

### 3. DECENCY

#### 3.1 DECORATION PROGRAMME

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider is to provide a prioritised decoration programme designed to ensure that the Removal Centre's facilities, equipment and fabric remain presentable, decent, and fit for purpose.</p> <p>The programme is to be based on a system of inspection, assessment, standard rating and prioritisation, which is to be incorporated into the maintenance programme for completion by direct or sub-contractor labour.</p> <p>The programme is to include [a system?] for colour appraisal and selection by end users throughout the Removal Centre. The colour appraisal shall form part of annual/ periodic condition survey.</p>	<Redacted>	<Redacted>

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The Tenderer is to provide the following, together with supporting evidence:

1. The proposed system for developing the decoration programme for the Removal Centre.
2. Its method/s for delivery of the programme referred to above.
3. its proposals for the level of qualification / competence deemed acceptable for the completion of the above programme, to ensure compliance with regulation and industry standards of facilities management.

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### 3.2 QUALITY CONTROL

#### 3.2.1 PERFORMANCE REVIEW

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider 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.</p> <p>The quality assurance and quality control programmes shall comprise a scheduled set of inspections designed to ensure that acceptable levels of maintenance are reached and then maintained.</p> <p>The Service Provider shall carry out the key quality assurance/control programmes.</p> <p>The Service Provider shall use the</p>	<Redacted>	<Redacted>

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CAFM System to amend asset details and schedule and reschedule the planned and reactive maintenance for the Removal Centre.

The software in relation to the CAFM System shall, so far as is reasonably practical, be updated periodically and when appropriate.

The Service Provider shall provide reports on the performance of the CAFM System at the reasonable request of the Monitor.

The Tenderer is to provide details and supporting evidence of how it will carry out the key quality assurance programmes including:

- The daily update of the PPM System, which shall be maintained detailing any work undertaken and reviewed.

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<ul style="list-style-type: none"> <li>Weekly inspection of selected facilities.</li> <li>Corrective maintenance actions, tabulated by category, resource requirements and originator.</li> </ul>		
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3.2.2 QUALITY ASSURANCE AND COST SAVINGS

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider 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.</p> <p>The Service Provider 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</p>	<Redacted>	<Redacted>

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the Contract.

Within 2 weeks of the Commencement Date the Service Provider 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 Commencement Date and Certification

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is to be scheduled for 12 months after the Commencement Date. The Service Provider shall provide a copy of the QMS to the Authority on request.

The Service Provider 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.

The Service Provider shall ensure that the quality procedures, controls and criteria are sufficient to monitor and control all aspects of the Contract in regard to Schedule C and, where applicable, Schedule D (Operational Specification).

Any utility cost savings identified by the Service Provider against the

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targets agreed with the Authority shall be shared, in accordance with Schedule S (Service Improvements and Cost Savings), between the Service Provider and the Authority.

The Tenderer shall provide a draft summary QMS document.



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