



Home Office

AUTHORITY: The Secretary of State for the Home Department

Schedule C – Part 1 Maintenance Management

Colnbrook & Harmondsworth IRCs

DOCUMENT LIST

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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
Authority or Home Office	This refers to the contracting body which is the Home Office.
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 Removal Centre including external works and services
PUWER	the Provision and Use of Work Equipment Regulations
QMS	Quality Management System
Removal Centre Manager	the person or persons appointed by the Service Provider and approved by the Authority under Section 148 of the 1999 Act;
Removal Centre or Immigration Removal Centre or IRC	An immigration removal centre in the Home Office estate.
RCD testing	the testing of Residential Current Devices
Technical Library	Electronic database used by the Service Provider to store technical information about the Authority's assets.

SCHEDULE C - MAINTENANCE MANAGEMENT PART 1

1. INTRODUCTION

- 1.1 This Schedule C sets out the terms upon which the Service Provider shall, at its own expense, maintain the Removal Centre, the Site and all plant, machinery, fixtures, fittings, furnishings, chattels and other equipment in accordance with Clause 21 of the Contract.
- 1.2 This Schedule C also sets out the standards against which each part of the 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 Removal Centre are kept in good operational, structural and decorative order during the Full Operation Period and shall ensure that the:
 - (1) Service Provider's obligations as set out in this Schedule C are carried out in such a way that each part of the 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
 - (2) Assets will be maintained to the standard required by Clause 21 and this Schedule C.
- 1.4 On expiry or termination of the Contract, the condition of the 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 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 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 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 MAINTENANCE

- 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 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 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 Removal Centre as necessary;
 - 3.2.9 upkeep the Site; and
 - 3.2.10 carry out such other actions as are reasonably necessary to ensure that each part of the Removal Centre remains fully operational at all times.

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:

- a) building management and services management including, without limitation, management of the Maintenance Team and Sub-contractors;
- b) 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),
- c) Contract review meetings held pursuant to Schedule D when required by the Monitor and
- d) management of the Technical Library.

The Maintenance Manager shall be the main liaison point for the Authority in respect of these procedures.

3.3.1 provision of 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 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 Removal Centre on the progress of their respective requests/complaints/fault reporting;

3.3.2 carrying out day to day maintenance including repairing damage howsoever caused;

3.3.3 carrying out all inspections and providing all reports required by Legislation;

3.3.4 carrying out planned preventative maintenance in accordance with the PPM programme;

3.3.5 carrying out planned inspections of each part of the Removal Centre (as and when agreed with the Authority) ("**Planned Inspections**");

3.3.6 carrying out all maintenance and repairs found to be necessary to comply with the Performance Standards as a result of the Planned Inspections;

3.3.7 redecoration of painted surfaces as required by the repainting schedule forming part of the Maintenance Programme to a reasonable standard at all times;

3.3.8 carrying out all laundry services and pest control on the Site. Laundry services shall be supplemented by washing facilities within relevant sections of the Removal Centre as necessary to allow Detainees to wash their own clothing;

3.3.9 carrying out industrial cleaning of kitchen, wash-up areas, serverys, kitchen equipment and any laundry or laundrette areas;

3.3.10 providing water quality assurance

- 3.3.11 carrying 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;
- 3.3.12 carrying out plant remedial work in the event of damage or failure;
- 3.3.13 carrying out maintenance of the ventilation, air conditioning and heating systems such that the environment within each part of the Removal Centre is maintained to the contracted levels of temperature;
- 3.3.14 use reasonable endeavours to maintain continuity of utility service supplies within the Site; and to keep any utility service failures to a minimum;
- 3.3.15 maintenance of all security systems and associated infrastructure;
- 3.3.16 making arrangements for the supply of spare parts for plant, machinery or other items to allow timely reinstatement of the Services;
- 3.3.17 carrying out maintenance of street lighting for all roadways, car-parks and footpaths within the Site, whether inside or outside the secure perimeter;
- 3.3.18 carrying out maintenance of hard and soft landscaping within the Site, including new grass and plantings as well as retaining existing grass and plantings;
- 3.3.19 carrying out all maintenance and repairs found to be necessary to comply with the Performance Standards for each part of the Removal Centre other than those arising from the Planned Inspections;
- 3.3.20 carrying out maintenance of lighting;
- 3.3.21 keeping accurate records of maintenance and repairs;
- 3.3.22 carrying out maintenance of emergency/safety systems e.g. standby generator, emergency lighting, fire alarms, smoke extraction and lightning protection;
- 3.3.23 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;
- 3.3.24 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;
- 3.3.25 to 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.

