

**AUTHORITY: The Secretary of State for the Home
Department**

**Schedule 2.8
Maintenance and Cleaning**

**Gatwick Estate
(Brook House, Tinsley House with Pre-Departure
Accommodation)
Immigration Removal Centres and PDA Contract**

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Definitions:

In this Schedule, the following Definitions shall apply:

“Minor Works”

These are works which fall outside of general maintenance, usually funded by the Authority, and would typically be undertaken to alter or update infrastructure / accommodation / facility - following a proposal from the Supplier or the Authority. The work would be reasonably straightforward in nature, of relatively low value, of short duration (a few weeks at most) and would not require project management etc.

“Major Works”

These are works which fall outside of general maintenance also and are usually funded by the Authority. The work is likely to be of a high value, comprehensive or complex in nature and for a duration of many weeks/months. The work would also typically be managed by a Project Manager.

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1. INTRODUCTION

- 1.1 This Schedule 2.8 sets out the terms upon which the Supplier shall, at its own expense, maintain and keep clean the IRCs, PDA, the Sites and all plant, machinery, fixtures, fittings, furnishings, chattels and other equipment.
- 1.2 This Schedule 2.8 also sets out the standards against which each part of the IRCs, PDA and the Sites and all plant, machinery, fixtures, fittings, furnishings, chattels and other equipment therein or thereon are to be judged upon expiry or termination of the Contract.
- 1.3 The Supplier shall ensure that all parts of the IRCs and PDA are kept in good operational, structural and decorative order during the Contract Term and shall ensure that the:
 - 1.3.1 Supplier's obligations as set out in this Schedule 2.8 are carried out in such a way that each part of the IRCs and PDA is suitable for the habitation of the Detainees in accordance with the purposes of each such part as set out in this Contract;
 - 1.3.2 Assets will be maintained to the standard required; and
 - 1.3.3 The Supplier will use all appropriate measures to comply with industry standards, as applicable to this contract, to deliver the requirements of this Schedule 2.8.
- 1.4 On expiry or termination of the Contract, the condition of the IRCs, PDA and the Sites and all plant, machinery, fixtures, fittings, furnishings and other equipment therein or thereon shall, following the expiry of the Contract or the Termination Date, be capable of delivering the residual life expectancy of each Asset in the IRCs and PDA, where an Asset has a manufacturer's residual life expectancy.

2. MAINTENANCE MANAGEMENT

- 2.1 Without prejudice to other terms and conditions contained in the Contract (including, without limitation, other obligations of the Supplier), the Supplier's maintenance obligations as detailed in this Schedule 2.8.
- 2.2 The Supplier shall be responsible for all routine inspection, testing, maintenance, repair, refurbishment and replacement services in relation to each part of the IRCs, PDA and the Sites including, without limitation: the roads, fences and other external works, walls, buildings, and all other engineering services; plant, fixtures, fittings, furnishings, chattels and other associated equipment including transport, mobile equipment, apparatus and all external services within, upon or otherwise forming part of or connected to the Sites and/or the IRCs and PDA (together, the "**Maintained Assets**").
- 2.3 The Supplier shall allocate a unique asset number to each Asset to facilitate robust maintenance management.

3. SCOPE OF SERVICES

- 3.1 The Supplier shall, in addition to all its other obligations under this Schedule 2.8, keep the Maintained Assets in good and serviceable condition throughout the Contract Term and, where applicable, in accordance with the performance standards set out in Schedule 2.2 (Performance Levels) and/or in the Maintenance Programme (as defined in Section 4

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below) (together, the "**Performance Standards**"), which standards shall have due regard to the operational and security requirements of each part of the IRCs and PDA.

3.2 The Supplier shall:

- 3.2.1 routinely, periodically and visually inspect the Maintained Assets;
- 3.2.2 routinely and periodically test the security and emergency systems at each part of the IRCs and PDA;
- 3.2.3 provide all necessary emergency, maintenance and repair services in accordance with an emergency maintenance and repair services plan which shall be agreed with the Authority 2 months prior to the Operational Service Commencement Date;
- 3.2.4 provide preventative maintenance of the Maintained Assets in accordance with the Maintenance and Cleaning Programme;
- 3.2.5 replace and refurbish the Maintained Assets as necessary in accordance with the Maintenance and Cleaning Programme and otherwise in accordance with the Contract;
- 3.2.6 provide all tools, equipment (including any computer equipment and software) and supplies necessary for the Supplier to perform its maintenance obligations under the Contract (including, without limitation, under this Schedule 2.8;
- 3.2.7 carry out all necessary maintenance, replacement and repair arising on the Sites for whatever reason;
- 3.2.8 conserve and/or repair the structure and external fabric of each part of the IRCs and PDA as necessary;
- 3.2.9 maintain the cleanliness of and upkeep the Sites; and
- 3.2.10 carry out such other actions as are reasonably necessary to ensure that each part of the IRCs and PDA remain fully operational at all times.
- 3.2.11 Where any term or condition of the Contract requires the Supplier to replace or renew any plant, machinery, fixture, fitting, furnishing, vehicle, chattel or other equipment, the Supplier may retain the proceeds derived from any sale or disposal of the replaced item provided that the same has been replaced or renewed in accordance with the provisions of the Contract.
- 3.2.12 The Supplier shall ensure that accurate and up-to-date floor plans of the IRCs and PDA are maintained at all times and made available to the Authority immediately any changes are made, at no cost to the Authority.

