



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

**PROVISION
OF
BUILDING AND SECURITY SERVICES**

SPECIFICATIONS

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1. Section 1 – About the Services

1.1. Introduction

- 1.1.1. The Royal Borough of Kensington and Chelsea (the “Authority”) requires a range of building and security services to be provided across five (5) estates in the borough, including concierge, CCTV monitoring, manned guarding, a patrol service, and oversight of various activities on the estate (the “Services”).
- 1.1.2. The required Services are packaged into “Lots” and contractors are invited to bid for a single Lot or any number of Lots under this contract.
- 1.1.3. The Authority wants to create a positive first impression for residents and visitors entering the housing blocks and provide first class facility management services in real-time. The service has to enable individual residents to access and exit buildings securely and safely whilst maintaining and managing security risk to protect residents from potential harm.
- 1.1.4. The expectation is that the Services will be provided by suitably qualified staff with exceptional skills in customer care, facility, and safety management, who can proactively support residents and the Authority to deliver the best service to the community.

1.2 Lotting of Services

- 1.2.1 The Services have been categorised into the following lots:

1.2.1.1 **Lot 1 – World’s End Estate** comprises of the following blocks:

- (a) Ashburnham Tower;
- (b) Berenger Tower;
- (c) Berenger Walk;
- (d) Blantyre Tower;
- (e) Blantyre Walk;
- (f) Chelsea Reach Tower;
- (g) Dartrey Tower;
- (h) Dartrey Walk;
- (i) Greaves Tower;
- (j) Middle Dartrey Walk;
- (k) Upper Berenger Walk;
- (l) Upper Blantyre Walk;
- (m) Upper Dartrey Walk;
- (n) Upper Whistler Walk;
- (o) Whistler Tower; and
- (p) Whistler Walk

1.2.1.2 **Lot 2 - Trellick Tower** comprises of the following blocks:

- (a) Trellick Tower; and
- (b) Edenham Way

1.2.1.3 **Lot 3 - Hazlewood Tower and Adair Tower** comprises of the following blocks:

- (a) Hazelwood Tower; and
- (b) Adair Tower

1.2.1.4 Lot 4 - Silchester Estate comprises of the following blocks:

- (a) Markland House;
- (b) Dixon House;
- (c) Frinstead House;
- (d) Whitstable House;
- (e) Kingsnorth House;
- (f) Waynelete Square; and
- (g) Shalfleet Drive

1.2.1.5 The Services for Lot 4 (Silchester Estate) are tentative, subject to resident consultation and so, not definitive at the time of the contract notice and tender publication. Therefore, Tenderers should consider the Services in relation to this Lot as provisional in nature as the requirement for these Services still need to be consulted with residents. Following the evaluation of all submitted tenders for this lot and after carrying out a resident consultation exercise the Authority will decide whether the Services in relation to this lot would be delivered under this contract.

1.3 Service Objectives

- 1.3.1 Ensure buildings are kept secure at all times from unauthorised access.
- 1.3.2 Provide an effective reception / concierge service at specific sites during prescribed hours
- 1.3.3 Undertake security and monitoring patrol services to specific sites to identify, deal with and deter public nuisance, crime, and disorder so residents can maintain peaceful and safe enjoyment of their homes and neighbourhood
- 1.3.4 Provide certain prescribed facility management within buildings to assess and monitor risks through the use of live CCTV and other recording formats
- 1.3.5 Maintain a warm and welcoming atmosphere for residents entering their blocks. Pro-actively assist residents with information and advice to deal with day-to-day housing issues they need help with
- 1.3.6 Improve overall satisfaction for our residents with the areas they live in.

1.4 Services Coverage

1.4.1 The contract will cover the following Services:

- (a) Controlling public access to buildings;
- (b) Security patrol service;
- (c) Patrolling of unoccupied sites;
- (d) CCTV monitoring (using clients' own monitoring facilities);
- (e) Concierge / reception services; and
- (f) Oversight of building facilities.

1.4.2 In future, there is a possibility that the Authority may include additional estates as and when required. This would be subject to residents confirmation and the additional estates would be included as a variation to the contract on the existing contractual terms and conditions.

1.5 Scope of Services

1.5.1 The scope of services is detailed under the following sections:

1.5.1.1 Section 2 - Specifications of Services and Requirements sets out the general specifications in relation to the delivery of the Services and applies to all Lots.

1.5.1.2 Section 3 - Service Area Specification sets out the requirements for each of the key areas of the Services and applies to all Lots.

1.5.1.3 Section 4 - Site-specific Services Specifications (Lots) sets out the Lot-specific services to be delivered on the applicable Lot.

