build project up to £1m in value can be costed, designed and delivered more quickly.

Improving the Standard of our Volunteer Estate

- ✓ Customers will be able to see real-time data about their assets, inspection dates and maintenance activities.
- ✓ New process for Billable Works to support faster delivery of projects, especially those below £25k.

Lighter touch approvals for low value Billable Works (<£25k)

- Heating and hot water, minor new changes, health & safety and operationally essential repairs – end to end process reducing to days rather than weeks.
 - Enables CRFCA & RFCA Estate teams to focus on advising TLBs about the higher value Billable Works.
- ✓ Non-core call-off provision will allow customers to buy additional services according to local needs and budgets.
 - ✓ Tender evaluation is weighted to quality not price.
 - ✓ The length and scale of the contracts gives suppliers the incentive to invest and innovate.
 - ✓ ISO44001 Collaboration certification underpins a positive relationship between all parties.

Flexibility in supplementing non-standard service will enable prioritisation of spend

- Opportunity to move to pre-planned maintenance over fix on fail.
 - Individual establishments able to tailor service provision to meet specific needs.
- ✓ Suppliers will have the incentives to perform and the contract includes the levers so they can be held to account.
 - ✓ The high volume of low value billable works can be completed with minimal bureaucracy through trust with consequences.
 - ✓ Incentives to gather and maintain condition data – will improve understanding of where to focus investment.
 - ✓ Contract reviews and extensions will be driven by a balanced scorecard of overall performance.
 - ✓ Real time access to CAFM systems will improve asset management.
- ## Access to real time data will improve investment decisions
- Suppliers input results of inspections directly into the system, improving the quality of compliance reporting, asset data and management.
 - Greater transparency of work schedules, asset maintenance and inspection dates.
 - Energy management systems will enable a proactive approach to cost-saving initiatives.