

STATEMENT OF REQUIREMENTS
PROVISION OF SERVICES FOR DRUG TESTING
AS PART OF THE NATIONAL SECURITY
VETTING PROCESS

C20435

Statement of Requirements

1. PURPOSE.....	3
2. BACKGROUND TO THE CONTRACTING AUTHORITY	3
3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT	3
4. SCOPE OF REQUIREMENT	3
5. THE REQUIREMENT	3
6. KEY MILESTONES	4
7. AUTHORITY’S RESPONSIBILITIES	4
8. VOLUMES.....	5
9. PRICE.....	5
10. STAFF AND CUSTOMER SERVICE	5
11. SERVICE LEVELS AND PERFORMANCE	6
12. SECURITY REQUIREMENTS	6
13. PAYMENT	6
14. LOCATION	7



Statement of Requirements

1. PURPOSE

- 1.1. Home Office Cluster 2 Security Unit requires drug testing services to be carried out as part of the National Security Vetting process.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1. Home Office Cluster 2 Security Unit undertake vetting services for six Government Departments, specifically:

- Home Office
- Ministry of Justice
- Department for Education
- Department for Transport
- Ministry of Housing, Communities and Local Government
- Department for Environment, Food & Rural Affairs

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1. Drug testing forms part of the National Security Vetting process for existing and prospective employees. The ability to conduct drugs tests is important in providing an assurance of and mitigation of the risk involving those who have been identified as having misused drugs in the past and provide assurance that the drugs misuse is not ongoing.

4. SCOPE OF REQUIREMENT

- 4.1. Home Office Cluster 2 Security Unit requires the drug testing service to cover the whole of the UK for the six Government Departments as part of the National Security vetting process.

5. THE REQUIREMENT

- 5.1. The contract is required to cover the drug testing as part of the National Security vetting process.
- 5.2. The Contract will be valid for a period of four (4) years.
- 5.3. The testing consists of one or a mixture of: Hair, Urine and alcohol testing (Saliva or Breath Testing).
- 5.4. The selected supplier must be able to demonstrate that it can provide the following:
- 5.4.1. A supplier who understands the needs of the Cluster 2 Security Unit, Security vetting and the reasons why these tests are conducted.
 - 5.4.2. A high-quality, efficient and reliable drug testing service.
 - 5.4.3. A supplier able to conduct tests over a wide geographical area.



Statement of Requirements

- 5.4.4. The service must be professional, discrete, and understand the sensitivities of the reasons for these tests.
- 5.4.5. The supplier's portal for Cluster 2 staff to access test results must be secure. A secure record must be kept updated of the Cluster 2 staff requiring access to the test results.
- 5.4.6. An agreed complaints procedure must be provided should an applicant feel a complaint is justified.
- 5.4.7. An ability of the supplier to clearly explain the purpose of these tests and the procedures to be conducted to provide some reassurance to those applicants who are anxious.
- 5.4.8. A dedicated client manager for contact purposes to address any contract and / or service issues.
- 5.4.9. The Home Office Cluster 2 Security Unit will accept either of the following methods for producing Management Information (MI):
- (a) Access to a drugs test database to provide secure access to the test results and reports / Management Information (MI).
 - (b) A monthly report would need to be provided to the Cluster 2 Security Unit containing the number of tests completed within that calendar month.

6. KEY MILESTONES

- 6.1. The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Order Confirmation	Within 1 day of receiving test request by email
2	Process Test & Confirm Results	Within 1 Week of accepting the request
3	Complaints Processed	Within 4 weeks of supplier receiving complaint via email
4	Management Information (MI)	Access to a database of test results or a monthly / quarterly report to be provided

7. AUTHORITY'S RESPONSIBILITIES



Statement of Requirements

- 7.1. Home Office Cluster 2 Security Unit will notify the supplier of the requirement for a drug test via email. On occasions this may be undertaken via phone if there are technical problems with email.
- 7.2. The supplier must confirm receipt and acceptance of the request via email within one day of receiving the request.

8. VOLUMES

- 8.1. The estimated indicative volumes are below.

8.1.1. The number of drugs tests required has been growing significantly since it was adopted by the Cluster 2 Security Unit in 2017 due to the increase in security departments customer base and workflow. As Cluster 2 Security Unit process vetting applications for six government departments this has resulted in more vetting applications and an increase in individuals requiring drugs testing.