3.3 In order to satisfy its maintenance obligations referred to in paragraph 3.2 above, the Supplier shall implement the procedures and other requirements set out below and such other procedures as may, in the Authority's reasonable opinion, be necessary to enable the Supplier to perform its obligations in accordance with the Performance Standards, including, without limitation:

- 3.3.1 Building management and services management including, without limitation, management of the Maintenance Team and Sub-contractors;

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- 3.3.2 Provision of monthly performance reports (including, but not limited to, any major works undertaken, planned maintenance or inspections of major plant and details of any recommendations made);
 - 3.3.3 Contract review meetings held pursuant to Schedule 8.1 (Governance) when required by the Authority or other nominated parties; and
 - 3.3.4 Management of the Technical Library and the Site Log Book.
- 3.4 The Facilities Manager shall be the main liaison point for the Authority in respect of the procedures listed in [3.3](#).
- 3.5 The Supplier shall provide a dedicated help desk which remains in operation 24 hours per day, 7 days per week (the "**Help Desk**"); a computer aided facilities management system (the "**CAFM Planned Preventative Maintenance System**") which the Supplier will provide, adopt and adapt as required by the Authority and a facilities and maintenance office that will act as a single point of contact for all requests/complaints/faults reported by any user of the IRCs and PDA. Customer satisfaction shall be recorded through the Help Desk on a periodic basis. Timely feedback shall be given by the Supplier to users of the IRCs and PDA on the progress of their respective requests/complaints/fault reporting including an electronic confirmation that the activity has been completed or the failure has been rectified;
- 3.6 The Supplier shall operate and maintain any Building Management System (where it exists) in a manner which optimises the operation of the Assets;
- 3.7 The Supplier shall implement and operate a fault categorisation system to ensure faults are dealt with in a timely manner. Where a fault is recorded, the Supplier shall respond to and repair the fault within the following response and repair times (depending on the type of fault):
- 3.7.1 Priority 1 (P1) Faults – Where a fault reported to the helpdesk constitutes or would constitute a health hazard or other danger, reduces or would reduce operational effectiveness or compromises or would compromise security at any part of the IRCs and PDA, the Contractor shall:
 - a) Respond to the fault in a way which ensures that each part of the IRCs and PDA is safe and secure in accordance with the Contract; within the timescales agreed within the Maintenance and Cleaning Programme, and
 - a) Shall repair the fault (and any consequences arising from the fault), within 24 hours, to the Authority's satisfaction (acting reasonably) as set out within the Maintenance and Cleaning Programme,
 - 3.7.2 Priority 2 (P2) Faults - Where a fault reported to the helpdesk is unlikely to lead to the Supplier breaching its obligations to safely and securely maintain and operate the IRCs and PDA, in accordance with the Contract, but would prevent the Supplier from operating and maintaining the IRCs and PDA in accordance with this Contract effectively, the Supplier shall:
 - a) Respond to the fault in a way which ensures that each part of the IRCs and PDA is safe and secure in accordance with the Contract; within the timescales agreed within the Maintenance and Cleaning Programme, and

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- b) Shall repair the fault (and any consequences arising from the fault), within 5 calendar days, to the Authority's satisfaction (acting reasonably) as set out in the Maintenance and Cleaning Programme.
- 3.7.3 Priority (P3) Faults – Where a fault reported to the helpdesk affects amenities provided on or in respect of the IRCs and PDA but does not affect the occupation, safety, security or operational effectiveness of the IRCs and PDA. The Supplier shall:
 - a) Respond to the fault in a way which ensures that each part of the IRCs and PDA is safe and secure in accordance with the Contract; within the timescales agreed within the Maintenance and Cleaning Programme, and
 - b) Shall repair the fault (and any consequences arising from the fault) within 10 calendar days or an alternative period as agreed with the Authority, to the Authority's satisfaction (acting reasonably) as set out in the Maintenance and Cleaning Programme,
- 3.8 Subject to any security constraints and procedures, the Supplier shall provide appropriate members of its maintenance teams with the capability (including but not limited to currently available technology) to enable real-time fault reporting and robust management of Planned Preventative Maintenance (PPM) schedules.
- 3.9 The Supplier shall:
 - 3.9.1 carry out day to day maintenance including repairing damage howsoever caused;
 - 3.9.2 carry out all inspections planned or otherwise and provide all reports required by its PPM schedule and by Legislation;
 - 3.9.3 carry out planned preventative maintenance in accordance with the PPM programme;
 - 3.9.4 carry out all maintenance and repairs found to be necessary to comply with the Performance Standards as a result of the Planned Inspections;
 - 3.9.5 ensure the redecoration of painted surfaces as required by the repainting schedule forming part of the Maintenance and Cleaning Programme to a reasonable standard at all times;
 - 3.9.6 carry out all laundry services and pest control on the Sites. Laundry services shall be supplemented by washing facilities within relevant sections of the IRCs and PDA as necessary to allow Detainees to wash their own clothing;
 - 3.9.7 carry out day-to-day cleaning of the IRCs and PDA, ensuring that all areas, including Detainee residential areas, are regularly and routinely cleaned. Detainee communal areas should be cleaned daily. Detainee rooms should be cleaned weekly and as and when vacated. Day to day cleaning should not depend on detainee paid activities;
 - 3.9.8 carry out a Deep Clean of Detainee rooms a minimum of once a month on a rotational basis.
 - 3.9.9 carry out post outbreak of infectious disease cleaning as required by the Authority.