1.5.1.4 Section 5 – Performance Management sets out how performance will be managed in relation to this contract.

2. Section 2 – Specifications of Services and Requirements

2.1. Accreditation

- 2.1.1. The contractor must ensure that, at all times, they remain accredited, and all staff licensed to practice by the Security Industry Authority (SIA).
- 2.1.2. All security staff appointed to duties covered by this specification and Schedule 2 of the Private Security Industry Act 2001 (as amended) must be appropriately licensed.
- 2.1.3. Staff engaged in the following frontline service activity must hold an SIA Licence as follows:
 - (a) Concierge services – Level 2 SIA Certified; and
 - (b) Patrol services – Level 2 SIA Certified
- 2.1.4. The contractor shall ensure that all staff employed on contract are fully trained in First Aid at Work qualification, which must be valid at all times during the contract period.
- 2.1.5. Any staff engaged in Concierge services shall have access to a Defibrillator and shall be expected to provide access and deliver medical assistance to any persons requiring it in an emergency

2.2. Hours of Service

- 2.2.1. The specific services are to be provided for the period and during the hours outlined for each site contained in section 4 below: Site-specific Services (Lots 1 to 4)

2.3. Cover

- 2.3.1. The contractor shall ensure staff deliver the services prescribed in Section 4 below at all times for the duration of duty required. The contractor shall establish a procedure to monitor and determine whether staff have attended the appropriate location and provided the service throughout the duration of their shift. If a member has not attended or is not in attendance the contractor shall:
 - i) immediately inform the Authorised Officer (AO) of the situation and provide details of the action being taken: and arrange for a trained relief member of staff who is familiar with that site to attend the location as soon as possible.
- 2.3.2. At no time, shall the agreed staffing levels fail to be maintained and provision must be in place to ensure appropriate trained cover in the event of any planned or unplanned absences, with no loss of service.
- 2.3.3. For sites where there is a specified cover times, staffing cover must be in place at all times for the duration of cover scheduled. It is the responsibility of the contractor to ensure a permanent security presence and that the site is not left unmanned at any time.

- 2.3.4. If at any time there is no cover provided, payment will be reduced based on an hourly rate of £45.00 per hour for the number of hours (rounded to whole hours) the service was not staffed. This is intended to cover the loss of service involved and the Authorised Officer's administration costs dealing with any shortfall in service.

2.4. Contract Management and Supervision

- 2.4.1. The client shall identify a Client Manager (the "Authorised Officer") who shall act as Contract Manager for the contract at each site where Concierge and Security Services are based. The Client Manager shall be the principal officer managing the contract performance.
- 2.4.2. The contractor will also provide a Contract Manager who will be responsible for the service and will provide all management functions to ensure the service is provided in accordance with the contract requirements.
- 2.4.3. The Contract Manager will:
- liaise with the Authorised Officer on a regular basis and respond to urgent queries within agreed timescales
 - attend regular monthly contract progress meetings
 - monitor the progress of the contract against the Specifications and the client's requirements
 - investigate complaints
 - investigate lapses in service provision
 - manage budgets and variations
 - ensure their operation is undertaken safely and manage any related risks to staff and residents safety
- 2.4.4. The contractor shall ensure that appropriate back-up and support is always available to all staff on duty as part of this contract.
- 2.4.5. In the event of a request for assistance from a reception, concierge or guard, the contractor's support team shall respond immediately and ensure assistance is provided on-site by the quickest possible means, whether through the use of their own responsive staff or through the use of the emergency services.
- 2.4.6. The contractor shall attend any resident meetings and other customer meetings as may be required from time to time. These may be outside of normal business hours.
- 2.4.7. The Contractor shall supervise staff engaged on the Contract and ensure the service is delivered in accordance with scheduled times and meets the service requirements.
- 2.4.8. Supervision shall include but not be limited to:
- ensuring timely attendance on site

- spot checks on staff to ensure the service is being maintained according to the specification and at the appropriate level of vigilance.
- inspection of logs
- dealing with issues
- liaising with the Client Manager
- coaching and advising as necessary

2.5. Reporting and Records

2.5.1. For all concierge and security patrol services, a real time recorded Duty Log shall be maintained in electronic form by the Contractor that shall record as a minimum:

- names and number of staff on duty, and their actual start and finish times;
- patrols including times and the route locations covered;
- incidents and events of note;
- actions taken;
- outcomes and follow-up;
- comments and observations for the following security shift of note;
- comments and observations for the client to address including:
 - any communal disrepair observed or reported via residents
 - health and safety hazards

2.5.2. All reports of any incidents and events of note shall be recorded accurately, as the incident / event was witnessed. The reports shall be legible and in clear and concise English. These reports may be forwarded to the police as a part of any police investigations.

2.5.3. Any events of note, health and safety hazards or repairs requiring immediate attention shall be reported on a daily basis to the Authorised Officer, this should include relevant photos.

2.5.4. Please note: Security staff will be trained and given access to the Council's system to enable the reporting of repairs.

2.5.5. The Duty Log shall be electronically accessible to the Authorised Officer at all times.

2.6. Use of Information Technology (IT)

2.6.1. The contractor shall operate and provide (at their cost) the necessary, relevant IT equipment and training for security staff provide the service, including on site access to email, telephone, and text. The contractor shall be required to operate, monitor and retrieve data specialist monitoring software and systems provided by

the Council (for example CCTV footage).

2.7. Site Instructions and Information

- 2.7.1. The contractor shall devise for each site they operate, a set of instructions / protocols for the guidance of the security staff. These instructions shall be kept at the security staff work area and include information identifying rooms to keep secure (e.g., boiler rooms, intake cupboards, electrical junction boxes, roof area access, etc.).