4. THE MAINTENANCE PROGRAMME

- 4.1 The Service Provider shall submit a draft maintenance programme (the “**Draft Maintenance 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 obligation for all parts of the Removal Centre (including, without limitation, all the buildings, structures and external works comprising the Removal Centre).
- 4.2 The indicative maintenance programme (provided by the Service Provider prior to the Date of Contract) (the “**Indicative Maintenance Programme**”) shall include all manufacturers’ instructions and response times for both in-house and sub-contracted maintenance requirements. The actions and frequency of such actions set out in the Draft Maintenance Programme shall be subject to any relevant manufacturers’ instructions.
- 4.3 The Draft Maintenance Programme will be commented on within 2 weeks of receipt, amended and the final maintenance programme (the “**Maintenance 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 Programme either:-
 - 4.4.1 notify the Service Provider that the Authority has no objections to the Draft Maintenance Programme, in which case the Draft Maintenance Programme shall be the Maintenance Programme; or
 - 4.4.2 notify the Service Provider of any comments or suggestions the Authority has on the Draft Maintenance Programme, in which case the Service Provider shall submit a revised Draft Maintenance Programme (which shall take into account the comments and/or suggestions made by the Authority relating to the Draft Maintenance Programme) to the Authority within 14 days of the notice from the Authority, in which case such revised maintenance programme shall be the Maintenance Programme.
- 4.5 The Service Provider shall submit a final Maintenance Programme for all parts of the Removal Centre to the Authority no later than 2 weeks after the issue of the Permit To Operate. The final Maintenance Programme shall be substantially in the form of the Draft Maintenance 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 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 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 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 Programme (which shall take into account the comments and/or suggestions made by the Authority relating to the final Maintenance Programme) to the Authority within 14 days of the notice from the Authority, in which case such revised Maintenance Programme shall be the Maintenance Programme.

- 4.7 If there is no Maintenance Programme pursuant to paragraph 4.5.1 or 4.5.2 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 Programme in the form most recently provided to the Authority by the Service Provider, until that Final Maintenance 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 Programme) in which case such programme or the later Final Maintenance Programme, as the case may be, shall be the Maintenance Programme.
- 4.8 The Service Provider shall ensure the proper and punctual performance of the Maintenance Programme the fundamental aims of which shall be to ensure that:
- 4.8.1 each part of the Removal Centre is fully operational and available at all times; and
- 4.8.2 the condition of each part of the Removal Centre and their respective Assets at the end 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 Programme meets the fundamental aims set out in paragraph 4.8 above.
- 4.10 The Maintenance 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 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 maintenance timetable for each of the Service Provider's maintenance obligations.
- 4.11 The Service Provider shall procure that the Maintenance Programme is developed to support each of the Service Provider's maintenance obligations under the Contract.
- 4.12 The Service Provider shall procure that the Maintenance Programme is aimed at meeting all the maintenance requirements of the Authority under the Contract ranging from the day-to-day routine maintenance 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 Each Condition Survey shall entail a physical survey of each part of the Removal Centre and the Site and a review of the maintenance records in order to:
- 5.2.1 ensure that each part of the 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 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 Programme may be adjusted from time to time as a result of a Condition Survey; however, such adjustments to the Maintenance 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).

ANNEX A



Home Office

HOME OFFICE – COLNBROOK & HARMONDSWORTH IRC ASSET REGISTER

Building	Floor / Area	Room Text	Localisation	Description of Item	System Type	Quantity	Manufacturer	Type Model	Asset Serial No	Date Of Installation	Remaining Life (incl. < or > years)	Condition Code