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- 3.9.10 carry out scheduled and periodic industrial cleaning of kitchen, wash-up areas, serveries, kitchen equipment and any laundry or laundrette areas;
 - 3.9.11 provide water quality assurance;
 - 3.9.12 carry out grounds maintenance including repair of the internal and external roadways, access ways, footpaths, car-parks and other hard standings whether inside or outside the secure perimeter of the Sites but within the Sites including exercise and games areas, and clearance of dirt and/or snow from all paths and egresses to maintain a safe working/living environment;
 - 3.9.13 carry out remedial work to the Maintained Assets in the event of damage or failure;
 - 3.9.14 carry out maintenance of the ventilation, air conditioning and heating systems such that the environment within each part of the IRCs and PDA is maintained within CIBSE guidelines;
 - 3.9.15 use reasonable endeavours to maintain continuity of utility service supplies within the Sites; and to keep any utility service failures to a minimum;
 - 3.9.16 carry out maintenance of all security systems and associated infrastructure;
 - 3.9.17 make arrangements for the supply of spare parts for plant, machinery or other items to allow timely reinstatement of the Services;
 - 3.9.18 carry out maintenance of street lighting for all roadways, car-parks and footpaths within the Sites, whether inside or outside the secure perimeter;
 - 3.9.19 carry out maintenance of hard and soft landscaping within the Sites to a reasonable standard (e.g. weeds cleared, grass cut, borders neat and tidy), including new grass and plantings as well as retaining existing grass and plantings;
 - 3.9.20 carry out all maintenance and repairs found to be necessary to comply with the Performance Standards for each part of the IRCs and PDA;
 - 3.9.21 carry out maintenance of lighting;
 - 3.9.22 keep accurate records of maintenance and repairs;
 - 3.9.23 carry out maintenance of emergency/safety systems e.g. standby generator, emergency lighting, fire alarms, smoke extraction and lightning protection; and
 - 3.9.24 keep all fencing within and on the boundaries of the Sites in such good repair and condition as is necessary to achieve the required Performance Standards.
- 3.10 In relation to any utility service which is on or under the Sites and serves any adjoining properties, to use all reasonable endeavours to ensure that any interruption to such utility service by the Supplier is kept to a minimum and in the event of any unavoidable interruption to such utility service by the Supplier, to give as much notice as possible to the occupiers of such adjoining properties.
- 3.11 Where the use of any pipes sewers drains mains ducts conduits water courses cables channels boundary structures or other things is common to the Sites and other property, to be responsible for and to indemnify the Authority for all sums for which the Authority is

or becomes liable to third parties in relation to the common use of such structures and to undertake all work that arises as a result of any non-compliance (partial or otherwise) by the Supplier in fulfilling any of its obligations under the Contract.

4. MAINTENANCE AND CLEANING PROGRAMME

- 4.1 The Supplier shall submit a draft Maintenance and Cleaning Programme, including details of all quality checking, (the “**Draft Maintenance and Cleaning Programme**”) to the Authority no later than the Operational Service Commencement Date. This shall include, without limitation, a timetable for carrying out each maintenance and cleaning obligation for all parts of the Sites (including, without limitation, all the buildings, structures and external works comprising the IRCs and PDA), including all manufacturers’ instructions and response times for both in-house and sub-contracted maintenance/cleaning requirements.
- 4.2 The Authority shall, acting reasonably, within 5 calendar days of receipt of the Draft Maintenance and Cleaning Programme either:
- 4.2.1 notify the Supplier that the Authority has no objections to the Draft Maintenance and Cleaning Programme, in which case the Draft Maintenance and Cleaning Programme shall be the Maintenance and Cleaning Programme; or
 - 4.2.2 notify the Supplier of any comments or suggestions the Authority has on the Draft Maintenance and Cleaning Programme, in which case the Supplier shall within 5 calendar days, submit a revised Draft Maintenance and Cleaning Programme (which shall take into account the comments and/or suggestions made by the Authority relating to the Draft Maintenance and Cleaning Programme). The Authority will respond within 5 calendar days of Receipt of this revised draft, in accordance with this paragraph [4.2](#).
- 4.3 The Supplier shall issue the Maintenance and Cleaning Programme for all parts of the IRCs and PDA to the Authority no later than 7 calendar days prior to the Operational Service Commencement Date.
- 4.4 If there is no Maintenance and Cleaning Programme pursuant to paragraph [4.1](#) by the date falling 7 calendar days prior to the Operational Service Commencement Date, the Supplier shall ensure the proper and punctual performance of the latest Draft Maintenance and Cleaning Programme most recently provided to the Authority by the Supplier, until such a time that the Maintenance and Cleaning Programme has been agreed by both Parties.
- 4.5 The Supplier shall ensure the proper and punctual performance of the Maintenance and Cleaning Programme, achieving the obligations, activities, standards and timescales as set out within the programme. The fundamental aims of which shall be to ensure that:
- 4.5.1 each part of the IRCs and PDA are fully operational and available at all times; and
 - 4.5.2 the condition of each part of the IRCs and PDA and their respective Maintained Assets at the end of, or early termination of the Contract shall be commensurate with the general requirements of the Contract, including, without limitation, this