2.8. Keys

- 2.8.1. The contractor shall be responsible for the security of any keys and fobs provided by the Authorising Officer, including building and room access, facility rooms and other fixtures (e.g., Gerda, Assa and FB keys). All security staff shall obtain from Concierge, the relevant keys required at the start of each shift. Keys shall not be removed from the Concierge/Reception office except when undertaking patrols on site.
- 2.8.2. Any loss of keys shall be immediately reported to the Authorised Officer. The cost of any keys / fobs that are lost will be re-charged to the contractor and deducted from their management fee. If a lock change is required as a result of the loss of keys, the contractor will also be re-charged for the cost of the lock change.
- 2.8.3. All keys / fobs shall be returned to the Authorised Officer upon request.

2.9. Emergencies

- 2.9.1. The contractor shall respond to any emergencies which may arise in the block they are providing a service for, by immediately alerting the necessary emergency services, if appropriate, and their Supervisor / Contract Manager.
- 2.9.2. It is the contractor's responsibility to ensure that if there are emergencies which are of a direct concern to the residents, the residents are informed as soon as possible. Such examples would include lack of water supply, power cut, lift failure, hazardous incidents.
- 2.9.3. The contractor shall hold provisions provided by the Authorising Officer for distribution to residents in the event of an emergency. This may include bottled water, basic first aid, blankets, heating, pet/baby provisions. The contractor shall follow direction from the Authorising Officer on the basis for distributing and accounting for such provisions.

2.10. Reception / Concierge / Security office Areas/ Facility Maintenance

- 2.10.1. RBKC provides designated workspace for the performance of this contract and are responsible for maintaining the fixtures, fittings, utility supplies in good repair at their expense. RBKC may also prescribe and supply at their cost, CCTV, and other specialist IT hardware/software for the contractor to perform their monitoring

activity to the service specification.

- 2.10.2. The contractor is responsible for the provision of clothing, PPE, consumables incurred during the operation of the contract, including toiletries, waste disposal, cleaning, PPE, uniform, stationary and other welfare facility costs.
- 2.10.3. All security staff are responsible for operating and maintaining their work areas in a safe, tidy, clean condition including the general appearance of their duty stations and workspaces. At no time must any working area present a poor image of RBKC including through the playing of music, watching television, or making inappropriate use of mobile 'phones.
- 2.10.4. The contractor shall ensure that at all times, appropriate signage is in place advising of the use of CCTV, guard dogs, hazard warning signs and public directions.

2.11. Staffing

- 2.11.1. The Contractor shall exercise due diligence to ensure all staff employed on the RBKC contract shall be eligible to work in the UK with a clear Disclosure Barring Service record.
- 2.11.2. All staff employed on the RBKC contract shall have an excellent command of the English language (both written and verbal) so that they are able to communicate effectively with the client, the residents or building occupants, the emergency services, and their own support team.
- 2.11.3. All staff shall be able to articulate and converse fluently in English.
- 2.11.4. All staff shall carry photo-ID and wear the contractor's corporate liveried uniforms whilst on duty. Staff shall be smart, clean, and well-presented whilst on duty.
- 2.11.5. Staff shall not make use of any RBKC's telephone, computer, or internet for any purpose except as specifically authorised and approved by the client. The contractor shall ensure that any software they use to process information and communicate is compatible with RBKC's IT systems.
- 2.11.6. All staff shall be physically fit for the role.
- 2.11.7. All staff shall be fully trained for the specific role, and competent in the hard and 'soft' skills it requires.
- 2.11.8. 'Soft skills' shall be deemed to include dealing with difficult or aggressive behaviour, diplomacy, tact, assertive, providing a security and concierge service that treats residents in blocks with dignity and respect.
- 2.11.9. Security staff must be polite, helpful and courteous to all residents, guests, RBKC's staff and contractors at all times.

- 2.11.10. Any rudeness, threats or other unacceptable behaviour by any resident or their guests towards the security staff shall be recorded in the Duty Log and reported to the Client Manager immediately during working hours or at the earliest opportunity.

2.12. Training

- 2.12.1. The contractor will provide training for all security staff and must provide specific site training so that guards are familiar with all the requirements at RBKC's sites. This should include safeguarding vulnerable adults and children, lone working, and data protection. Staff must be trained to identify all communal access and egress points in the buildings they occupy and the location of all communal storage/plant rooms, fire-fighting equipment, and facilities.
- 2.12.2. Refresher training should be provided annually to relief staff.

2.13. Health and Safety

- 2.13.1. In dealing with any situation, security staff shall undertake dynamic risk assessments for their own safety and seek appropriate assistance whenever and wherever necessary.
- 2.13.2. The contractor is solely responsible for the health and safety of their staff during their execution of their duties for RBKC. Similarly, the contractor is solely responsible for the behaviour and actions of any dogs employed on site by them.

2.14. Fire Safety

- 2.14.1. Every employee regardless of their job role has a legal duty to follow fire safety advice and report any potential fire risks.
- 2.14.2. The contractor will be expected to:
- challenge residents or visitors who leave items in communal areas or smoke in communal areas
 - monitor escape routes and fire exits via CCTV to ensure they are clear at all times, removing obstructions immediately
 - report fire safety concerns to their line manager and Authorising Officer
 - assist the Fire and Rescue Service and give information and access to them if they attend site

2.15. Items in communal areas

- 2.15.1. The contractor shall notify the Caretaker to move any dumped items left in communal areas as soon as observed. Arrangements for storage will be managed at a local level by the Caretaker.

