

Overview of Call Off Schedule 28 - Service Information – 501CSW USVF Facilities Management Contract

CORE SERVICES

Module A

Management Services (For Core Services and Change Management)

Organisation, Affected Property, Health and Safety, CDM Regulations, Sustainable Development and Environmental Management, Security, Fraud Prevention, Interfaces, Quality Management, Contract Compliance & Audit, Failure Management, Performance Indicators, Records, Reports, Meetings, Establishment Specific Task Schedule, End User Satisfaction, Financial Management, Inclusive Repair Threshold, Change Management, Fast Track process, Work Orders, ROC, SON, Quotes. Application of the Change Process, Risk Management, Business Continuity, Contractor's Accommodation, Mobilisation, Demobilisation and Exit Strategy, Training, Suppliers Relationship Management Plan, Suppliers Plan & Common Scenarios.

Module B

FM Help Desk

Operations,
Reports,
Complaints,
Flowchart

Module C

Statutory & Mandatory

Statutory Requirements,
Mandatory Requirements,
ESTS Schedule,
Failures,
Reports & Records,
Fire & High Risk Systems
CP Inspections.

Module D

Maintenance Services

Preventative Maintenance,
Reactive Maintenance,
Calculation of Response Times,
Oil Water Separators,
Issued Property & Equipment Maint,
SLA COM Maintenance,
Points of Demarcation, Acceptable
Condition & Standards & Site
Specific Requirements.

Module E

Support Services

Estate Stewardship & Compliance,
FCM,
Secondment of Employers Staff.

Module N

Water & Waste Water Plant Operations

Operational Requirements,
Sampling /Testing /Analysis,
Reporting Requirements

Module M

Information Systems and Data Management

General description, Help Desk Specific Requirements,
Additional US Government furnished IT Requirements, Data
Standards, Data Management, Common Data Environment

Module F

Military Family Housing (MFH) Maintenance Services

Preventative Maintenance, Reactive Maintenance, calculation of response time, COM, Unoccupied
Housing, Vacant Housing, Scenarios, Hours of Operation, Acceptable Condition and Standards.

ADDITIONAL SERVICES

Module I

Billable Works

Billable Works Services, Reporting, Billable Work Service Types, Change Delivery, Handover procedures and process.