

4. MANAGEMENT

4.1 PERSONNEL CONSIDERATIONS

4.1.1 FACILITIES MANAGEMENT

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

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

- An example of a specification for the Maintenance Manager / Designated Deputy roles.
- A definition of the relevant post holders' roles and responsibilities.
- Proposals for the level of qualification / competence deemed acceptable for the above roles, to ensure compliance with regulation and industry standards of facilities management

4.1.2 MAINTENANCE TEAM

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>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.</p> <p>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.</p> <p>The Tenderer is to provide the following, together with supporting evidence:</p> <ul style="list-style-type: none"> An example of the proposed maintenance team members, developed to complete the proposed maintenance programme, including direct 	<p><Redacted></p>	<p><Redacted></p>

<p>labour commitments / roles.</p> <ul style="list-style-type: none"> • Definition of the relevant post holders' roles and responsibilities. • Proposals for the level of qualification / competence deemed acceptable for the above roles, to ensure compliance with regulation and industry standards of facilities maintenance. 		
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4.1.3 FACILITIES CLEANING TEAM

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider shall maintain the Removal Centre in a safe and healthy state internally and externally and shall keep clean all areas including furniture and fittings. The Service Provider shall provide outline proposal for the detailed work plan.</p> <p>The Service Provider shall not</p>	<p><Redacted></p>	<p><Redacted></p>

permit/ create any paid work opportunities for detainees in the Custody Suite and Hearing Centre.

The Service Provider shall ensure that it will have and operate a work plan that will keep the Removal Centre clean at all times and which addresses in particular:

- the hours each week that cleaning staff will be available; and
- the roles and responsibilities of staff.
- the equipment and materials to be used including any appropriate COSHH schedules;
- the frequency of cleaning in all areas of the Removal Centre;
- the monitoring system that will be used to ensure that the cleaning schedule is fulfilled to standard.
- the system that will be used to carry out the disposal of

<p>waste and confirms that that this will be carried out in compliance with sustainable development principles.</p> <p>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 team of cleaning operatives. This team shall also provide supervision for specialist sub-contractors as required.</p> <p>Ongoing development and training shall be provided for all members of the team. The cleaning team shall be operational as required.</p> <p>The Service Provider is to provide the following, together with supporting evidence:</p> <ol style="list-style-type: none"> 1. details of the proposed cleaning team members. 2. Proposals for the level of qualification / competence deemed acceptable for 		
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the above roles, to ensure compliance with regulation and industry standards of cleanliness.		
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4.2 SUB-CONTRACTORS

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>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.</p> <p>The Tenderer is to provide details and supporting evidence of:</p> <ol style="list-style-type: none"> 1. How sub-contractors will be monitored; 2. How non-compliances will be identified and remedied; 3. How quality of service; value for money; and continuous improvement shall be obtained at all stages. 	<p><Redacted></p>	<p><Redacted></p>

4.3 PROJECT WORKS

4.3.1 MINOR PROJECT WORKS

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>This element 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.</p> <p>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.</p>	<p><Redacted></p>	<p><Redacted></p>

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.

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

1. Definition and an example of the proposed process by which the Service Provider will ensure that maintenance activities that fall outside normal preventative or corrective maintenance are to be completed with due compliance to the Authority's rules and regulations.
2. How the proposal provides that works completed under this

<p>arrangement are completed within agreed financial and time constraints.</p> <p>3. Definition and examples of how the Service Provider will ensure the works referred to above are completed with due regard to all health and safety considerations, to include but not limited to method statements, risk assessments, project product assurance and levels of competence implied / used.</p> <p>4. How the procedures detailed above will ensure the projects completed will be input onto the CAFM System, to include maintenance regimes, inspection frequencies and required specifications of service operations.</p> <p>5. How the Service Provider</p>		
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<p>will ensure that compliance with planning and or building regulations is considered and delivered within the minor works project process.</p>		
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4.3.2 MAJOR/ CAPITAL PROJECT WORKS

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>Any major or capital replacement works, shall be undertaken by a specialist team with all the skills and resources necessary to undertake capital replacement works.</p> <p>The Tenderer is to provide details and supporting evidence of the arrangements it proposes to ensure suitably qualified personnel undertake any major capital replacement works.</p>	<Redacted>	<Redacted>

4.4 ENVIRONMENTAL MANAGEMENT

4.4.1 ENERGY MANAGEMENT

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
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<p>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.</p> <p>The Service Provider shall maintain plant and equipment to operate efficiently so as to ensure the Performance Standards set out in schedule G are achieved.</p> <p>The Tenderer is to provide details and supporting evidence of:</p> <ol style="list-style-type: none"> 1. How it will provide energy management services for the development and mobilisation of the energy management plans and strategies and provide regular reports on usage as agreed with the Authority; 2. the proposed schedule for the Tenderer to maintain plant and equipment to 	<p><Redacted></p>	<p><Redacted></p>
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operate efficiently so as to ensure the Performance Standards are achieved.