3. Service Area Specifications

3.1.1. These are the requirements for delivery of concierge, building and security services. The contractor must provide separate staff to undertake Concierge services and Patrol/Cover/Monitoring activities respectively. Concierge must be manned at all times during prescribed hours.

3.2. Concierge Services

3.2.1. The core purpose of a Concierge is to provide a safe, secure, and welcoming environment for residents and visitors to the block and to maintain a vigilant security presence in a building to deter criminal and antisocial behaviour.

3.2.2. The basic service requirement for the Concierge Security Services are:

- Provide assistance to residents on request at reception or via phone/email inquiry to help direct housing/repair related queries to the appropriate officer.
- Provide a unique phone and email address for each concierge reception that is accessible to residents and the Authorised Officer for handling queries and other communication
- Ensure an Officer is visible to residents at the concierge desk throughout the required hours of service.
- Assisting elderly/disabled residents accessing or egressing the building where required
- Only allow access to postal, contractors, utility services to the block once they have carried out ID checks and these are found to be satisfactory. Log entrance and exit with company details, name, date, and time of entry/exit as well as the property they are visiting.
- Monitor CCTV screens located in the concierge area, duties to be in line with the requirements of Specification 3.2 below.
- Deal with threatening behaviour, noise nuisance or drunkenness in the first instance and report to either the Neighbourhood Co-Ordinator or the Authorising Officer during daytime working hours. Out of hours the matter shall be referred to the OOH service.
- The concierge shall summon the Police as appropriate in the event of an incident or an act or potential act of antisocial behaviour.
- In the event of any smoke, fire and lift alarm systems and any security breaches, the contractor shall contact the appropriate emergency services immediately.
- Refer lift breakdowns immediately to the relevant Council officer to rectify.
- Report emergency out of hours' repairs to the Out of Hours Service. Immediately
- Programme and key fobs on request

- Concierge staff must wear name badges at all times and details of company management email and contact number displayed in a prominent area at all times for public view

3.3. CCTV Monitoring

3.3.1. The Contractor shall ensure all live CCTV camera screen footage is monitored in real time via the Concierge Officer employed on site:

3.3.2. The number of screens may vary according to site but will be visible from the location occupied by the Concierge Officer

3.3.3. The contractor shall:

- monitor live CCTV screen footage for the hours contracted (see individual site requirements below)
- ensure recorded footage is held securely and operate equipment in accordance with manufacturer guidelines. Maintain data in line with legal requirements including GDPR
- act upon live footage observed immediately to report incidents, including disturbance, anti-social behaviour to the appropriate Council Officer, or out of hours service
- reporting any criminal or unsafe activity observed to the Police and summoning emergency-service assistance in the event of fire, lift entrapment, floor, or medical emergency
- provide access to view and retrieve recordings for those legally entitled to such access and this within the confines of the current regulations
- ensuring any such access is to be appropriately recorded and signed for.

3.3.4. The contractor shall notify the Council's out-of-hours service immediately of any serious incident in order that the client may respond appropriately. Such an 'incident' may be major incidents, water leaks, loss of power, lift failure. Lifts are expected to be attended to by emergency services within 45 minutes of breakdown so prompt reporting by the contractor must be provided.

3.3.5. Any malfunction of any part of the CCTV equipment shall be reported to the Authorising Officer and to the client's maintenance contractor (as a repair) immediately. The matter should also be noted in the Duty Log for further attention and follow-up.

3.3.6. In the event of the CCTV monitoring station being rendered inoperable, due to an event out of the control of the client, the contractor shall work with the client to make use of an alternative, fully functioning monitoring facility in the shortest possible time.

3.4. Site Guarding and Security Patrol Services

- 3.4.1. Security Patrol Guards shall be on duty during the hours specified at each site under Section 4 below. These must be different employees to those engaged in manning concierges at prescribed sites. The contractor shall identify the number of staff undertaking these activities in their tender return including hours covered on site(s).
- 3.4.2. The contractor shall ensure that adequate welfare facilities are available throughout the period of each shift in accordance with 2.10.2 above.
- 3.4.3. The basic service requirement for Site Guarding comprises:
- The Patrol Guard(s) shall cover shift times as prescribed in section 4 below. On commencing their shift check all communal parts of buildings to ensure they are all secure and patrol all areas of the premise to check for unauthorised persons or signs of forced entry, wilful damage, or another abnormal situation.
 - Any issues of disrepair identified in communal parts of the building shall be noted in the Duty Log held at Concierge and reported via them to the Authorising Officer during the period of the shift
 - Security patrols shall repeat continually during each shift at sites detailed in section 4 below, checking the security of all possible routes of ingress.
 - Notwithstanding the above or any emergencies, the guard shall remain on post at all times except for prescribed statutory rest breaks to be taken such that time off post is minimised and the standard of vigilance and hence the security of the premises is not compromised. Details of rest break times shall be detailed in the contractors tender return.
 - The Patrol Guard(s) shall respond to any low-level incidents of ASB discovered when on patrol or any incidents that are reported by other residents, with the purpose of stopping the anti-social behaviour or nuisance caused.
- 3.4.4. The Patrol Guard(s) shall conduct the following monitoring/check activities throughout their shift and respond/act upon any faults or breaches:
- remove any unauthorised trespassers from site, e.g., rough sleepers, people loitering causing nuisance or alarm - assertive seeking cooperation but liaising with the Police where force is required to move persons on. The Guards will also make Concierge aware of any situation encountered on Patrol.
 - Patrols to include all communal areas, internal and external to building perimeters including car park, garage areas and park/garden areas;
 - Alerting and summoning police to any suspicious or criminal activity;
 - Checking all fire doors function properly
 - windows and grilles are locked and secure;

