



Crown
Commercial
Service



Department
of Health &
Social Care

Attachment 3 – Specification

Annex E - MQF Operate – General Requirements Specification

Managed Quarantine Security and Support Services

1. BUYER REQUIREMENTS

- 1.1. This Contract shall be set up regionally with the Buyer calling from the Drawn Down Deliverables within the Order Form.
- 1.2. The Supplier will engage directly with the Buyer to support delivery of Managed Quarantine Security and Support Services within the regions.
- 1.3. It is anticipated that the Buyer shall require the Deliverables up to 31st March 2022 (with an option for four (4) three (3) month extensions) from the start of Services. However, this may be subject to shorter and/or increased timescales depending on the direction of COVID infection rates.
- 1.4. During the Mobilisation Period, the Buyer may require the Supplier to perform some operational testing of the required Services to ensure the required Services are effectively delivered on the Start Date.
- 1.5. To ensure resilience throughout all regions, please note that Suppliers who are awarded a region do not have exclusive supply rights if for example, there is an increase in the Services that the current incumbent supplier cannot deliver against. The Buyer therefore has the rights to contact other suppliers delivering Services within other regions to ensure there is continuity of Services at all times.
- 1.6. Suppliers must have contingency capability to rapidly meet surges in demand or reductions in demand and to ensure there is no disruption to delivery of Managed Quarantine Security and Support Services.
- 1.7. Subcontracting should be minimised as far as possible and there should be no more than one layer of Subcontracting outside of the awarded Supplier's organisation/company (parents and subsidiaries). No Subcontractor will be permitted to subcontract.
- 1.8. Although the Supplier may choose to employ a Subcontractor to deliver the services, direct employees of the Supplier must be on-site and on-duty at all times (24/7/365), and must be assuring quality delivery of all aspects of the Services required.
- 1.9. Any Subcontractor must meet all of the requirements of the Supplier.
- 1.10. A full and accurate list of Subcontractors employed by the Supplier must be available at all times.
- 1.11. The current UK 'Real Living Wage' shall be paid to all Supplier Staff (including Subcontractor staff) involved with delivering the Services.

2. LOCATIONS

2.1. For the purposes of the procurement of Security Services ultimate awarded Contracts, the UK has been divided into six (6) regions:

2.1.1. Region 1 - London and the South East (including East Anglia);

2.1.2. Region 2 - North of England (including North West England, North East England, Yorkshire and the Humber);

2.1.3. Region 3 - Midlands and the South West;

2.1.4. Region 4 - Northern Ireland;

2.1.5. Region 5 - Scotland; and

2.1.6. Region 6 - Wales*

2.2. *Please note region 6 is subject to review. Due to the nature of the pandemic it is critical however to ensure that the Buyer has coverage in these regions if a requirement is needed.

2.3. For reference, although the procurement of Healthcare Services was previously included within this procurement, this is now being sourced through alternative routes.

2.4. Suppliers will only be required to deliver Services within the regions set out in the Order Form.

2.5. There can be no commitment from the Buyer under this Call Off Contract. The Buyer is under no obligation to draw down in full or at all and as a result, the Buyer cannot guarantee a minimum contract value for each region.

2.6. The Buyer retains the autonomy to procure outside of this agreement.

3. MANAGEMENT OF THE SERVICES

3.1. The Supplier shall provide dedicated support staff to assist in the Service delivery to cover each Region.

3.2. The Supplier shall effectively recruit, retain and ensure Supplier Staff are adequately trained to deliver the Services safely, continuously and compliantly across the Sites throughout the Contract Period.

3.3. The Services to be delivered shall be on a twenty-four hour, seven days per week, three hundred and sixty-five days per year basis and must be staffed accordingly.