4.4.2 ENVIRONMENTAL MANAGEMENT

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider shall provide for an Environmental Management System and should identify a wide range of sustainability issues.</p> <p>The Tenderer shall comply with the Home Office Environmental Policy.</p> <p>The Tenderer is to provide details and supporting evidence to:</p> <ol style="list-style-type: none"> 1. Define the proposed Environmental Management System. 2. Define the range of sustainability issues encompassed within the submission. 	<p><Redacted></p>	<p><Redacted></p>

4.4.3 WASTE MANAGEMENT

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>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.</p> <p>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.</p> <p>The Tenderer is to provide details and supporting evidence to:</p> <ol style="list-style-type: none"> 1. Define the proposed Waste Management System. 2. Define the wide range of waste management issues encompassed within its submission. 3. Define the scope and 	<p><Redacted></p>	<p><Redacted></p>

practicalities of the proposed waste recycling / sorting process at the Removal Centre.		
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4.5 MANAGEMENT INFORMATION TO BE AVAILABLE

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
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.	<Redacted>	<Redacted>
<p>The Service Provider shall provide documentation to the Authority, and provide to the Monitor the following duly completed forms, records and logs:</p> <ul style="list-style-type: none"> • Individual equipment life expectancy list (existing and new equipment) • Notification of any change in expected life expectancy of any maintained assets • Inventory asset list (as amended) 	<Redacted>	<Redacted>

<ul style="list-style-type: none"> • Work order summaries and additional work order sheets and corrective maintenance summary • Fire extinguisher locations • Fire extinguisher inspection sheets • Roof inspection sheets • Service request/reactive maintenance sheets • Maintenance and repair requisitions • Record drawing index sheets • Water test and treatment • Filter system logs • Manufacturer's instructions library index • Emergency generator running log • Automatic heat and smoke detector test records • Fire alarms system tests • Sub-contractor service logs • Risk assessments under fire 		
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<p>precaution regulations</p> <ul style="list-style-type: none"> • Sprinkler system maintenance and inspection records. 		
<p>The following monthly reports shall be kept by the Service Provider detailing:</p> <ul style="list-style-type: none"> • Sub-contracts • Preventative maintenance • Reactive maintenance • Health and safety • Minor construction • Energy consumption records. 	<Redacted>	<Redacted>
<p>The following miscellaneous forms, records and logs shall be kept by the Service Provider:</p> <ul style="list-style-type: none"> • Updated health and safety file including “as fitted” drawings • Updated operating and maintenance manuals • Purchase order records • Valve schedules - charts and 	<Redacted>	<Redacted>

<p>logs</p> <ul style="list-style-type: none"> • Roof surveys • Fire drill reports • Pressure vessel inspection records • Emergency lighting test records • Smoke ventilation test records and sprinkler test records • Gas and other fuel system test records (including up to date gas schematics) • Lightning protection system and earthing test results • Certificates relating to the regular testing of electrical appliances; and • Records/test certificates relating to any other testing that is required in order to comply with statutes. 		
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<p>The Service Provider shall, ensure that its 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.</p> <p>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</p>	<Redacted>	<Redacted>
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4.6 MOBILISATION

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>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:</p> <p>(a) Produce a mobilisation programme and action plan no later than four months prior to the Commencement Date for approval by the Authority.</p> <p>(b) 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</p> <p>(c) Demonstrate compliance with the Authority's facilities management pro-forma and issue monthly performance report to the Authority for comment and approval</p>	<p><Redacted></p>	<p><Redacted></p>

<ul style="list-style-type: none"> (d) Take possession of all spares and equipment (e) Set up the maintenance office and put in place suitable administration procedures and required plans (f) Set up the Help Desk and the CAFM System and put in place suitable administrative procedures (g) Establish a maintenance management team, advising the Authority when interviews for key positions are to take place and providing personnel information relating to candidates, as required (h) Identify and organise training for the maintenance management team as necessary (i) Provide a progress report at an agreed frequency so as to identify progress and issues/problems that have arisen requiring resolution (j) Transfer as built asset data across to the CAFM System, review accuracy of 		
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<p>the data; and</p> <p>(k) Procure specialist sub-contractors.</p> <p>All required documents set out above shall be prepared and completed for review and comment by the Authority during the Mobilisation Period.</p> <p>The Tenderer produces a draft mobilisation plan that shows:</p> <ol style="list-style-type: none"> 1. How the mobilisation process will meet the Project deliverables. 2. The key activities and when these will be completed. 3. Who is responsible for completing key activities; and 4. Risk, contingency and mitigation and associated with key deliverables. <p>The Tenderer shall provide an example (not generic) draft mobilisation plan stating where</p>		
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this has been used with its other clients and the impact of the plan on key Authority resources.		
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4.7 COMPLETION SERVICE

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>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:</p> <p>(a) A schedule of known future maintenance work required to be carried out over the next 12 months.</p> <p>(b) 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.</p> <p>The Service Provider shall be</p>	<p><Redacted></p>	<p><Redacted></p>

<p>responsible for (and shall pay all costs associated with):</p> <ul style="list-style-type: none"> (a) Carrying out such remedial works; and (b) Rectifying any non-compliance with statutory requirements, as identified in the Rectification Schedule. <p>The Service Provider shall:</p> <ul style="list-style-type: none"> (1) ensure that the Authority is provided with the documents listed below three months prior to the end of the Contract; and (2) immediately prior to the end of the Contract, update such documents and provide such updated documents to the Authority: <ul style="list-style-type: none"> a. Copies of all maintenance and operational manuals; b. All test certificates and calculations; c. All planned preventative maintenance documents for the mechanical and electrical engineering 		
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<p>d. installations; All planned inspection of buildings schedules and reports;</p> <p>e. All record drawings similar in material and quality as at the Date of Contract including changes during the Contract Term;</p> <p>f. A schedule of spare parts held in store; and</p> <p>g. All maintenance records. Tenderers shall confirm that they shall comply with the provisions of Section 4.7</p>		
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