- Checking all fire escapes and remove any obstructions of items left out;
- Checking for fire and flood risk both within and outside the building from existing or potential situations;
- Remove unsupervised dogs causing nuisance or presenting risk;
- Remove and report fly tipped waste and dumped items
- Be observant and report signs of criminal activity; domestic abuse; safeguarding concerns;
- Reporting any signs of vandalism, structural damage, or instability
- Reporting: illegally parked vehicles; communal lighting; faulty lifts
- Reporting or dealing with any situation of potential flood or fire;
- Responding to burglar and fire alarm soundings when the systems facilitate this; resetting fire alarms (in cases of false alarm)
- Liaise closely with Concierge Officer providing support where required (e.g., where intruders are being challenged or aggression encountered);
- Collecting keys and attending sites that are unmanned in the event of an activation of an alarm;
- Check meter cupboards are locked; any unlocked cupboards are to be locked if possible or reported via Concierge

3.4.5. At all times, any emergency shall be reported by the Contractor to the Authorised Officer (or OOH service), immediately, and the appropriate emergency services.

3.4.6. All staff shall carry photo-ID and wear the contractor's corporate liveried uniforms whilst on duty. Staff shall be smart, clean, and well-presented whilst on duty.

3.4.7. The contractor shall provide signage at reception, visible to the public, showing details of Patrol shifts and the Patrol Guard's contact phone number to contact in the event assistance is needed to deal with the scope of duties outlined in 3.3.4.

3.4.8. The contractor shall record and report details of their shift patrols using smartphone and software app provided by the Council. The report will include confirmation of patrol shift duration completed, areas/sites patrolled, items checked notes of incidents and facility to upload photo's relevant to the report. Where any changes become necessary the Authorising Officer shall determine the format of the recording required following consultation with the Contractor.

3.5. Additional Staffing (only if required)

3.5.1. The Council may have a requirement from time to time for additional staff to undertake Patrol Guard activities. For example, to cover fire warden duties or provide additional security at Notting Hill carnival.

3.5.2. During the contract period, if required, the Authorising Officer may request the Contractor to provide additional staff for undertaking patrol guard activities or concierge services including CCTV monitoring at sites within the borough on a

temporary or fixed-term basis. The additional staff would be required to perform activities as detailed below in paragraphs 3.5.2.1 and 3.5.2.2.

3.5.2.1. Patrol guarding:

- (a) 8 hours patrol time per day during weekdays, 5 days a week (Monday to Friday) from 4.00pm onwards;
- (b) 8 hours patrol time per day during weekends, 2 weekend days per week (Saturday and Sunday) or bank holidays from 4.00pm onwards;
- (c) 4 hours patrol time per day during weekdays, 5 days a week (Monday to Friday) from 8.00pm onwards; and
- (d) 4 hours patrol time per day during weekends, 2 weekend days per week (Saturday and Sunday) or bank holidays from 8.00pm onwards.

3.5.2.2. Concierge services including CCTV monitoring for Hazelwood Tower and Adair Tower:

- (a) 8 hours per day during weekdays, 5 days a week (Monday to Friday), 52 weeks a year;
- (b) 8 hours per day during weekends, 2 weekend days per week (Saturday and Sunday) or bank holidays;
- (c) 4 hours per day during weekdays, 5 days a week (Monday to Friday), 52 weeks a year; and
- (d) 4 hours per day during weekends, 2 weekend days per week (Saturday and Sunday) or bank holidays;

3.5.3. The Authorising Officer shall provide at least five (5) working days' notice where additional Patrol Guards are required along with details of the location(s) to be patrolled and duration for such patrols.

4. Section 4 - Site-specific Services Specifications (Lots)

4.1.1. These requirements supplement the concierge and security services general specification requirements in Section 3 above and are presented as individual lots (i.e., site-specific Services) upon which the Contractor may price to service any number of sites. The contractor may bid for a single Lot or for any number of Lots and must indicate which Lot(s) they are bidding for in their tender submission.