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- 4.6 The Maintenance and Cleaning Programme shall include:
- 4.6.1 details to more fully and adequately describe the Supplier's obligations and activities;
 - 4.6.2 the standards to which the Supplier will perform its maintenance and cleaning obligations under the Contract;
 - 4.6.3 a replacement and refit programme and timetable, which shall include, without limitation, the maintenance interval periods for the items of Authority's equipment and identify the manufacturer's life expectancy and expiry date of the life expectancy; and
 - 4.6.4 a timetable for each of the Supplier's maintenance and cleaning obligations.
- 4.7 The Supplier shall ensure that the Maintenance and Cleaning Programme is developed to ensure each of the Supplier's maintenance and cleaning obligations under the Contract are met, regardless of, and without reliance on, any Detainee Paid Activity Scheme.
- 4.8 The Supplier shall ensure that the Maintenance and Cleaning Programme is aimed at meeting all the maintenance and cleaning requirements of the Authority under the Contract ranging from the day-to-day routine maintenance and cleaning activities (engineering services, building fabric, furniture, fixtures and general equipment), to (and including) asset management activities (utilities usage and major capital equipment maintenance and refit planning).

5. CONDITION SURVEYS

- 5.1 The Supplier shall carry out a Condition Survey of the Maintained Assets, using a list of RICS (Royal Institute of Chartered Surveyors) accredited surveyors agreed with the Supplier (at the Authority's expense) at the request of the Authority, to determine the condition of the Maintained Assets (each referred to as a "**Condition Survey**").
- 5.2 The Condition Survey shall entail a physical survey of each part of the IRCs and PDA and the Sites and a review of the maintenance records in order to:
- 5.2.1 ensure that each part of the IRCs, PDA and the Sites are being maintained in accordance with the Performance Standards; and
 - 5.2.2 ascertain the accuracy of the whole life expectancies of relevant Maintained Assets.
- 5.3 The Supplier shall make available to the Authority the results of each Condition Survey in the form of a written report, within 14 days of such Condition Survey being completed.
- 5.4 The Supplier shall, within 14 working days of receiving the Condition Survey, bring to the attention of the Authority any aspect of the Condition Survey that it believes to be incorrect, providing supporting information to substantiate the considered inaccuracy. The Authority will consider such information provided by the Supplier and will confirm whether it accepts, or not, the Supplier's findings. The Authority's position will be final and binding.

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- 5.5 The Supplier shall use the Condition Survey results to implement such repairs, replacements and maintenance as are identified as necessary (whether expressly or by implication) by the Condition Survey, except, in accordance with 5.4 above, where the Authority confirms that repairs, replacements and maintenance need not be carried out. The Supplier may revise and adjust the Maintenance and Cleaning Programme, subject to the agreement of the Authority.
- 5.6 The Supplier may revise or adjust the life expectancies of a Maintained Asset, subject to the consent of the Authority, where it can demonstrate that the change of life expectancy is to the benefit of the Authority. Furthermore, Condition Surveys will include a statement on the indicative life expectancy for each Maintained Asset. Where the Condition Survey indicates an earlier life expectancy than held on the Supplier's own Asset Register, the Supplier will take such steps as are needed to either a) carry out repairs and maintenance to the Maintained Asset in order to ensure it meets the life expectancy as stated in the Asset Register; or b) replace the Maintained Asset in line with the life expectancy recommended in the Condition Survey. The cost of any action required shall be borne by the Supplier.

6. SAFETY COMPLIANCE

Reactive Maintenance

- 6.1 This element of the Maintenance and Cleaning Programme shall be designed to retain the equipment and buildings of the IRCs and PDA at normal operational condition by providing a prompt and appropriate remedy to faults/repairs reported to the Help Desk.
- 6.2 The Supplier shall ensure that any service failure or the failure of any Maintained Asset which reasonably come to the attention of its staff and sub-contractors are pro-actively reported to the Help Desk.
- 6.3 The Supplier shall ensure that it has in place:
- 6.3.1 A corrective maintenance and repair system aimed at providing accurate records of all corrective actions. This information shall be presented to the Authority as part of the agreed monthly performance report;
 - 6.3.2 A helpdesk function, during normal working hours and contingency arrangements for issues raised out of normal working hours;
 - 6.3.3 A hierarchy-based priority system that commits to immediate attention to corrective maintenance and cleaning actions critical to ongoing operational capability or required for security or safety whilst maintaining responses to other requests within a reasonable timescale; and
 - 6.3.4 All faults, repairs and response times shall be logged for review by the Authority. The Supplier shall ensure that all reported faults/repairs are recorded on a CAFM system, the Maintenance and Cleaning Programme is updated as required, subject to the Authority confirming to the Supplier, that it has no objection to such changes (such approval not to be unreasonably withheld) and the remaining life expectancy of the Maintained Assets shall be monitored and reviewed.

