

AUTHORITY: The Secretary of State for the Home Department

Schedule C - Maintenance & Cleaning

YARL'S WOOD IRC

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DEFINITIONS AND ABBREVIATIONS

The following is a list of the key definitions and abbreviations used throughout this document.

Words and expressions defined in Part VIII of the 1999 Act, the Nationality Immigration and Asylum Act 2002, the Detention Centre Rules 2001 and Detention Services Operating Standards shall, unless otherwise stated, have the same meanings in this Schedule C.

Terms defined elsewhere in the Contract will have the same meaning herein.

Term	Definition
CAFM	the facilities management software; 'Computer Aided Facilities Management'
COSHH	Control of Substances Hazardous to Health
Condition Surveys	a Condition Survey provides an assessment of physical property conditions
EMS or 'Environmental Management System'	the management of an organisation's environmental programs in a comprehensive, systematic, planned and documented manner
FF&E	furniture, fixtures and equipment
HACCP System	Hazard Analysis and Critical Control Point System;
LOLLER	the Lifting Operations and Lifting Equipment Regulations
LPC	the Loos Prevention Council (LPC) Rules for Automatic Sprinkler Installations
Maintenance Team	the service providers team that is responsible for the management of all routine inspection, testing, maintenance, repair and refurbishment of the Immigration Removal Centre including external works and services.
PUWER	the Provision and Use of Work Equipment Regulations
QMS	Quality Management System
Immigration Removal Centre or IRC	An Immigration Removal Centre in the Immigration Enforcement and Removals Estate. For the purposes of this schedule this includes the Hearing Centre.
Removal Centre Manager	the person or persons appointed by the Service Provider and approved by the Authority under Section 148 of the 1999 Act;
RCD testing	the testing of Residual Current Devices
Technical Library	Electronic database used by the Service Provider to store technical information about the Authority's assets.

OFFICIAL – SENSITIVE

Term	Definition
Home Office Manager	the Crown servant or servants appointed by the Authority as a Contract Monitor in accordance with section 149(4) of the 1999 Act;

1. INTRODUCTION

- 1.1 This Schedule C sets out the terms upon which the Service Provider shall, at its own expense, maintain and keep clean the Immigration Removal Centre, the Site and all plant, machinery, fixtures, fittings, furnishings, chattels and other equipment in accordance with Clause 21 (Maintenance of the Removal Centre) of the Contract.
- 1.2 This Schedule C also sets out the standards against which each part of the Immigration Removal Centre and the Site 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 Service Provider shall ensure that all parts of the Immigration Removal Centre are kept in good operational, structural and decorative order during the Full Operation Period and shall ensure that the:
 - 1.3.1 Service Provider's obligations as set out in this Schedule C are carried out in such a way that each part of the Immigration Removal Centre is suitable for the habitation of the Detainees in accordance with the purposes of each such part as set out in this Contract, and
 - 1.3.2 Assets will be maintained to the standard required by Clause 21 (Maintenance of the Removal Centre) and this Schedule C.
- 1.4 On expiry or termination of the Contract, the condition of the Immigration Removal Centre and the Site and all plant, machinery, fixtures, fittings, furnishings and other equipment therein or thereon shall be capable of delivering the residual life expectancy of each part of the Immigration Removal Centre.

2. MAINTENANCE MANAGEMENT

- 2.1 Without prejudice to other terms and conditions contained in the Contract (including, without limitation, other obligations of the Service Provider), the Service Provider's maintenance obligations as provided for at Clause 21 (Maintenance of the Removal Centre) are more particularly detailed in this Schedule.
- 2.2 The Service Provider shall be responsible for all routine inspection, testing, maintenance, repair, refurbishment and replacement services in relation to each part of the Immigration Removal Centre and the Site 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 Site and/or the Immigration Removal Centre (together, the "**Maintained Assets**").
- 2.3 The Maintained Assets include (but are not limited to):
 - 2.3.1 Boilers and associated valves pumps and pipe work
 - 2.3.2 Extractor fans
 - 2.3.3 Kitchen ventilation