4.1.2. The Lots, sites to be covered, and hours of operation are presented below:

| Lot Service Sites | Concierge Reception Hours (including CCTV monitoring) | Patrol Guarding Hours |
|--|--|--|
| Lot 1 – World’s End estate | Mon – Sun 24 hours a day, 7 days a week, 365 days a year | Tue – Sat 18:00 – 02:00hrs, 8-hour continuous patrol from 18.00 5 days a week, 52 weeks a year |
| Lot 2 - Trellick Tower | Mon – Sun 24 hours a day, 7 days a week, 365 days a year | Mon – Sun 16:00 – 22:00, 2hrs 00:00 – 06:00, 2hrs 7 days a week, 365 days a year |
| Lot 3 - Hazelwood Tower | Mon – Sun 18:00 – 22:00hrs 4 hours a day, 7 days a week, 365 days a year (CCTV operated remotely from Trellick Tower 24hrs a day) | Mon – Sun 22:00 – 24:00, 1hr 00:00 0 02:00, 1hr 7 days a week, 365 days a year |
| Lot 3 - Adair Tower | | Mon – Sun 22:00 – 24:00, 1hr 00:00 - 02:00, 1hr 7 days a week, 365 days a year |
| Lot 4 - Silchester estate (provisional) | Mon – Sun 14:00 – 02:00hrs 12 hours a day, 7 days a week, 365 days a year | Mon – Sun 16:00 – 22:00, 2hr 22:00 – 02:00, 2hr 7 days a week 365 days a year |

4.2. Lot 1 - Worlds End estate

4.2.1. Site Address: World’s End Estate. Blantyre Street, London SW10

4.2.2. Background: World’s End is a residential block of mixed tenure, general rented (75%) and leasehold properties (25%). The following table shows a breakdown of the blocks. The Concierge Office sits separately at ground floor level to a series of door entry system access to the blocks but is linked up by CCTV.

| Blocks | Storeys | Dwellings |
|--------------------------|----------------|------------------|
| Ashburnham Tower 1-50 | 18 | 50 |
| Berenger Tower 1-51 | 19 | 51 |
| Berenger Walk 1-28 | 6 | 28 |
| Blantyre Tower 1-65 | 20 | 65 |
| Blantyre Walk 1-42 | 6 | 40 |
| Chelsea Reach Tower 1-65 | 21 | 65 |
| Dartrey Tower 1-49 | 19 | 49 |
| Dartrey Walk 1-18 | 6 | 16 |
| Greaves Tower 1-62 | 21 | 62 |
| Middle Dartrey Walk 1-24 | 6 | 24 |
| Upper Berenger Walk 1-42 | 6 | 42 |
| Upper Blantyre Walk 1-45 | 6 | 45 |
| Upper Dartrey Walk 1-58 | 6 | 58 |
| Upper Whistler Walk 1-52 | 6 | 52 |
| Whistler Tower 1-61 | 19 | 61 |
| Whistler Walk 1-39 | 6 | 39 |
| Whistler Walk 40-41 | 4 | 2 |

4.2.3. Services to be undertaken:

- Concierge services including CCTV monitoring as specified in Sections 3.2 and 3.3 above and must be staffed on a 24-hour basis (i.e., 24 hours a day, 7 days a week, 365 days a year). It is the responsibility of the security services provider to ensure that appropriate resources are in place to cover the required hours of operation and shift coverage.
- Site Guarding and Security Patrol Services as specified in Section 3.4 above includes operating on site from 18:00 hours to 02:00 hours from Tuesday to Saturday and carrying out an 8-hour continuous patrol from 18.00 hours, 5 days a week, 52 weeks a year.
- Report antisocial behaviour
- Respond to alarms by alerting emergency services
- Assist vulnerable residents by referring them to housing and social care services
- Assist and control contractors access to buildings – not supervisors, assist and control access
- Operate controlled access through door entry system for authorised residents only (subject to satisfactory identification being provided confirming residency on the estate that matches up with landlord residency records provided by the Authorising

Officer).

- Provide access assistance to emergency services and direction to all communal facilities on the estate
- Hold copies of all keys to communal parts of the Authority's estate buildings provided by the Authorized Officer. Release keys to required parties on instruction from the Authorized Officer, and to emergency services where required. Ensure the function of all keys are clearly identified, including the location where they are used.
- Keep an active logging system of all keys recording dates released, returned, to whom (including contact details) with signature
- Operate opening and closure of communal facilities at days and times directed by the authorised Officer. Including, Multi Utility Games Area/sport pitch and other communal gates on the estate
- Check all communal intake/meter/facility cupboards on a daily basis to prevent storage of any items, including drugs and hazardous waste

4.3. Lot 2 - Trellick Tower

4.3.1. Site Address: Trellick Tower. 5 Golborne Road, London, W10 5PA

4.3.2. Background: Trellick Tower has 31 floors and 217 dwellings, with the Concierge Reception sitting at ground level, the only entrance into the tower block. CCTV monitoring is in place and linked up to Hazelwood and Adair Towers located about 150m nearby. Concierge is expected to work in collaboration with Caretaking services, overseeing their work to provide a holistic service to the block.