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Planned Preventative Maintenance (PPM)

- 6.4 The Supplier shall provide scheduled maintenance of the Maintained Assets and building fabric and shall oversee the regular, day-to-day function of the Maintained Assets (including the building fabric) with a view to ensuring that the Maintained Assets and the building fabric function with best service, reliability and economy, and planned equipment life expectancy.
- 6.5 The PPM schedule shall utilise the SFG20 maintenance programme (or equivalent) as the basis for its PPM schedule.
- 6.6 After the award of the Contract, the Supplier will apply reasonable endeavours to identify alternative maintenance systems, in due course, in order to optimise the performance of the Maintained Assets (e.g. risk-based or condition-based maintenance). Any such amendments to Planned Preventative Maintenance processes will be managed in accordance with Schedule 8.2 (Change Control Procedures).
- 6.7 All maintenance routines with a frequency of:
- 6.7.1 1 week are to be scheduled no greater than +/- 1 working day from the due date,
 - 6.7.2 Greater than 1 week and less than 1 month or less are to be scheduled no greater than +/- 3 working days from the due date, and
 - 6.7.3 All maintenance routines with a frequency of 1 month or greater are to be scheduled no greater than +/- 2 weeks from the due date.
- 6.8 Detailed work specifications shall be developed for the Maintained Assets and be held on the CAFM system and in the Technical Library.

7. ASSET MANAGEMENT

Asset Register

- 7.1 The Authority shall provide the Supplier with a current Asset Register, within 28 calendar days of the Operational Service Commencement Date, which shall include all plant, equipment, systems and building fabric items incorporated in the IRCs and PDA and it shall be held in the Technical Library.
- 7.2 The Supplier shall input the Asset Register onto an asset recording system and ensure that it is kept up to date at all times and shall lodge a copy with the Authority in May of each calendar year and provide a copy, at any time, on request by the Authority.
- 7.3 All Assets that require maintenance shall be individually scheduled on the CAFM System noting a unique identifying asset number, physical location, areas served, manufacturer's recommended lifespan, maintenance history etc.
- 7.4 During the term of the Contract, the Supplier will ensure the Authority has, at all times, an up-to-date and accurate copy of the Asset Register, and as a minimum provide a copy on each anniversary of the Operational Service Commencement Date with an accompanying statement confirming that the register is a true and accurate record.

8. HEALTH AND SAFETY

Statutory Compliance

- 8.1 The Maintenance Programme shall meet all applicable codes and requirements set down by regulatory agencies and statutory authorities. This will include but not be limited to the following:
- 8.1.1 Asbestos management
 - 8.1.2 Legionella management
 - 8.1.3 Water quality management
 - 8.1.4 Gas management
 - 8.1.5 Electrical testing to achieve 5 yearly full test cycle requirements
 - 8.1.6 RCD testing
 - 8.1.7 Portable Appliance Testing
 - 8.1.8 Air handling equipment management
 - 8.1.9 Lightning protection
 - 8.1.10 Fire safety systems, alarms and sprinklers
 - 8.1.11 Emergency lighting systems
 - 8.1.12 HV system management.
 - 8.1.13 Insurance inspections
 - 8.1.14 Chimney / flue inspections
 - 8.1.15 Lift service.
- 8.2 The Maintenance Programme shall include a programme of inspection testing, training and regular health and safety/disaster recovery drills

Functional Safety

- 8.3 The Supplier shall:
- 8.3.1 Provide for the proper management of the requirements of health and safety legislation and other statutory obligations;
 - 8.3.2 Provide effective arrangements for Site safety (including risk assessment, method statements, and written policies and procedures) and ensure that they are properly carried out;
 - 8.3.3 Maintain written standards, procedures, schedules and necessary records and documentation;
 - 8.3.4 Provide guidance and support to the maintenance staff, including procedures, equipment and ensuring compliance with applicable building regulations, fire prevention regulations, Occupational Health (inc. COSHH), Safety Codes and Standards, Approved Codes of Practice and all applicable Life Safety Codes;

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- 8.3.5 Collect, maintain and review all pertinent documentation and certification of the Maintained Asset's compliance with the requirements of any applicable national or European statute or regulation;
- 8.3.6 Provide recommendations for correction of any physical or operational plant deficiency.

9. SPRINKLERS

- 9.1 The Supplier shall provide details of all sprinkler maintenance requirements and ensure compliance with the requirements of BSEN 12845 or LPC rules (Loss Prevention Council) and any subsequent technical bulletins.