- 2.3.4 Power and general lighting
- 2.3.5 Generator and Low Voltage supplies
- 2.3.6 Cold water storage tanks
- 2.3.7 Hot water calorifiers
- 2.3.8 Low Voltage distribution
- 2.3.9 Showers and toilets; and
- 2.3.10 Sewerage pumps

3. SCOPE OF SERVICES

- 3.1 The Service Provider shall, in addition to all its other obligations under this Schedule C, keep the Maintained Assets in good and serviceable condition throughout the Full Operation Period and, where applicable, in accordance with the performance standards set out in Schedule G (Performance Evaluation) and/or in the Maintenance Programme (as defined in Section 4 below) (together, the "**Performance Standards**"), which standards shall have due regard to the operational and security requirements of each part of the Immigration Removal Centre.
- 3.2 The Service Provider 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 Immigration Removal Centre;
 - 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 3 months prior to the Commencement Date;
 - 3.2.4 provide preventative maintenance of the Maintained Assets in accordance with the Maintenance Programme;
 - 3.2.5 replace and refurbish the Maintained Assets as necessary in accordance with the Maintenance 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 Service Provider to perform its maintenance obligations under the Contract (including, without limitation, under this Schedule C);
 - 3.2.7 carry out all necessary maintenance, replacement and repair arising on the Site for whatever reason;
 - 3.2.8 conserve and/or repair the structure and external fabric of each part of the Immigration Removal Centre as necessary;
 - 3.2.9 maintain the cleanliness of and upkeep the Site; and
 - 3.2.10 carry out such other actions as are reasonably necessary to ensure that each part of the Immigration Removal Centre remains fully operational at all times.

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- 3.3 In order to satisfy its maintenance obligations referred to in paragraph 3.2 above, the Service Provider 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 Service Provider 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;
 - 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 D (Operational Requirements) when required by the Monitor; and
 - 3.3.4 Management of the Technical Library.
- 3.4 The Maintenance Manager shall be the main liaison point for the Authority in respect of the procedures listed in 3.3.
- 3.5 The Service Provider 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 Service Provider will adopt and adapt as required by the Authority and maintenance office that will act as a single point of contact for all requests/complaints/faults reported by any user of the Immigration Removal Centre. Customer satisfaction shall be recorded through the Help Desk on a periodic basis. Feedback shall be given by the Service Provider to users of the Immigration Removal Centre on the progress of their respective requests/complaints/fault reporting;
- 3.6 The Service Provider shall:
- 3.6.1 carry out day to day maintenance including repairing damage howsoever caused;
 - 3.6.2 carry out all inspections and providing all reports required by Legislation;
 - 3.6.3 carry out planned preventative maintenance in accordance with the PPM programme;
 - 3.6.4 carry out planned inspections of each part of the Immigration Removal Centre (as and when agreed with the Authority) ("Planned Inspections");
 - 3.6.5 carry out all maintenance and repairs found to be necessary to comply with the Performance Standards as a result of the Planned Inspections;
 - 3.6.6 ensure the redecoration of painted surfaces as required by the repainting schedule forming part of the Maintenance Programme to a reasonable standard at all times;
 - 3.6.7 carry out all laundry services and pest control on the Site. Laundry services shall be supplemented by washing facilities within relevant sections of the Immigration Removal Centre as necessary to allow Detainees to wash their own clothing;
 - 3.6.8 carry out day to day cleaning of the centre, ensuring that all areas of the centre