4.3.3. Services to be undertaken:

- Concierge services including CCTV monitoring as specified in Sections 3.2 and 3.3 above and must be staffed on a 24-hour basis (i.e., 24 hours a day, 7 days a week, 365 days a year). It is the responsibility of the security services provider to ensure that appropriate resources are in place to cover the required hours of operation and shift coverage.
- CCTV monitoring for Hazelwood Tower and Adair Tower will be operated remotely from Trellick Tower from 02:00 hours to 18:00 hours every day.
- Site Guarding and Security Patrol Services as specified in Section 3.4 above comprises:
 - 2-hour continuous patrols to be carried out twice daily at Trellick Tower between the hours of 16:00 hours to 22:00 hours (i.e., one 2-hour continuous patrol to be carried out during these hours) and 00:00 to 06:00 hours (i.e., one 2-hour continuous patrol to be carried out during these hours); and
 - Removing domestic and other waste from bin room areas during each Patrol and deposit in the basement bin room area

- Provide welcoming reception to residents of the block
- Assist residents with lost keys by liaising with Out of Hours (OOH) services to regain entry to home (subject to identity verification)
- Report vandalism and communal repairs to the customer services or out-of-hours service as appropriate
- Report antisocial behaviour to police where necessary
- Respond to alarms, contacting emergency services and OOH as necessary
- Assist vulnerable residents, signposting to housing and other care support where they seek or appear to need help (e.g., lost medication, change in behaviour, lacking in personal care)
- Update notice boards where required, including any in lifts
- Hold parcels for residents on request and record details
- Monitor cleaning standards and liaise with caretakers to resolve any problems affecting residents in the block
- Operate door entry system
- Deal with emergencies liaising with emergency services. Provide access assistance to emergency services and direction to all communal facilities on the estate
- Request residents to remove items in the communal areas where source is known
- Hold copies of all keys to communal parts of the building served, provided by the Authorized Officer. Release keys to required parties on instruction from the Authorized Officer, and to emergency services where required. Ensure the function of all keys are clearly identified, including the location where they are used.
- Keep an active logging system of all keys recording dates released, returned, to whom (including contact details) with signature
- Operate opening and closure of communal facilities at days and times directed by the authorised Officer (e.g., any gated enclosures, play areas).
- Monitor all CCTV cameras from reception, including landing areas to monitor waste dumping
- Liaise with the Authorized Officer in the event of filming access requests to enter the building and conduct filming. Prevent access until authorisation is provided to allow access

4.4. Lot 3 - Hazelwood Tower and Adair Tower

- 4.4.1. Site address: Adair Tower, Kensal New Town estate, London, W10 5EA and Hazelwood Tower Kensal New Town estate, London W10 5DT.
- 4.4.2. Background: **Adair Tower** has 14 Floors and 78 dwellings. Concierge services are provided remotely from Trellick Tower between 00:00 – 18:00 hours daily, and from Hazelwood Tower between 18:00 – 24:00 hours daily.
- 4.4.3. **Hazelwood Tower** has 14 floors and 78 dwellings. Concierge services are provided remotely from Trellick Tower between 00:00 – 18:00 hours daily. A Concierge Reception is based at Hazelwood Tower and operated daily between the hours of 18:00 – 22:00 hours daily, serving this building and Adair Tower.
- 4.4.4. Services to be undertaken:
- The total hours of operations are 8 hours from 18.00 hours to 02.00 hours and includes concierge services including CCTV monitoring and patrol guarding.
 - Concierge services including CCTV monitoring must be delivered as specified in Sections 3.2 and 3.3 above and must be staffed every day on a continuous basis between 18:00 hours to 22:00 hours (4 hours) from Hazelwood Tower.
 - The concierge services including CCTV monitoring for Hazelwood Tower and Adair Tower will be provided remotely from Trellick Tower every day from 02.00 hours to 18.00 hours (refer details for Lot 2 – Trellick Tower).
 - Site Guarding and Security Patrol Services as specified in Section 3.4 above comprises:
 - 1-hour continuous patrols to be carried out twice daily at Adair Tower from 22:00 hours to 23:00 hours (i.e., one 1-hour continuous patrol to be carried out during these hours) and 00:00 hours to 01:00 hours (i.e., one 1-hour continuous patrol to be carried out during these hours);
 - 1-hour continuous patrols to be carried out twice daily at Hazelwood Tower from 23:00 hours to 24:00 hours (i.e., one 1-hour continuous patrol to be carried out during these hours) and 01:00 hours to 02:00 hours (i.e., one 1-hour continuous patrol to be carried out during these hours); and
 - Removing domestic and other waste from bin room areas during each Patrol and deposit in the basement bin room area
 - Provide welcoming reception to residents of the block
 - Assist residents with lost keys by liaising with Out of Hours (OOH) services to regain entry to home (subject to identity verification)
 - Report vandalism and communal repairs to the customer services or out-of-hours service as appropriate
 - Report antisocial behaviour to police where necessary
 - Respond to alarms, contacting emergency services and OOH as necessary

- Assist vulnerable residents, signposting to housing and other care support where they seek or appear to need help (e.g., lost medication, change in behaviour, lacking in personal care)
- Operate door entry system
- Deal with emergencies liaising with emergency services. Provide access assistance to emergency services and direction to all communal facilities on the estate
- Request residents to remove items in the communal areas where source is known
- Hold copies of all keys to communal parts of the buildings served provided by the Authorized Officer. Release keys to required parties on instruction from the Authorized Officer, and to emergency services where required. Ensure the function of all keys are clearly identified, including the location where they are used.
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- Keep an active logging system of all keys recording dates released, returned, to whom (including contact details) with signature
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- Operate opening and closure of communal facilities at days and times directed by the authorised Officer (e.g., any gated enclosures, play areas).
- Monitor all CCTV cameras from reception including landing areas to monitor waste dumping

4.5. Lot 4 – Silchester Estate (Provisional)

4.5.1. The Services for this Lot are provisional, subject to agreement with the residents of the estate and so, not definitive at the time of the contract notice and tender publication. After Tenders are received the Authority shall consult with the residents prior to contract commencement to determine whether they would like to proceed with the Services for this Lot.

