



Home Office

AUTHORITY: The Secretary of State for the Home Department

SCHEDULE 13

FACILITIES

Front End Services (FES) UK

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1. INTRODUCTION

- 1.1 This Schedule sets out the Parties' rights and obligations in respect of the Facilities, including the minimum requirements for all types of Supplier Service Point Location solutions.
- 1.2 In this Schedule, unless the contrary intention appears, each term will have the meaning set out in Schedule 1 (**Definitions**).

2. SUPPLIER FACILITIES

- 2.1 The Supplier shall agree with the Authority the type of Service Point Location proposed; including whether that is a permanent location solely to be used by the Authority's Customers, in shared accommodation or in a temporary location (bespoke or other); and whether it is staffed by Supplier personnel or self-served by a Customer.
- 2.2 All Service Point Locations shall meet the minimum requirements set out in Annex 13-1 to this Schedule.
- 2.3 The Supplier shall provide the Services from environments and locations that do not compromise the reputation of the Authority.
- 2.4 The Authority may, on a case-by-case basis, agree variations to the minimum requirements set out in Annex 13-1. Such variation shall be agreed in accordance with Schedule 10 (**Change Control Procedures**) procedure.
- 2.5 The Authority shall agree the location for each Service Point Location in accordance with Schedule 5 (**Implementation (Mobilisation and Transition)**). If the Supplier intends to add a new Service Point Location, it shall obtain the Authority's prior written approval (which may be withheld at its absolute discretion). The Supplier may change the location of an existing Service Point Location, provided that the requirements set out in **Clause 13** of the Service Agreement are met. In each case, such a new Service Point Location shall meet the minimum requirements set out in Annex 13-1 to this Schedule.
- 2.6 Annex 13-2 shall be updated through the Schedule 10 (**Change Control Procedures**) procedure to include any new Service Point Location or any change of location of an existing Service Point Location.
- 2.7 In considering the suitability of a location for a Service Point Location, the Parties shall consider the following:
 - 2.7.1 security risks and measures;
 - 2.7.2 customer footprint;

2.7.3 access by public transport; and

2.7.4 access to toilet facilities.

2.8 Any external signage for each Service Point Location shall be agreed with the Authority. The extent of external signage should take into account location, security and the need to provide adequate direction to potential Customers.

2.9 The Supplier shall not permit the display, in any part of a Service Point Location, of material that the Authority deems inappropriate towards to the UK Government (including offensive, defamatory, degrading or discriminatory material, or material which criticises or is otherwise detrimental to the interests of the UK).

2.10 The Supplier shall allow access to Supplier Facilities by the Authority and the Authority's Audit Representatives in accordance with the Schedule 15 (**Financial Reports and Audit Rights**) and by any other Authority nominated representative as requested by the Authority.

3. PHYSICAL SECURITY

3.1 This section should be implemented in conjunction with Schedule 4 (**Security**).

3.2 The Supplier shall ensure that all of the Service Point Locations are regularly cleaned and maintained to a high standard.

3.3 The Supplier shall adopt appropriate and adequate security measures to ensure the operational integrity of the Application Process (as this requirement is further described in Schedule 2 (**Statement of Requirements**) throughout the duration of the contract).

3.4 During the Contract Term and in accordance with Schedule 4 (**Security**), the Supplier is responsible for and shall put in place appropriate security measures for the protection of:

3.4.1 Supplier personnel, Customers and/or any Authority personnel attending the Service Point Locations;

3.4.2 The Service Point Locations, property and assets used to provide the Supplier's solution, including any assets, materials or software provided to the supplier by the Authority; and

3.4.3 Information (in all its forms);

against attack, theft, disclosure, unauthorised access, corruption or non-availability, as applicable, whether by deliberate or accidental means.

- 3.5 As part of the Supplier's solution, the Supplier shall ensure that the location chosen for the Service Point Location is safe and fit for purpose from a physical security perspective. The Supplier shall obtain the Authority's consent to the proposed location (Annex 13-2) and security measures for each Service Point Location in accordance with Schedule 4 (**Security**) and Schedule 5 (**Implementation (Mobilisation and Transition)**).
- 3.6 The Authority reserves the right to carry out a Physical Security Survey for every proposed location during the Mobilisation and Transition periods and any subsequent location throughout the Contract Term. Through the survey the Supplier will demonstrate how they shall appropriately protect any premises and any assets held within. This information will go on to form the Security Operating Procedure for each site, in accordance with Schedule 4 (**Security**) and Schedule 5 (**Implementation (Mobilisation and Transition)**).
- 3.7 The Supplier is responsible for providing appropriate protection (as specified in Paragraph 3.3 above), in accordance with the Authority's Security Policy and Security Standards and in accordance with the Supplier Security Plan, for the health and safety of all Supplier personnel, Customers and any other persons located on or visiting Supplier Facilities (including any Customers queuing at the Service Point Location).
- 3.8 The Supplier shall use appropriate protection (as specified in Paragraph 3.3 above) to ensure that Customers and other members of the public can not access non-public areas of the Service Point Location or the Technical Infrastructure.

4. SUPPLIER SECURITY PLAN FOR THE SERVICE POINT LOCATION

- 4.1 Schedule 4 (**Security**) Annex 4-2 sets out the Supplier's Security Plan that the Supplier shall put in place nationwide. The Parties acknowledge that such Security Plan shall apply from the Commencement Date of the solution. However, the Parties also acknowledge that the Supplier's Security Plan may need to change as a result of any future security risk assessment.

5. KEY SECURITY ELEMENTS TO BE INCLUDED IN THE SUPPLIER SECURITY PLAN

- 5.1 Please refer to Annex 4-1 and 4-2 contained within Schedule 4 (**Security**).

ANNEX 13-1 REQUIREMENTS FOR SERVICE POINT LOCATIONS

Each Service Point Location shall:

1. fulfil the security requirements set out in the Standard Operating Procedures agreed during Mobilisation and meet all other Service Requirements set out in the Agreement;
2. as a minimum, comply with the Health and Safety at Work Act 1974 (as amended);
3. be easily accessible (in terms of access to buildings) to all potential Customers;
4. be compliant with the Equality Act 2010 and any subsequent amendments to the Act (including full compliance with the disability discrimination provisions) and have reasonable adjustments made to it such that disabled Customers can access the Service Point Location and are not treated less favourably than other Customers for a reason related to their disability;
5. be capable of accommodating all Customers with no minimum or maximum size restriction (including wheelchair users, those with restricted mobility, dexterity or visual/hearing impairment);
6. comply with all regulatory requirements in accordance with Clause 5 of the Terms and Condition;
7. provide sufficient space and appropriate infrastructure to fulfil all of the Service Requirements. In particular, there should be:
 - a) a room or appropriate space for capturing of Biometric Data (such room/space to comply with specific privacy requirements as identified in Service Package R1-30 of Schedule 2 (**Statement of Requirements**) and which enables the capture of facial photo images;
 - b) adequate secure access to the back-office infrastructure to protect operations and support the fulfilment of the Services, as more particularly described in Schedule 2 (**Statement of Requirements**), and;
8. Service Point Location where possible provide Customers with adequate levels of comfort, including but not limited to:
 - a) sufficient seating for people waiting to submit an application;
 - b) adequate temperature control, lighting and protections from rain, wind etc;
 - c) sufficient space to house the agreed predicted number of Customers (including predicted peak volume loads) inside the Service Point Location.

ANNEX 13-2 SERVICE POINT LOCATIONS

[illegible]

[illegible]

Service Point Type	Name	Location