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- 3.4. The Supplier shall collaboratively work alongside the Buyer and relevant third parties in order to ensure effective coordination and management of the Service to achieve value for money for the Buyer.
- 3.5. All Supplier Staff shall understand and appreciate the unique role they play in assuring the safety not only of the Passenger and Guest, but in a wider context, of the country. They will understand the dynamics between Passengers and Guests, other stakeholders and themselves, and be willing to make and maintain good, professional working relationships with all contact points in the customer journey.
- 3.6. All Supplier Staff shall be considerate at all times of how to add value in the Contract and be willing to make suggestions for improvement, using insight and feedback, to create and embed a culture of innovation and continuous improvement.
- 3.7. The Buyer shall reserve the right to search Supplier Staff and their belongings at any time whilst aboard MQS transport or within a Managed Quarantine Facility (MQF) or Port of Arrival.
- 3.8. The Supplier shall ensure that all Supplier Staff shall not be permitted to have a personal mobile phone on their person whilst on-duty.
- 3.9. The Buyer shall reserve the right to mandate immediate removal and replacement of any Supplier Staff from the Contract.
- 3.10. The Supplier shall professionally and efficiently handle any complaints received from any relevant persons accordingly to ensure appropriate action and mitigations are put in place to avoid both future reoccurrence and any reputational damage to the Buyer, Cluster Member and/or HM Government. To support continuous improvement these complaints must be reviewed regularly and appropriate changes to service delivery actioned in a timely manner.
- 3.11. The Supplier shall ensure that there is a sufficient performance management reporting system in place to align with the requirements under this Call-Off Contract in particular those KPIs as set out in Annex D- Key Performance Indicators, Call Off Schedule 14 – Key Performance Indicators and any required service delivery response times set out in Annex B - Standards and Processes.
- 3.12. All Supplier Staff must be able to converse in and write comprehensible English. This must be the default language whenever personnel are on duty unless otherwise specified. An ability to speak other languages may be an advantage but is not a requirement.
- 3.13. All Supplier Staff shall deal with all Passengers and Guests in a professional and courteous manner. At all times Supplier Staff must act with integrity and be respectful,

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considerate, and human. Any breach of this requirement must be reported to the Buyer immediately.

- 3.14. Any conflict between Supplier Staff or Passengers and Guests shall be immediately reported to the Buyer.
- 3.15. Supplier Staff are not permitted to establish personal relationships with any Passengers or Guests. Any breach of this requirement shall be reported to the Buyer immediately.
- 3.16. All Supplier Staff shall complete in a timely and accurate manner all relevant paperwork or reporting as required or stipulated by the Buyer. This shall include (but not be limited to) end of shift reports, test results, exception reports, next-of-kin forms, minutes of meetings etc.
- 3.17. All Supplier Staff shall have reached a minimum security clearance level as defined by the needs of the role (e.g. AVSEC at airports) and shall demonstrate at all times compliance with the requirements of that level. Supplier Staff shall also be expected / required to show continuous professional improvement in the tangible and intangible Contract elements. Supplier Staff shall be expected to create and deploy a personal development plan to ensure behavioural and technical standards are maintained as a minimum and improved as an expectation.
- 3.18. All Supplier Staff shall have undertaken and passed relevant specialist training as required by this Contract; additionally they shall be expected to use these additional learned skills and knowledge as well as their emotional intelligence to recognise risk and escalate using the appropriate routes.
- 3.19. The Supplier shall undertake to provide Supplier Staff with appropriate training in assessing and acting upon vulnerability and safeguarding.
- 3.20. Security Staff within any MQF shall possess an enhanced DBS certificate where operating within a safeguarding capacity. At all times there shall be a ratio of a minimum of 1:20 fully enhanced DBS Security Staff on duty. A minimum of one person with enhanced DBS certification shall be on duty within each Site at all times. The Supplier's security teams shall be trained to identify and flag any safeguarding issues. Any identified persons shall then be handled by the appropriately trained safeguarding specialists.
- 3.21. Security Supplier Staff deployed under this Contract shall be able to demonstrate and use transferable skills relevant to providing security support in a customer-facing role.
- 3.22. The numbers of Supplier Staff actually present on duty across all shifts at all times at each Port of Arrival, transport mode and MQF must be in the volumes as agreed at

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the assessment stage as defined in the Standard Operating Procedures (adherence to thresholds outlined in the relevant risk assessment). Volumes of Supplier Staff on-shift must be presented daily and accurately to the Buyer with an exceptions report where variance against plan arises.

3.23. All Supplier Staff providing the Security Services shall follow the agreed process for escalating any first aid scenarios.