10. SECURITY SERVICES

- 10.1 All security systems and component parts shall be checked at regular intervals to ensure that they are operating effectively within acceptable parameters.
- 10.2 A security plan shall be developed by the Supplier, based on the draft Security Plan submitted in the Tender, and be submitted to the Authority for approval during Implementation. The Supplier's directly employed staff and sub-contractors shall comply with the security measures set out in the approved security plan, including without limitation the wearing of suitable identification and the protection of information in accordance with paragraph 16.1.1 of Schedule 2.1 (Service Requirement) and Schedule 2.4 (Security Management).
- 10.3 A programme of testing and maintenance of local mechanical key overrides of remotely controlled locks (where fitted) shall be implemented to respond to wear and tear plus accidental or deliberate damage.
- 10.4 All security systems and component parts shall be checked at regular intervals to ensure that they are operating effectively within acceptable parameters.
- 10.5 All security faults identified during patrols or at other times must be reported in a timely manner to the CAFM helpdesk
- 10.6 Items and systems related to health and safety or security shall be given priority in maintenance programming through the Help Desk/CAFM system.

11. SEWERS

- 11.1 The Supplier shall take all reasonable measures to prevent the blockage of sewers, pipes, drains, mains, ducts, conduits, watercourses and channels etc along with associated infrastructure.
- 11.2 In the event of a blockage occurring inside or outside the Sites as a result of any act, omission or failure to act by the Supplier, the Supplier shall be liable for its rectification and shall indemnify the Authority against any liability and cost arising from the Supplier's actions.

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- 11.3 The Supplier shall be responsible for the security and protection of drain, manhole and duct covers as required, throughout the IRCs and PDA and Sites.
- 11.4 Following any minor new works which involve drainage, duct, etc alterations, the maintenance programme, drainage survey schedule, the 'As Built' drawings and the electronic records held on the CAFM System shall be amended accordingly, all to design standards.

12. BUSINESS RECOVERY SERVICES (ESTATES)

- 12.1 The Supplier shall provide a rapid response to a range of facilities emergencies and assist in the development, maintenance, mobilisation and testing of the Authority's business recovery plan for the work place.
- 12.2 The Supplier shall detail the emergency procedures for estates / facilities services, to include contact details, responsibility levels, sub-contractor commitments and availability of support services in the event of an emergency situation.
- 12.3 The Supplier shall demonstrate/ outline how it intends to test these procedures and protocols.

13. DECORATION PROGRAMME

- 13.1 The Supplier is to provide a prioritised decoration programme designed to ensure that the IRCs and PDAs facilities, equipment and fabric remain presentable, decent, and fit for purpose.
- 13.2 The programme is to be based on a system of inspection, assessment, standard rating and prioritisation, which is to be incorporated into the Maintenance and Cleaning Programme for completion by direct or sub-contractor labour.
- 13.3 The programme is to include a system for colour appraisal and selection by end users throughout the IRCs and PDA. The colour appraisal shall form part of annual/periodic Condition Surveys.

14. CLEANING

- 14.1 The Supplier shall ensure that the Maintenance and Cleaning Programme is delivered to the standards set by the British Institute of Cleaning Science, ("BICS") or an equivalent standard.
- 14.2 The Supplier shall have in place a work plan that addresses in particular:
 - 14.2.1 The standards of cleaning to be applied;
 - 14.2.2 the frequency of cleaning in all areas of the IRCs and PDA;
 - 14.2.3 deep cleaning of all kitchen, food prep areas, laundry rooms, delivery areas and waste storage areas, such areas to be kept clean and odour free;
 - 14.2.4 the requirement to keep the outside of the windows clear and free of smears and marks on a 3 monthly basis in all offices and residential rooms and 6 monthly in

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other areas;

- 14.2.5 procedures for dealing with contaminated waste and sharp objects;
- 14.2.6 emptying and disinfecting all bins and waste receptacles on a regular basis;
- 14.2.7 the system that will be used to carry out the disposal of waste and confirms that that this will be carried out in compliance with sustainable development principles, keeping to a minimum the amount of waste stored on Sites;
- 14.2.8 indicative staffing levels and the hours each week that cleaning staff will be available;
- 14.2.9 supplementary activities carried out by detainees undertaking paid activities including the roles and hours of paid activities.
- 14.2.10 the roles and responsibilities of cleaning staff;
- 14.2.11 the equipment and materials to be used including the storing all chemicals in accordance with the manufacturer's data sheets and listed in the COSHH register as necessary;
- 14.2.12 the monitoring system that will be used to ensure that the cleaning schedule is fulfilled to standard; and
- 14.2.13 developing and implementing recycling initiatives and other initiatives and recording data relating to such initiatives and providing such data to the Authority on request.

15. QUALITY CONTROL

Performance Review

- 15.1 The Supplier shall undertake formal quality performance reviews in order to ensure that the standard of service required by the Contract is sustained. These shall be based on qualitative and quantitative measures. The frequency of these reviews shall be agreed periodically with the Authority.
- 15.2 The quality assurance and quality control programmes shall comprise a scheduled set of Self-Audits designed to ensure that the required standards of maintenance and cleaning are reached and then maintained.
- 15.3 The Supplier shall carry out the key quality assurance/control programmes.
- 15.4 The Supplier shall use the CAFM System to amend asset details and schedule and reschedule the planned and reactive maintenance for the IRCs and PDA.
- 15.5 The software in relation to the CAFM System shall, so far as is reasonably practical, be updated periodically and when appropriate.
- 15.6 The Supplier shall provide reports on the performance of the CAFM System at the reasonable request of the Authority.

