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## SCHEDULE C - MAINTENANCE MANAGEMENT – SAFETY / SECURITY / DECENCY / MANAGEMENT

## 1. SAFETY COMPLIANCE

### 1.1 REACTIVE MAINTENANCE

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>This element of the Maintenance Programme shall be designed to retain the equipment and buildings of the Removal Centre at normal operational condition by providing a prompt and appropriate remedy to faults/repairs reported to the Help Desk.</p> <p>All faults, repairs and response times shall be logged for review by the Authority.</p> <p>The Tenderer shall provide the following together with supporting evidence of:</p> <ul style="list-style-type: none"><li>• A corrective maintenance and repair system aimed at providing accurate records of all corrective</li></ul>	<Redacted>	<Redacted>

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<p>actions. This information shall be presented to the Authority as part of the agreed monthly performance report.</p> <ul style="list-style-type: none"><li>• Explanation of the helpdesk function, its availability and contingency for out of normal working hour's issues.</li><li>• A hierarchy-based priority system that commits to immediate attention to corrective maintenance actions critical to on-going operational capability or required for security or safety whilst maintaining responses to other requests within a reasonable timescale, this to include low value minor works.</li><li>• Confirmation that all reported faults/repairs</li></ul>		
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shall be recorded on the CAFM system and the Maintenance Programme shall be updated as required subject to the Authority confirming to the Tenderer 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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## 1.2 PLANNED PREVENTATIVE MAINTENANCE

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider shall provide scheduled maintenance of the Maintained Assets and building fabric and shall oversee the regular, day to day function of the Maintained Assets and 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.</p> <p>The Maintenance Programme shall emphasise an effective planned preventive maintenance programme, utilising appropriate cyclical routines, inspections and maintenance schedules designed to minimise untimely corrective maintenance tasks.</p> <p>Detailed work specifications shall be developed for the Maintained Assets and be held on the CAFM</p>	<p>&lt;Redacted&gt;</p>	<p>&lt;Redacted&gt;</p>

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system and in the Technical Library.

The Service Provider shall provide details of the asset replacement and refit program, and timetable.

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

1. The proposed planned preventative maintenance schedule / program detailing maintenance of the Removal Centre's Maintained Assets, including equipment type, proposed service intervals, with conformance of completion to industry standards.
2. Details of how the Tenderer will develop and implement work specifications for the Maintained Assets. These

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<p>are to be based on: the equipment manufacturer's recommendations, relevant industry standards and the Tenderer's experience of similar equipment / situations.</p> <p>3. The proposed planned inspection of buildings schedule, detailing inspection and condition recording of the building fabric, along with methods of reporting / proposed routes of remedial actions where required.</p> <p>4. A detailed submission on how the above systems shall function with best service, reliability and economy and planned equipment life expectancy.</p> <p>5. Details of the proposed computer assisted facilities management</p>		
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<p>system that is intended to contribute to the successful management of both reactive and preventative maintenance systems. This system should be interrogatable to give required reports which are to be presented to the Authority as part of the agreed monthly performance report.</p> <p>6. Details of the asset replacement and refit program, and timetable.</p>		
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### 1.3 ASSET MANAGEMENT

#### 1.3.1 MAINTAINED ASSET REGISTER

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Authority shall provide the Service Provider with the Asset Register, which shall include all plant, equipment, systems and building fabric items incorporated in the Removal Centre and it shall be held in the Technical Library</p> <p>All the Maintained Assets shall be individually scheduled on the CAFM System noting physical location, areas served, maintenance history etc.</p> <p>The tenderer is to provide the following, together with supporting evidence:</p> <ol style="list-style-type: none"> <li>1. Details of the methodology for recording assets within the maintained Asset Register; the location and format of the register; its</li> </ol>	<p>&lt;Redacted&gt;</p>	<p>&lt;Redacted&gt;</p>



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<p>availability and methods for ensuring currency.</p> <p>2. Assurance that Maintained Asset records include: the asset's life expectancy, technical details, unique serial reference number and its location / plant relationship.</p> <p>3. Details as to how it will ensure that maintenance history, condition appraisals and confirmation "fit for purpose" is appended to Maintained Assets.</p>		
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### 1.3.2 FIXTURES, FITTINGS AND EQUIPMENT ASSET REGISTER

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
The Service Provider shall input the Asset Register onto an asset recording system and ensure that it is kept up to date at all times.	<Redacted>	<Redacted>

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

1. Details of the methodology for recording assets within the FF&E Asset Register, the location and format of the register, its availability and methods for ensuring currency.
2. Details of how it will ensure that FF&E assets are recorded within the Asset Register, to include item details, location, life expectancy and replacement strategy.