- are regularly cleaned;
- 3.6.9 carry out scheduled and periodic industrial cleaning of kitchen, wash-up areas, serverys, kitchen equipment and any laundry or laundrette areas;
 - 3.6.10 provide water quality assurance;
 - 3.6.11 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 Site but within the Site including exercise and games areas, and clearance of dirt and snow;
 - 3.6.12 carry out plant remedial work in the event of damage or failure;
 - 3.6.13 carry out maintenance of the ventilation, air conditioning and heating systems such that the environment within each part of the Immigration Removal Centre is maintained to the contracted levels of temperature;
 - 3.6.14 use reasonable endeavours to maintain continuity of utility service supplies within the Site; and to keep any utility service failures to a minimum;
 - 3.6.15 carry out maintenance of all security systems and associated infrastructure;
 - 3.6.16 make arrangements for the supply of spare parts for plant, machinery or other items to allow timely reinstatement of the Services;
 - 3.6.17 carry out maintenance of street lighting for all roadways, car-parks and footpaths within the Site, whether inside or outside the secure perimeter;
 - 3.6.18 carry out maintenance of hard and soft landscaping within the Site, including new grass and plantings as well as retaining existing grass and plantings;
 - 3.6.19 carry out all maintenance and repairs found to be necessary to comply with the Performance Standards for each part of the Immigration Removal Centre other than those arising from the Planned Inspections;
 - 3.6.20 carrying out maintenance of lighting;
 - 3.6.21 keeping accurate records of maintenance and repairs;
 - 3.6.22 carrying out maintenance of emergency/safety systems e.g. standby generator, emergency lighting, fire alarms, smoke extraction and lightning protection;
 - 3.6.23 keep all fencing within and on the boundaries of the Site in such good repair and condition as is necessary to achieve the required Performance Standards.
- 3.7 In relation to any utility service that is on or under the Site which serves any adjoining properties to use all reasonable endeavours to ensure that any interruption to such utility service by the Service Provider is kept to a minimum and in the event of any unavoidable interruption to such utility service by the Service Provider to give as much notice as possible to the occupiers of such adjoining properties;
- 3.8 Where the use of any pipes sewers drains mains ducts conduits water courses cables channels boundary structures or other things is common to the Site and other property, to be responsible for and 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 Service Provider in fulfilling any of its obligations under the Contract;

4. MAINTENANCE & CLEANING PROGRAMME

- 4.1 The Service Provider shall submit a draft maintenance and cleaning programme (the “**Draft Maintenance & Cleaning Programme**”) to the Authority no later than 2 months prior to the Commencement Date. This shall include, without limitation, a timetable for carrying out each maintenance and cleaning obligations for all parts of the Immigration Removal Centre (including, without limitation, all the buildings, structures and external works comprising the Immigration Removal Centre).
- 4.2 The indicative maintenance and cleaning programme (provided by the Service Provider prior to the Date of Contract) (the “**Indicative Maintenance & Cleaning Programme**”) shall include all manufacturers’ instructions and response times for both in-house and sub-contracted maintenance/cleaning requirements. The actions and frequency of such actions set out in the Draft Maintenance & Cleaning Programme shall be subject to any relevant manufacturers’ instructions.
- 4.3 The Draft Maintenance & Cleaning Programme will be commented on within 2 weeks of receipt, amended and the final maintenance programme (the “**Maintenance & Cleaning Programme**”) will be issued within 2 weeks and works will commence, from the commencement date.
- 4.4 The Authority shall, acting reasonably, within 14 days of receipt of the Draft Maintenance & Cleaning Programme either:
- 4.4.1 notify the Service Provider that the Authority has no objections to the Draft Maintenance & Cleaning Programme, in which case the Draft Maintenance & Cleaning Programme shall be the Maintenance & Cleaning Programme; or
 - 4.4.2 notify the Service Provider of any comments or suggestions the Authority has on the Draft Maintenance & Cleaning Programme, in which case the Service Provider shall submit a revised Draft Maintenance & Cleaning Programme (which shall take into account the comments and/or suggestions made by the Authority relating to the Draft Maintenance & Cleaning Programme) to the Authority within 14 days of the notice from the Authority, in which case such revised maintenance and cleaning programme shall be the Maintenance & Cleaning Programme.
- 4.5 The Service Provider shall submit a final Maintenance & Cleaning Programme for all parts of the Immigration Removal Centre to the Authority no later than 2 weeks after the issue of the Permit To Operate. The final Maintenance & Cleaning Programme shall be substantially in the form of the Draft Maintenance & Cleaning Programme, but shall be amended as is considered necessary by the Service Provider with the agreement of the Authority to ensure it is able to meet its maintenance and cleaning obligations under the Contract, including, without limitation, this Schedule C.
- 4.6 The Authority shall, acting reasonably, within 14 days of receipt of the final Maintenance & Cleaning Programme submitted to it under paragraph 4.5 above either:-
- 4.6.1 notify the Service Provider that the Authority has no objections to the Final