8.1.2. There are approximately 20 ongoing cases. Most cases are tested once per year. These would be adopted by the supplier and the authority would contact the supplier when the test is required to be carried out.

8.1.3. Due to continued increases the estimated volume is between 50 to 60 tests per year.

8.1.4. There will be no minimum or maximum amounts guaranteed by the customer. The demand could fluctuate due to business needs.

9. PRICE

- 9.1. Prices should be submitted for each of the following tests that are required:

- 9.1.1. Hair
- 9.1.2. Urine
- 9.1.3. Alcohol (Saliva or Breath Test)
- 9.1.4. Combined (all three)

- 9.2. The prices must be submitted via the Basware Marketplace Quick Quote system.

10. STAFF AND CUSTOMER SERVICE

- 10.1. Home Office Cluster 2 Security requires the supplier to provide a sufficient level of resource throughout the duration of the Drug Testing Contract in order to consistently deliver a quality service to all Parties.
- 10.2. The Supplier and staff assigned to the Provision services for Drug Testing contract must hold a UKAS 17025 laboratory accreditation, please see <https://www.ukas.com/accreditation/standards/laboratory-accreditation> for details and the staff should have the qualifications

Statement of Requirements

and experience in line with the UKAS accreditation in order to deliver the Contract.

- 10.3. The following accreditations should also be held by the supplier
ISO9001 Quality Management - <https://www.iso9001.com/> and
ISO27001 Information Security Management - [ISO 27001 – Information Security Certification | British Assessment Bureau \(british-assessment.co.uk\)](https://www.iso27001.com/)

11. SERVICE LEVELS AND PERFORMANCE

- 11.1. Home Office Cluster 2 Security will measure the quality of the Supplier's delivery by:

KPI / SLA	SERVICE AREA	KPI / SLA DESCRIPTION	TARGET
1	Drug Testing Timescale	Within 1 week from receiving the email request from the Home Office Cluster 2 Security team	95%
2	Results Confirmation	Within 1 week from the request being accepted and the testing undertaken	95%
3	Complaints	Within 4 weeks of the suppliers being notified of the complaint	95%
4	Management Information (MI)	Access to a database of test results or a monthly / quarterly report to be provided	99%

12. SECURITY REQUIREMENTS

- 12.1. As the information being handled is highly sensitive personal information the supplier must handle this information appropriately. The communication is mainly by email, but any personal information must be in a password protected PDF document. The password must be sent separately to the document.
- 12.2. As a minimum Notification of test results should be compliant with General Data Protection Regulation (GDPR).
- 12.3. The test reports that identify an individual's test should be sent in PDF format and password protected. The password must be sent separately to the test result.

13. PAYMENT

13.1. Electronic Trade

13.2. Orders via an online catalogue;



Statement of Requirements

- 13.3. The Supplier shall produce online catalogues for the Buyer organisation for key products identified in the contract to enable orders for their specified catalogue items to be facilitated.
- 13.4. The Supplier shall work with the Buyer to ensure the integration of Buyer's Basware ordering system, as follows:
- 13.5. The Buyer uses an eMarketplace Managed Service to transact with its suppliers. The eMarketplace Managed Service is a web-enabled eMarketplace which enables buyers and their suppliers to link up over the internet and transact end-to-end requisitions, orders and invoices via an accredited system. There are various options available to suppliers for how best to adopt the system and integrate e-Procurement into the transaction process. Further information can be reached via the following link:
<https://suppliers.basware.co.uk/pm/>
- 13.6. As a party to this Contract the Supplier agrees that they shall register and transact with the eMarketplace Managed Service solution in any or all the options described below (1 to 5):
1. Receive electronic RFQs and free text purchase orders as emailed PDF attachments.
 2. Receive electronic RFQs and free text purchase orders and in turn convert electronic purchase orders to electronic invoices for submission through the Trading Network.
 3. Provide electronic catalogue content of the goods and / or services as detailed in the Contract with the Supplier.
 4. Enable a punchout link from the marketplace to their own online ordering portal.
 5. Undertake full back office integration with the eMarketplace Managed Service Solution in order to transact with the Buyer through any of the means detailed above.

14. LOCATION

- 14.1. The Authority requires the drug testing service to cover the whole of the UK for the six Government Departments as part of the National Security vetting process