The Tenderer shall provide confirmation of its compliance with section 1.3 Asset Management.

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#### 1.4 HEALTH AND SAFETY

##### 1.4.1 STATUTORY COMPLIANCE

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Maintenance Programme shall meet all applicable codes and requirements set down by regulatory agencies and statutory authorities.</p> <p>This list will include but not be limited to the following:</p> <ul style="list-style-type: none"> <li>a) Asbestos management</li> <li>b) Legionella management</li> <li>c) Water quality management</li> <li>d) Gas management</li> <li>e) Electrical testing to achieve 5 yearly full test cycle requirements</li> <li>f) RCD testing</li> <li>g) Portable Appliance Testing</li> <li>h) Air handling equipment management</li> <li>i) Lightning protection</li> <li>j) Fire safety systems,</li> </ul>	<p>&lt;Redacted&gt;</p>	<p>&lt;Redacted&gt;</p>

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<p>alarms and sprinklers</p> <p>k) Emergency lighting systems</p> <p>l) HV system management.</p> <p>m) Insurance inspections</p> <p>n) Chimney / flue inspections</p> <p>o) Lift service.</p> <p>The Maintenance Programme shall include a programme of inspection testing, training and regular health and safety/disaster recovery drills</p> <p>The Tenderer is to provide the following, together with supporting evidence:</p> <ol style="list-style-type: none"> <li>1. How the maintenance program will meet the requirement of regulatory authority standards, health and safety law and statutory baselines.</li> <li>2. With reference to, but not limited to the provided list, details of how the Maintenance Programme will, on request at audit,</li> </ol>		
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<p>present copies of all required certification, registration, service histories and compliance reports as issued by regulatory authorities/agencies.</p> <p>3. Details of the Tenderer's archive process, to meet the requirements of statute.</p>		
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#### 1.4.2 FUNCTIONAL SAFETY

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider shall:</p> <ul style="list-style-type: none"> <li>Provide for the proper management of the requirements of health and safety legislation and other</li> </ul>	<Redacted>	<Redacted>

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<p>statutory obligations;</p> <ul style="list-style-type: none"><li>• Provide effective arrangements for Site safety (including risk assessment and written policies and procedures) and ensure that they are properly carried out;</li><li>• Maintain written standards, procedures, schedules and necessary records and documentation;</li><li>• 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;</li><li>• Collect, maintain and review all pertinent documentation and certification of the physical plant's compliance with the requirements of any applicable national or</li></ul>		
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<p>European statute or regulation;</p> <ul style="list-style-type: none"> <li>• Provide recommendations for correction of any physical or operational plant deficiency;</li> </ul> <p>The Tenderer is to provide the following, together with supporting evidence:</p> <ul style="list-style-type: none"> <li>• Details of its intended method of producing, publishing, updating and storage of the following health and safety library documents. This list is to include but will not be limited to the following: <ul style="list-style-type: none"> <li>○ Safe systems of work</li> <li>○ Maintenance function risk assessments</li> <li>○ Maintenance / cleaning function COSHH assessments / data sheets</li> <li>○ Method statements</li> <li>○ PPE registers / assessments</li> <li>○ Permit to work systems</li> <li>○ CDM requirements</li> </ul> </li> </ul>		
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<ul style="list-style-type: none"><li>○ PUWER / LOLER requirements</li><li>○ Confined space requirements</li><li>○ Working at height arrangements.</li></ul>		
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## 1.5 SPRINKLERS

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider shall provide details of all maintenance requirements and ensure compliance with the requirements of BS5307 Part 2 and LPC technical bulletins.</p> <p>The Tenderer is to provide details and supporting evidence of specific maintenance proposals consistent with the maintenance requirements as follows:</p> <ul style="list-style-type: none"> <li>• Its maintenance proposals for the sprinkler installation and water storage system, including without limitation: <ul style="list-style-type: none"> <li>○ Planned levels of replacement stock for sprinkler heads and other parts;</li> <li>○ Frequency of maintenance;</li> </ul> </li> </ul>	<p>&lt;Redacted&gt;</p>	<p>&lt;Redacted&gt;</p>

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| <ul style="list-style-type: none"><li>○ Log books; and</li><li>○ any other systems or construction introduced to the Removal Centre as a result of this Contract.</li></ul> |  |  |
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