Maintenance & Cleaning Programme, in which case the final maintenance programme shall be the Maintenance Programme; or

- 4.6.2 notify the Service Provider of any comments or suggestions the Authority has on the Final Maintenance Programme, in which case the Service Provider shall submit a revised Final Maintenance & Cleaning Programme (which shall take into account the comments and/or suggestions made by the Authority relating to the final Maintenance & Cleaning Programme) to the Authority within 14 days of the notice from the Authority, in which case such revised Maintenance & Cleaning Programme shall be the Maintenance & Cleaning Programme.
- 4.7 If there is no Maintenance & Cleaning Programme pursuant to paragraph 4.6.1 or 4.6.2 by the date falling 2 weeks after the issue of the Permit To Operate, the Service Provider shall ensure the proper and punctual performance of the Final Maintenance & Cleaning Programme in the form most recently provided to the Authority by the Service Provider, until that Final Maintenance & Cleaning Programme has been amended such that the Authority notifies the Service Provider that it has no objections to the programme (or any later Final Maintenance & Cleaning Programme) in which case such programme or the later Final Maintenance & Cleaning Programme, as the case may be, shall be the Maintenance & Cleaning Programme.
- 4.8 The Service Provider shall ensure the proper and punctual performance of the Maintenance & Cleaning Programme the fundamental aims of which shall be to ensure that:
- 4.8.1 each part of the Immigration Removal Centre is fully operational and available at all times; and
- 4.8.2 the condition of each part of the Immigration Removal Centre and their respective 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 Schedule C.
- 4.9 The Service Provider shall procure that the Maintenance & Cleaning Programme meets the fundamental aims set out in paragraph 4.8 above.
- 4.10 The Maintenance & Cleaning Programme shall include:
- 4.10.1 details to more fully and adequately describe the Service Provider's obligations and activities;
- 4.10.2 the standards to which the Service Provider will perform its maintenance and cleaning obligations under the Contract;
- 4.10.3 a replacement and refit programme and timetable, which shall include, without limitation, the maintenance interval periods for the items of Authority's equipment; and
- 4.10.4 a timetable for each of the Service Provider's maintenance and cleaning obligations.
- 4.11 The Service Provider shall procure that the Maintenance & Cleaning Programme is developed to support each of the Service Provider's maintenance and cleaning obligations

under the Contract.

- 4.12 The Service Provider shall procure that the Maintenance & 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 A survey of the Maintained Assets shall be undertaken by the Service Provider (at its own expense) on the second anniversary of the Commencement Date and thereafter annually 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 Immigration Removal Centre and the Site and a review of the maintenance records in order to:
- 5.2.1 ensure that each part of the Immigration Removal Centre and the Site 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 Service Provider shall make available to the Authority the results of each Condition Survey in the form of a written report, within one month of such Condition Survey being completed.
- 5.4 The Service Provider 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 and to revise and adjust the Maintenance & Cleaning Programme and/or the life expectancies of the Maintained Assets to reflect such repair and maintenance requirements (all in accordance with paragraph 5.5 below).
- 5.5 The Maintenance & Cleaning Programme may be adjusted from time to time as a result of a Condition Survey; however, such adjustments to the Maintenance & Cleaning Programme shall be subject to the Authority notifying the Service Provider that it has no objections to such adjustments (such notification not to be unreasonably withheld).

6. SAFETY COMPLIANCE

Reactive Maintenance

- 6.1 This element of the Maintenance & Cleaning 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.
- 6.2 The Service Providers shall ensure that it has in place:
- 6.2.1 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;

- 6.2.2 A helpdesk function, during normal working hours (what are they) and contingency arrangements for out of normal working hour's issues.
- 6.2.3 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, this to include low value minor works.
- 6.2.4 All faults, repairs and response times shall be logged for review by the Authority. The Service Provider shall ensure that all reported faults/repairs are recorded on a CAFM system, the Maintenance & Cleaning Programme updated as required, subject to the Authority confirming to the Service Provider, 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.

Planned Preventative Maintenance

- 6.3 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.
- 6.4 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.
- 6.5 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

Maintained Asset Register

- 7.1 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.
- 7.2 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.
- 7.3 All Maintained Assets shall be individually scheduled on the CAFM System noting physical location, areas served, maintenance history etc.