Quality Assurance and Cost Savings

- 15.7 The Supplier shall prepare, implement and update a quality management system (the “QMS”) to meet, as a minimum, the obligations set out in the Contract to comply where practicable with ISO9001 or ISO9002 or equivalent.
- 15.8 The Supplier shall use all reasonable endeavours to obtain quality assurance certification of the QMS from an accredited body and having obtained such, shall maintain such certification for the duration of the Contract.
- 15.9 Within 2 weeks of the Operational Service Commencement Date the Supplier shall provide the Authority with a programme detailing the events to achieve certification. A draft QMS is to be provided to the Authority 6 months after the Service Commencement Date and Certification is to be scheduled for no later than 12 months after the Operational Service Commencement Date.
- 15.10 The Supplier shall provide a copy of the QMS to the Authority on request.
- 15.11 The Supplier shall demonstrate through objective evidence, to the reasonable satisfaction of the Authority, that a quality management system has been developed through a structured review of the Contract and that the system is monitored through a programme of internal and external audits.
- 15.12 The Supplier shall ensure that the quality procedures, controls and criteria are sufficient to monitor and control all aspects of the Contract in regard to this Schedule 2.8 and, where applicable, Schedule 2.1 (Services Description).

16. MANAGEMENT & STAFFING

Facilities Management

- 16.1 The Supplier shall ensure that two appropriately trained and experienced individuals (the “Facilities Manager” and “Designated Deputies”) are responsible for implementation of the Maintenance and Cleaning Programme.
- 16.2 The Facilities Manager and/or the Designated Deputies shall be contactable by the Authority’s representative 24 hours a day, 7 days a week via an emergency call out number.
- 16.3 Ongoing development and training shall be provided for the Facilities Manager and/or the Designated Deputies to ensure up to date knowledge of regulations / statutory requirements and “Best Practice”.

Maintenance Team

- 16.4 The Supplier shall ensure that daily maintenance for building services and fabric maintenance shall be carried out by an appropriately qualified and skilled team of maintenance operatives. This team shall also provide first line fault attendance for security and alarm systems and supervise specialist sub-contractors as required.

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- 16.5 Ongoing development and training shall be provided for all members of the team. The maintenance team shall be operational 24 hours a day, 7 days a week.

Facilities Cleaning Team

- 16.6 The Supplier shall ensure that daily cleaning requirements for the IRCs and PDA building and soft fabric shall be carried out by an appropriately qualified and trained team of cleaning operatives. This team shall also provide supervision for specialist sub-contractors as required.
- 16.7 Ongoing development and training shall be provided for all members of the team. The cleaning team shall be operational as required.

Sub-Contractors

- 16.8 The Supplier will be responsible for the management of sub-contractors at each stage, including but not limited to vetting, engagement, security, quality, performance, improvements and, where required, replacement.

17. WORKS

Minor Works

- 17.1 Minor Works are elective maintenance activities, requested by the Authority or the Supplier, that fall outside normal preventative or corrective maintenance. Works to the building fabric or engineering equipment, including alterations, modifications or installations that alter the physical appearance or utilisation of the IRCs and PDA is classified as Minor Works.
- 17.2 Any necessary Minor Works shall be undertaken as appropriate by the Supplier in accordance with the Contract. Following any Minor Works, such new works shall be included in the Maintenance and Cleaning Programme, the health and safety file, the 'As Built' drawings, asset schedules and the electronic records held on the CAFM System which shall be amended accordingly, all to design standards.
- 17.3 The Supplier shall ensure that, wherever appropriate, any such Minor Works that invoke the requirements of planning or building regulations are considered and compliant as required.
- 17.4 Minor Works should be completed within 4 weeks, or as otherwise agreed with the Authority, from the date the brief or specification is agreed with the Supplier.

Major/Capital Works

- 17.5 Any Major or capital replacement works, shall be undertaken by a specialist team with all the skills and resources necessary to undertake major/capital replacement works.
- 17.6 For all Major Works where costs are expected to exceed £10,000 the Supplier is required to provide 3 comparable quotations to the Authority as set out in paragraph 4.3 of Schedule 8.2 (Change Control Procedure). It will be at the Authority's sole discretion which

quotation is accepted.

18. ENVIRONMENTAL MANAGEMENT

Energy Management

- 18.1 The Supplier shall provide energy management services in accordance with Schedule 2.6 (Social Value). It shall provide regular reports on usage in accordance with Schedule 8.4 (Reports and Records Provision).
- 18.2 The Supplier shall maintain the Maintained Assets such that they operate efficiently and optimise energy usage.
- 18.3 The Supplier shall provide a Social Value Policy and Plan which shall set out how it will meet, monitor and measure the Standard Social Value Targets in accordance with Schedule 2.6 (Social Value).