4.5.2. Background: Silchester Estate is a residential block of mixed tenure, general rented (75%) and leasehold properties (25%). The following table shows a breakdown of the blocks. The Concierge Office sits at ground floor level in Markland House and links to a series of door entry system access to other blocks and is linked up by CCTV to monitor activity on the estate.

| Blocks | Storeys | Dwellings |
|-------------------------------|----------------|------------------|
| Markland House W10 6UA | 18 | 80 |
| Dixon House W10 6TU | 18 | 80 |
| Frinstead House W10 6TZ | 18 | 80 |
| Whitstable House W10 6SB | 18 | 80 |
| Kingsnorth House W10 6SH | 3 | 21 |
| Shalfleet Drive 1-42. W10 6UB | 3 | 21 |

| Blocks | Storeys | Dwellings |
|--|----------------|------------------|
| Waynelete Square 2-17 and 43-76. W10 6UX | 3 | 36 |
| Darfield Way 2-27. W10 6TX | 3 | 26 |

4.5.3. Services to be undertaken:

- Concierge services including CCTV monitoring as specified in Sections 3.2 and 3.3 above and must be staffed on a 12-hour basis (i.e., 12 hours a day, 7 days a week, 365 days a year) from 14.00 hours to 02.00 hours. It is the responsibility of the security services provider to ensure that appropriate resources are in place to cover the required hours of operation and shift coverage.
- Site Guarding and Security Patrol Services as specified in Section 3.4 above comprises:
 - 2-hour continuous patrols to be carried out twice daily at Silchester Estate between the hours of 16:00 hours to 22:00 hours (i.e., one 2-hour continuous patrol to be carried out during these hours) and 22:00 to 02:00 hours (i.e., one 2-hour continuous patrol to be carried out during these hours); and
 - Removing domestic and other waste from bin room areas during each Patrol and deposit in the basement bin room area
- Provide welcoming Reception to residents of the block
- Assist residents with lost keys by liaising with Out of Hours (OOH) services to regain entry to home (subject to identity verification)
- Report vandalism and communal repairs to the customer services or out-of-hours service as appropriate
- Report antisocial behaviour to police where necessary
- Respond to alarms, contacting emergency services and OOH as necessary
- Assist vulnerable residents, referring to housing and other care support where they seek or appear to need help (e.g., lost medication, change in behaviour, lacking in personal care)
- Operate door entry system
- Deal with emergencies liaising with emergency services. Provide access assistance to emergency services and direction to all communal facilities on the estate
- Request residents to remove items in the communal areas where source is known
- Hold copies of all keys to communal parts of the building served, provided by the Authorized Officer. Release keys to required parties on instruction from the Authorized Officer, and to emergency services where required. Ensure the function

of all keys are clearly identified, including the location where they are used.

- Keep an active logging system of all keys recording dates released, returned, to whom (including contact details) with signature
- Operate opening and closure of communal facilities at days and times directed by the authorised Officer (e.g., any gated enclosures, play areas).
- Monitor all CCTV cameras from reception including landing areas to monitor waste dumping

5. Section 5 - Performance Management

- 5.1.1. The contractor shall attend in person each month, a performance review meeting to discuss the delivery of contracted services, standards and performance achieved. The meeting shall also cover standing items including Health and Safety; Invoices / Budget Spending; Safeguarding Residents; Complaints; Performance of contract; Operational Issues. Interested stakeholders may also be invited to attend, including resident representatives, Police and Neighbourhood Services for example.
- 5.1.2. A regular scheduled set of meeting dates shall be agreed annually in advance from start of contract including location. The Contractor shall provide at least 24 hours in advance of the agreed meeting dates a monthly performance report with key metrics and outcomes of service provided on the contract. The Key Performance Indicators (KPIs) are:
- (a) Details of incidents requiring Patrol or Concierge intervention including ASB or block exclusions. Also detail where Police or emergency services have been called;
 - (b) Detail of any complaints received by Contractor or Authorising Officer;
 - (c) Statistics on repairs reported to the Authorised Officer/Client;
 - (d) Summary of Patrols undertaken and any disruption/non-performance of service with reasons;
 - (e) Retrievals undertaken of CCTV and shared with whom (i.e., AO, Police, Neighbourhood ASB, etc.); and
 - (f) Nuisance instances observed/disrupted by Patrols undertaken detailing locations, type of nuisance and outcome of patrol activity.
- 5.1.3. The Contractor is expected to provide Concierge and Patrol services for the full duration and frequency prescribed in these Specifications. The Contractor must notify the Authorizing Officer of any instance where these requirements have not been maintained. In the event that these requirements are not maintained, default will apply at two (2) times the rate of the services priced and will be deducted from the monthly fee to cover loss and administration involved.
- 5.1.4. In the event of failure to meet any of the above KPI's the matter will be discussed at the performance monitoring meeting and a service improvement plan will be developed and agreed.
- 5.1.5. Continued failure to meet any of the above KPIs shall be regarded as a failure to comply with the performance requirements of the contract and will result in implementation of the performance default and termination process as set out in the contract document.