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 Service Provider 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 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;
 - 8.3.5 Collect, maintain and review all pertinent documentation and certification of the physical plant'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 Service Provider shall provide details of all sprinkler maintenance requirements and ensure compliance with the requirements of BS5307 Part 2 and LPC 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 Service Provider and submitted to the Authority for approval. The Service Provider'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.
- 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 Arrangements shall be in place to respond promptly to accidental or deliberate damage through the Help Desk/CAFM System.
- 10.5 Items and systems related to health and safety or security shall be given priority in maintenance programming through the Help Desk/CAFM system.
- 10.6 The Tenderer is to provide the following, together with supporting evidence:
- 10.6.1 Confirmation that all security systems and component parts shall be checked at regular intervals to ensure that they are operating effectively within acceptable parameters.
 - 10.6.2 A draft security plan.
 - 10.6.3 Confirmation that 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.
 - 10.6.4 A proposed 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.
 - 10.6.5 Definition of what arrangements shall be in place to respond promptly to accidental or deliberate damage through the Help Desk/CAFM System.
 - 10.6.6 Confirmation that 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 Service Provider 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 Site as a result of any act, omission or failure to act by the Service Provider, the Service Provider shall be liable for its rectification and shall indemnify the Authority against any liability and cost arising from the Service Provider's actions.
- 11.3 The Service Provider shall be responsible for the security and protection of drain, manhole and duct covers as required, throughout the Immigration Removal Centre.
- 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 Service Provider 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 Service Provider 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 Service Provider shall demonstrate/ outline how it intends to test these procedures and protocols.

13. DECORATION PROGRAMME

- 13.1 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.
- 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 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 Immigration Removal Centre. The colour appraisal shall form part of annual/ periodic condition surveys.

14. CLEANING

- 14.1 The Service Provider shall ensure that within the Maintenance & Cleaning Programme that is has and will operate a work plan that will keep the Immigration Removal Centre clean at all times and which addresses in particular:
- 14.1.1 The standards of cleaning to be applied;
 - 14.1.2 the frequency of cleaning in all areas of the Removal Centre;
 - 14.1.3 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;
- 14.1.4 procedures for dealing with contaminated waste and sharp objects
 - 14.1.5 emptying and disinfecting all bins and waste receptacles on a regular basis;
 - 14.1.6 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 Site;
 - 14.1.7 staffing levels (excluding detainees employed on cleaning) and the hours each week that cleaning staff will be available;
 - 14.1.8 the roles and responsibilities of cleaning staff;
 - 14.1.9 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;
 - 14.1.10 the monitoring system that will be used to ensure that the cleaning schedule is fulfilled to standard.
 - 14.1.11 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 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.
- 15.2 The quality assurance and quality control programmes shall comprise a scheduled set of inspections designed to ensure that acceptable levels of maintenance and cleaning are reached and then maintained.
- 15.3 The Service Provider shall carry out the key quality assurance/control programmes.
- 15.4 The Service Provider shall use the CAFM System to amend asset details and schedule and reschedule the planned and reactive maintenance for the Removal Centre.
- 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 Service Provider shall provide reports on the performance of the CAFM System at the reasonable request of the Monitor.

Quality Assurance and Cost Savings

- 15.7 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.

- 15.8 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 the Contract.
- 15.9 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 is to be scheduled for 12 months after the Commencement Date.
- 15.10 The Service Provider shall provide a copy of the QMS to the Authority on request.
- 15.11 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.
- 15.12 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).
- 15.13 Any utility cost savings identified by the Service Provider against the 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.

16. MANAGEMENT & STAFFING

Facilities Management

- 16.1 The Service Provider shall ensure that two appropriately trained and experienced individuals (the “Maintenance Manager” and a “Designated Deputy”) are responsible for implementation of the Maintenance & Cleaning Programme.
- 16.2 The Maintenance Manager and/or the Designated Deputy 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 Maintenance Manager and/or the Designated Deputy to ensure up to date knowledge of regulations / statutory requirements.