19. MANAGEMENT INFORMATION

- 19.1 The Supplier shall develop and maintain a structured administration system for management of all facilities and maintenance related information under the Contract (the “**Technical Library**”), to ensure transparency of process and full audit trails.
- 19.2 The Supplier shall provide documentation to the Authority and provide to the Authority, information in accordance Schedule 8.4 (Reports and Records Provision).
- 19.3 The Supplier shall, ensure that sub-contractors, responsible for the direct provision of services, or any part thereof, maintain a true and correct set of records and a complete up to date and orderly documentary record of all transactions entered into by the Supplier for the purposes of this Contract.
- 19.4 All documents shall be kept in good order and shall be available at all reasonable times for inspection by the Authority and the Supplier shall ensure that its sub-contractors shall make available such information as may be reasonably required by the Authority

20. FIRE PREVENTION MEASURES

- 20.1 The Supplier shall provide an environment in which people and properties are, as far as is reasonably practicable, protected from fire and its effects. The Supplier shall comply in full with the applicable fire safety legislation:
 - a) For England and Wales Regulatory Reform (Fire Safety) Order 2005 (RRFSO);
 - b) For Scotland Fire (Scotland) Act 2005 and associated regulations;
 - c) For Northern Ireland Fire Safety Regulations (Northern Ireland) 2010;
 - d) General Fire Safety Management Policy should be as recommended in BS 9999: The management of fire safety in buildings.
- 20.2 The contract requirements set out below are based on these standards.

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20.3 The Supplier shall:

- a) Implement a Fire Safety Policy covering the Supplier's staff, Home Office staff, Detainees and all Visitors to the IRCs and PDA.
- b) Carry out Fire Risk Assessments, in accordance with the Regulatory Reform (Fire Safety) Order 2005, SI No 1541 (RRFSO) (And in accordance with the guidance contained in HO Technical Advice Note (TAN Version 3) "Fire Risk Assessment Competency & reporting Standards". A copy of this will be supplied to the contract provider on appointment.
- c) Provide a risk assessment and or review any existing fire risk assessment (FRA) to determine levels of risk and detailing the fire safety management arrangements. Identify who is to carry out the assessment (Competent Person) and state when a full fire risk assessment report will be undertaken and made available, following the award of the contract.
- d) Ensure that any person who undertakes a fire risk assessment or review is approved by the Home Office Fire Adviser in accordance with the Home Office Technical Advice Note (see b) above).
- e) Draft and maintain Fire Risk Register and populate significant Fire Risks and apply appropriate Risk Scores and Ratings.
- f) Appoint one or more competent persons to assist in undertaking the preventive and protective measures as required by the relevant legislation.
- g) Develop a comprehensive "Training Policy" for the building. Ensure that staff has the necessary competencies. Ensure the training of staff and maintaining of relevant records.
- h) Organise periodic audits to review the current fire safety management procedures; also review the procedure whenever there are significant changes.
- i) Organise periodic audits to review the effect of changes in personnel and ensure periodic safety system reviews.
- j) Ensure the effectiveness of automatic fire safety system, i.e.: that they remain suitable and sufficient during and/or following material alterations or significant changes to the premises and that records confirming this are maintained available for inspection or use on the premises.
- k) Monitor and control building work including hot working permits, lone and confined space working as necessary.
- l) Maintain emergency plans (including evacuation plans, victim help and emergency accommodation).
- m) Undertake periodic reviews of the fire safety management system. Note: Test evacuations (Fire Drills) are to be conducted at least monthly and the requirement for a detainee to leave the building is to be rigorously enforced. Ensure the monitoring of evacuation procedures, monitoring the behaviour of occupants and adjusting plans accordingly.
- n) Monitor and review the Fire Safety Manual in accordance with the guidance recommended in BS9999 Annex H.

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- o) Maintain the fire safety manual, as described in BS 9999; reference to the contents of the fire safety manual annex H, including training records, test evacuation records and details of 'near miss' events.
- p) Ensure contingency planning for abnormal occupancy loads.
- q) Ensure contingency planning for equipment failure or repair.
- r) Respond to any rare or unexpected events that could increase the risk of fire or affect the evacuation procedures.
- s) Produce and implement disaster plans.
- t) Ensure the assessment and mitigation of potential environmental impact of fire.
- u) Ensure the maintenance and policing of safe working practices.
- v) Ensure the identification and reduction in the likelihood of fire occurring.
- w) Ensure a fire strategy is developed and maintained for all reasonably foreseeable contingencies.
- x) Ensure the monitoring and maintenance of means of escape.
- y) Ensure the maintenance of equipment provided for PEEPs. (Personal Emergency Evacuation Plans for disabled or impaired persons).
- z) Ensure the monitoring of PEEPs requirements.
- aa) Ensure assistance to PEEPs users during an evacuation. PEEPs shall be recorded.
- bb) Provide routine maintenance and testing of fire safety equipment and systems, in accordance with the relevant British standards, statutory requirements and manufacturers' recommendation. Records confirming this should be maintained on site and readily available for inspection or use by any inspecting authority.
- cc) Provide routine testing of fire safety procedures.
- dd) Ensure inspection maintenance and testing of emergency communications systems. Records confirming this should be maintained on site and readily available for inspection or use by any inspecting authority.
- ee) Ensure contact with Fire and Rescue Services and encourage familiarisation visits for operational personnel.