3.24. Requirements for Supplier Staff across the programme:

- 3.24.1. Shall have successfully passed all necessary DBS checks;
- 3.24.2. Shall present a professional and empathetic skill set as the Supplier of a customer facing service for the Buyer;
- 3.24.3. Shall adhere at all times to Standard Operating Procedures as specified by the Buyer or its representatives;
- 3.24.4. Shall carry out duties in a professional and courteous manner with due regard and consideration to others;
- 3.24.5. Shall act fairly and not discriminate on the grounds of sex, gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the security operatives' responsibility;
- 3.24.6. Shall behave with personal integrity and understanding;
- 3.24.7. Shall use moderate language, which is not defamatory or abusive, when dealing with Passengers, Guests, members of the public and colleagues;
- 3.24.8. Shall be fit for work and remain alert at all times;
- 3.24.9. Shall not use or charge mobile phones or personal media devices whilst on duty;
- 3.24.10. Shall develop knowledge of local services and amenities appropriately;
- 3.24.11. Shall present a smart clean appearance at all times;
- 3.24.12. Shall have good command of English both written and oral;
- 3.24.13. Shall never solicit or accept any bribe or other consideration from any person;
- 3.24.14. Shall not drink alcohol on duty or be under the influence of alcohol or drugs on duty;
- 3.24.15. Shall not display preferential treatment towards Passengers or Guests;

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- 3.24.16. Shall never abuse the position of authority;
- 3.24.17. Shall never carry any item which is or could be considered to be threatening;
- 3.24.18. Shall report all incidents to the Buyer or other nominated suppliers candidly and without delay;
- 3.24.19. Shall co-operate fully with the Buyer or other nominated suppliers;
- 3.24.20. Shall personally adhere at all times to Standard Operating Procedures as specified by the Buyer or its representatives;
- 3.24.21. First aid training – security on transport provision as included in the Attachment 3 - Specification Annex A (L4);
- 3.24.22. Minimum provision of basic first aid (CPR training);
- 3.24.23. Shall support guests with adhering to Standard Operating Procedures as specified by the Buyer or its representatives and constructively support Passengers and Guests to assist them with their compliance and understanding of the need for compliance.

4. SAFETY / PPE

- 4.1. The Supplier shall ensure that all detailed Health and Safety at Work assessments, records and procedures are maintained in line with the Buyer's requirements and current government guidance and legislation including but not limited to the latest COVID-19 guidelines. Such records shall be presented to the Buyer and Cluster Member upon their request without notice.
- 4.2. The Supplier shall evidence that all public facing Supplier Staff working on this contract shall be fully vaccinated against COVID-19 as soon as possible and no later than Monday, 1 November 2021.
- 4.3. All Supplier Staff must wear type II face masks over mouth and nose at all times. If these masks become wet or damp, they must be replaced immediately. New masks and all other relevant PPE shall be provided by the Supplier and used for each shift and replaced regularly as per Government [guidelines](#).
- 4.4. The Supplier shall ensure that all Supplier Staff shall complete a Lateral Flow Device Tests (LFD) prior to commencing their shift. The Buyer reserves the right to mandate that LFDs shall be completed prior to attending the MQF Site or Port of Arrival. The Supplier shall ensure that all Supplier Staff complete a Polymerase Chain Reaction

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(PCR) test at least once every seven (7) days. Results shall be logged via the NHS test and trace app and the negative result shown at point of site entry.

- 4.5. If Supplier Staff are unable to provide evidence of a negative LFD test, they shall be required to complete a test on-site prior to commencing their duties. If this test provides a positive result, the person shall leave the site immediately to self-isolate, and the Buyer shall be informed.
- 4.6. The Supplier shall ensure that Supplier Staff must register their MQS site visit via the NHS test and trace app.
- 4.7. The Supplier shall operate an accurate register of all staff tests and test results. This data shall be available to the Buyer in real-time. This reporting shall reflect by facility location, a daily register of all Supplier Staff positive and negative tests and also the test number for all positives. This report shall be sent on a daily basis at a time to be agreed to be sent to the MQS Test and Trace team. The Supplier shall proactively highlight to the Buyer any positive tests and risks that these may represent.
- 4.8. The Supplier shall ensure that any Supplier Staff who provide a positive test inform their Manager / Liaison Officer immediately. The Supplier Staff member shall provide proof of a positive test, also highlighting the names of any Supplier Staff that they have worked closely with in the previous five (5) days. That team member must not attend the MQS Site under any circumstances and isolate in accordance with current COVID-19 regulations.
- 4.9. The Supplier shall ensure that any Supplier Staff who has evidenced a positive test is paid in full for the remainder of their current shift and any other scheduled work periods during their isolation period.
- 4.10. The Supplier shall ensure that there is an adequate level of trained contingency Supplier Staff available to work in the event of Supplier Staff needing to leave Sites due to positive tests.
- 4.11. The Buyer shall ensure the wellbeing of Supplier and Subcontractor Staff throughout the Contract Period including but not limited to occupational health services.