Maintenance Team

- 16.4 The Service Provider shall ensure that daily maintenance for building services and fabric maintenance shall be carried out by an appropriately qualified 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.
- 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 Service Provider shall ensure that daily cleaning requirements for the Removal Centre 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.
- 16.8 The Service Provider shall not permit/ create any paid work opportunities for detainees in the Custody Suite and Hearing Centre.

Sub-Contractors

- 16.9 The Service Provider 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. PROJECT WORKS

Minor Project Works

- 17.1 Minor Project Works includes maintenance activities that fall outside normal preventative or corrective maintenance. Work to the building fabric or engineering equipment, including alterations, modifications or installations that alter the physical appearance or utilisation of the Removal Centre is classified as minor construction.
- 17.2 Any necessary minor construction shall be undertaken as appropriate by the Service Provider in accordance with the Contract. Following any minor new works, such new works shall be included in the Maintenance Programme, the health and safety file, the 'As Built' drawings, asset schedules and the electronic records held on the CAFM System shall be amended accordingly, all to design standards.
- 17.3 The Service Provider shall ensure that, wherever appropriate, any such minor works that invoke the requirements of planning or building regulations (particularly those under the scope of are considered and compliant as required.

Major/ Capital Project Works

- 17.4 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.

18. ENVIRONMENTAL MANAGEMENT

Energy Management

- 18.1 The Service Provider shall provide energy management services for the development and mobilisation of the energy management plans and strategies. It shall provide regular reports on usage as agreed with the Authority.

18.2 The Service Provider shall maintain plant and equipment to operate efficiently so as to ensure the Performance Standards set out in Schedule G (Performance Evaluation) are achieved.

Environmental Management

18.3 The Service Provider shall provide for an Environmental Management System that is capable of provides for the identification of a wide range of sustainability issues.

18.4 The Service Provider shall comply with the Home Office Environmental Policy as set out in the Home Office Sustainable Development Policy & Standards.

Waste Management

18.5 The Service Provider shall provide a full waste management system, designed to ensure all required regulatory and statutory arrangements are complied with, to include but not be limited to: general, hazardous, clinical and special wastes.

18.6 Where possible/appropriate the Service Provider shall provide recycling and sorting facility to ensure minimum impact on the environment of the Removal Centre's operation.

19. MANAGEMENT INFORMATION

19.1 The Service Provider 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 Service Provider shall provide documentation to the Authority, and provide to the Monitor the following duly completed forms, records and logs:

- 19.2.1 Individual equipment life expectancy list (existing and new equipment)
- 19.2.2 Notification of any change in expected life expectancy of any maintained assets
- 19.2.3 Inventory asset list (as amended)
- 19.2.4 Work order summaries and additional work order sheets and corrective maintenance summary
- 19.2.5 Fire extinguisher locations
- 19.2.6 Fire extinguisher inspection sheets
- 19.2.7 Roof inspection sheets
- 19.2.8 Service request/reactive maintenance sheets
- 19.2.9 Maintenance and repair requisitions
- 19.2.10 Record drawing index sheets
- 19.2.11 Water test and treatment
- 19.2.12 Filter system logs
- 19.2.13 Manufacturer's instructions library index

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- 19.2.14 Emergency generator running log
 - 19.2.15 Automatic heat and smoke detector test records
 - 19.2.16 Fire alarms system tests
 - 19.2.17 Sub-contractor service logs
 - 19.2.18 Risk assessments under fire precaution regulations
 - 19.2.19 Sprinkler system maintenance and inspection records.
- 19.3 The following monthly reports shall be kept by the Service Provider detailing:
- 19.3.1 Sub-contracts
 - 19.3.2 Preventative maintenance
 - 19.3.3 Reactive maintenance
 - 19.3.4 Health and safety
 - 19.3.5 Minor construction
 - 19.3.6 Energy consumption records.
- 19.4 The following miscellaneous forms, records and logs shall be kept by the Service Provider:
- 19.4.1 Updated health and safety file including “as fitted” drawings
 - 19.4.2 Updated operating and maintenance manuals
 - 19.4.3 Purchase order records
 - 19.4.4 Valve schedules - charts and logs
 - 19.4.5 Roof surveys
 - 19.4.6 Fire drill reports
 - 19.4.7 Pressure vessel inspection records
 - 19.4.8 Emergency lighting test records
 - 19.4.9 Smoke ventilation test records and sprinkler test records
 - 19.4.10 Gas and other fuel system test records (including up to date gas schematics)
 - 19.4.11 Lightning protection system and earthing test results
 - 19.4.12 Certificates relating to the regular testing of electrical appliances; and
 - 19.4.13 Records/test certificates relating to any other testing that is required in order to comply with statutes.
- 19.5 The Service Provider shall, ensure that sub-contractors 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 Service Provider for the purposes of this Contract.
- 19.6 All documents shall be kept in good order and shall be available at all reasonable times for inspection by the Authority and the Service Provider shall, and shall procure that its sub-contractors shall make available such information as may be reasonably required by