5. DECISION LOGGING / AUDIT TRAILS

- 5.1. The Supplier shall provide the following:

- 5.1.1. Effective and secure maintenance of records with effective and rapid retrieval facilities upon the Buyer's request;

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- 5.1.2. Reports of a professional standard: clear, accurate, candid, and to deadlines as specified;
- 5.1.3. Full compliance with General Data Protection Principle (GDPR) principles;
- 5.1.4. Full compliance with the “Personal Information Charter” as detailed within the following website: www.gov.uk/government/organisations/department-of-health-and-social-care/about/personal-information-charter;
- 5.1.5. Record and safely maintain records of temporary exemptions supported by Security Staff;
- 5.1.6. Comply and use the Buyer’s compatible digital platforms;
- 5.1.7. Ensure information is provided in a format specified by the Buyer; and
- 5.1.8. Comply at any and all times with any requests from the Buyer to support audits, inspections or reviews of the Suppliers or its Services on any Site.

6. MOBILISATION

- 6.1. Due to the urgency of the requirement and the nature of the COVID-19 Security & Support Services Contract, the Mobilisation Period shall be as stated in the Order Form.
- 6.2. The Supplier shall provide the appropriate level of management and supporting staff to ensure the Supplier fulfils all of its requirements during the Mobilisation Period.

7. NEW MQF SET UP

- 7.1. If instructed by the Buyer, the Supplier is required to set up new MQF Sites within a maximum 72 hour period.

8. DRAWN DOWN OF SERVICES

- 8.1. Due to the unknown individual requirements of each Buyer there is no guarantee that all or any of the Services may be requested.
- 8.2. The prices shall be in line with those submitted by the Supplier during the tender process within Attachment 5 – Price Matrix.
- 8.3. In order to deliver the Managed Quarantine Security and Support Services, as a minimum, on the Start Date for each location the Supplier shall ensure that they have sufficient resources in order to successfully deliver the required Services.

9. SOCIAL VALUE

- 9.1. The Supplier shall ensure that the Buyer's social value requirements are met throughout the Contract Period.
- 9.2. In addition to the requirements set out in Annex A - Deliverables Matrix, the Supplier shall ensure they:
- 9.3. Create employment, training and return to work opportunities for those left unemployed by COVID-19; and
- 9.4. Wherever possible, deliver a reduction in carbon emissions;
- 9.5. Ensure recruitment practices and any other relevant processes are followed in relation to the Public Sector Duty of Care and [Equality Act 2010](#) ; and
- 9.6. The Supplier should aspire, where operationally feasible to be fully representative of the economically active population in the UK (the population working or seeking work).

10. MEDIA

- 10.1. Due to the nature of the Services being delivered at each Site and current media attention, the Supplier may be approached by the media whether directly or indirectly.
- 10.2. Under no circumstances shall Supplier Staff discuss any operational detail with any form of media outlet.
- 10.3. If the Supplier is approached by any form of media outlet, the Supplier shall inform the Buyer immediately.

11. VARIATIONS TO REQUIRED SERVICES

- 11.1. Due to the urgency of the requirement, the nature of the COVID-19 virus and its unpredictability, the Buyer may require changes to the agreed Services.
- 11.2. The Supplier therefore needs to ensure resilience if for example there is a surge or decrease in the number of guests required across the UK at any time and as result may have an impact to the required Services and/or volumes of Services required for Managed Quarantine Facility sites.
- 11.3. The Buyer shall work alongside the Supplier throughout the Contract Period, effectively communicating any such changes to the required levels of Services and/or resource requirements as and when appropriate.
- 11.4. Any required variations to the Call-Off Contract shall be in line with the variation process as defined within the Core Terms.

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- 11.5. As many elements of government regulations and policy are the responsibility of the Devolved Administrations there may be managerial and operational changes to how the services are to be delivered to each of the relevant Cluster Members which apply differently between the Regions in England and those in Wales, Northern Ireland and Scotland.
- 11.6. The Buyer shall work alongside the Supplier throughout and Cluster Members, and officials of the devolved administrations (where relevant) throughout the Contract Period, effectively communicating any such differences to the required levels of Services and/or resource requirements as and when appropriate.