the Authority

20. MOBILISATION

20.1 During the period from the Date of Contract up to 2 weeks after the Commencement Date (the “**Mobilisation Period**”) the following activities shall be carried out by the Service Provider:

- 20.1.1 Produce a mobilisation programme and action plan no later than 5 (five) months prior to the Commencement Date for approval by the Authority.
- 20.1.2 Familiarise itself with the content and make up of the Removal Centre and the Site, including all fittings and equipment installed therein and identify any immediate issues that need to be addressed
- 20.1.3 Demonstrate compliance with the Authority's facilities management pro-forma and issue monthly performance report to the Authority for comment and approval
- 20.1.4 Take possession of all spares and equipment
- 20.1.5 Set up the maintenance office and put in place suitable administration procedures and required plans
- 20.1.6 Set up the Help Desk and the CAFM System and put in place suitable administrative procedures
- 20.1.7 Establish a maintenance management and cleaning teams, advising the Authority when interviews for key positions are to take place and providing personnel information relating to candidates, as required
- 20.1.8 Identify and organise training for the maintenance management and cleaning teams as necessary
- 20.1.9 Provide a progress report at an agreed frequency so as to identify progress and issues/problems that have arisen requiring resolution
- 20.1.10 Transfer as built asset data across to the CAFM System, review accuracy of the data; and
- 20.1.11 Procure specialist sub-contractors.

20.2 All required documents set out above shall be prepared and completed for review and comment by the Authority during the Mobilisation Period.

21. DE-MOBILISATION

21.1 Without prejudice to other provisions contained in the Contract, the Service Provider shall hand to the Authority three months prior to the end of the Contract Term or upon any notice of termination, whichever is the earlier:

- 21.1.1 A schedule of known future maintenance work required to be carried out over the next 12 months.
- 21.1.2 A schedule of remedial works and incidences of non-compliance with statutory requirements in relation to the Removal Centre and/or the Site (the

“Rectification Schedule”) as drawn up from the information gathered during the final Dilapidation Survey, the initial Condition Survey and the subsequent Condition Surveys.

21.2 The Service Provider shall be responsible for (and shall pay all costs associated with):

21.2.1 Carrying out such remedial works; and

21.2.2 Rectifying any non-compliance with statutory requirements, as identified in the Rectification Schedule.

21.3 The Service Provider shall ensure that the Authority is provided with the documents listed below three months prior to the end of the Contract; and

21.3.1 Copies of all maintenance and operational manuals;

21.3.2 All test certificates and calculations;

21.3.3 All planned preventative maintenance documents for the mechanical and electrical engineering installations;

21.3.4 All planned inspection of buildings schedules and reports;

21.3.5 All record drawings similar in material and quality as at the Date of Contract including changes during the Contract Term;

21.3.6 A schedule of spare parts held in store; and

21.3.7 All maintenance records.

21.4 The Service Provider shall immediately prior to the end of the Contract, update such documents and provide such updated documents to the Authority:

ANNEX A – YARL’S WOOD IRC ASSET REGISTER

The Service Providers Asset Register shall contain, as a minimum, the following information, to be provided to the Authority in an agreed format:

- Building
- Floor / Area
- Room Text
- Localisation
- Description of Item
- System Type
- Quantity
- Manufacturer
- Type Model
- Asset Serial Number
- Date of Installation
- Remaining Life (incl <or > years)
- Condition Code