



Department
for Work &
Pensions



DEPARTMENT FOR WORK AND PENSIONS

SECURITY TECHNICAL ADVISOR

REFERENCE NUMBER: project_24493

SECTION 2 – STATEMENT OF REQUIREMENTS

22/10/2021

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1. BACKGROUND

- 1.1 This Statement of Requirements sets out the roles and responsibilities of the Security Technical Advisor required to deliver the services. Words and phrases used in this Statement of Requirements have the meaning given them in the conditions of contract unless otherwise defined or the context otherwise requires.
- 1.2 In March 2018, DWP exited its 20-year PRIME contract with Telereal Trillium. Rather than replacing this contract on a like for like basis, DWP disaggregated its Estates requirements by letting a number of smaller contracts giving DWP more control over its supply chain and greater visibility of cost.
- 1.3 In December 2017, following a competitive tender G4S (SS) UK Ltd, *the Security Provider* were awarded the contract to provide Security Services to the DWP Estate. This service includes the provision of manned guarding and electronic security systems (including hardware), 24/7 systems monitoring / control centre and reactive services/incident response and management, also assisting in the preparation of site specifications based on risk assessments and managing changes to the Government security threat status.
- 1.4 The *Security Provider's* role is in providing;
- manned guarding,
 - security systems (including hardware),
 - 24/7 systems monitoring,
 - control centre,
 - reactive services/incident response and management,
 - all physical security services such as CCTV, Access Control, System and Intruder Detection Systems.
- 1.5 The *Security Provider* is also responsible for assisting in the preparation of site specifications based on risk assessments and managing changes to the Government security threat status.
- 1.6 It is anticipated that the successful supplier will be heavily involved in advising on the Transformation Programme. This centres on the installation of replacement security systems across the estate. The security systems currently used by DWP such as CCTV, access control, and intruder detection are dated and the risk of failure is increasing.

2. INTRODUCTION

Definitions

- 2.1 In this Statement of Requirements reference to:
- (a) 'Delivery Timetable' means a programme for the delivery of outputs in relation to a Project including outputs required by the *Security Technical Advisor* or other Project Team member;

- (b) 'Estate' means all of the premises at which DWP performs its functions;
- (c) 'Project' means a project or projects for security related or other works procured by DWP in relation to its Estate;
- (d) 'Project Appointment' means a Task Order for a specific Project instructed under this contract (see Annex A);
- (e) 'Project Contract' is a contract between the DWP and an Authority Supply Chain Member in relation to a Project;
- (f) 'Project Execution Plan' (PEP) means a plan prepared by a member of the Project Team and provided to the *Security Technical Advisor* for the execution, monitoring and control of a Project including the scope of the Project, the approved budget, technical specifications, resource allocation, the Delivery Timetable and project scheduling procedures by which the Project shall be delivered and handed over, the protocol for communication during the Project and the nature and timing of meetings and key reviews throughout the Project;
- (g) 'Project Manager' or PM means a person engaged by DWP to manage a Project and may include a *Project Manager* or a *Service Manager* appointed in relation to a Project Contract;
- (h) 'Project Sponsor' or PS means a person employed or contracted by DWP with responsibility to perform DWP's functions in relation to a Project;
- (i) 'Project Team' means those persons engaged by DWP including Authority Supply Chain Members to deliver a Project; and
- (j) 'Security Provider' means the Supplier, appointed by DWP for the delivery of estates security equipment and services.
- (k) 'Task Order' please see Annex A.
- (l) 'Authority Supply Chain Member' means the Supply Chain Integrator, the FM Supplier, the LLM Supplier, the Project Supplier and the Aegis Existing AACS Supplier notified to the Supplier from time to time and/or of which the Supplier should have been aware and references to Authority Supply Chain Members shall be construed accordingly
- (m) 'Detailed Solutions' means the Detailed Solutions which are accepted by DWP and all deliverables accepted by DWP in connection with the Detailed Solutions and a reference to a Detailed Solution shall be construed accordingly.
- (n) 'Effective Date' means the date the contract is signed by both parties.

General Statement of Requirements

2.2 DWP requires the Security Technical Advisor to provide advisory services in relation to the design and installation across the DWP Estate of security systems and equipment. The contract is for an initial 3-year term with the potential for two 6-month extensions with the contracting years running as follows:

- a. Initial term April 2022 to March 2025
- b. First extension April 2025 to September 2025
- c. Second extension October 2025 to March 2026

2.3 The service provided by the Security Technical Advisor includes but is not limited to:

- a) the review and provision of advice on the security system design proposals to be provided by the Security Provider and thereafter the installation standard of security systems and equipment by the Security Provider and such other contractors as are engaged by or on behalf of DWP in relation to the installation of security related systems and equipment; and
- b) the review and oversight of design and installation by DWP's works contractors and other technical advisors in relation to individual Projects in respect of which DWP may appoint other project management, cost and/or design technical advisors.
- c) The Security Technical Advisor will be required to act as a Security Technical Advisor by providing services including but not limited to review of the Security Provider's Detailed Solutions, comment on proposed tests and trials, and witnessing tests and trials. These may take place across the DWP Estate or at other locations. Locations forming the DWP Estate (correct as of 27th September 2021) can be found within Appendix D- DWP Property List.

The Supplier shall deliver the following services as required, including but not limited to:

- (a) Cost audit of Fire and Security (F&S) quotations.
- (b) Challenge Supply chain costs
- (c) Technical audit of Fire and Security quotations
- (d) Technical assurance of supply chain works to British and Industry standards
- (e) Technical Audit of Fire and Security Installations against NSI and Industry standards
- (f) Programme management of Fire and Security programmes
- (g) Security Industry Subject Matter expertise to support DWP
- (h) Alarm receiving Centre Subject Matter expertise to support DWP
- (i) Security Commercial/Contractual support
- (j) Production of Technical Specifications and Standards
- (k) Production of Security Workflows and processes
- (l) Security business case writing and support to Comprehensive Spending Reviews (CSR)
- (m) Security Strategy and planning
- (n) Production of Security Drawings
- (o) Business Intelligence
- (p) Supporting Business engagement/Communications on F&S
- (q) Support for any future DWP Estates projects/programmes involving security
- (r) Programme Governance
- (s) Innovation Projects

- (t) Pro-active investment strategy support
- (u) Support on cost saving/performance enhancing initiatives and programmes
- (v) Security investment and improvement programmes
- (w) Security Industry best practice support
- (x) Security Threat and Risk assessments
- (y) Security design services
- (z) Supporting DWP in future security procurement programmes
- (aa) Advice on Physical Security including manned guarding

2.4 DWP will appoint the Security Technical Advisor to specific projects via the issuing of a Project Appointment.

2.5 It would be DWP's intention to incorporate an independence principle within the STA contract which would impose restrictions on the STA in respect of it also being or becoming DWP Supply Chain Member for the provision of security services. This principle would ensure the STA remains fully independent of the supply chain services it would subsequently advise upon. The incumbent Security Provider is already subject to an independence provision under its contract with the Department. In order to ensure and maintain independence, the STA will not be permitted to bid for any future Security contracts(s), in whatever form the Department decides. Therefore, the STA cannot be both the independent security advisor and a supply chain member for any security related services.

2.6 The Department's current Security Services Contract is due to end during the life of the STA contract. The Supplier will be required to support in the procurement and on-boarding of a replacement Security Provider, including, (but not limited to):

- a) providing input into the design and preparation of the Security requirements/service specification
- b) providing market and product analysis
- c) evaluating technical areas of tenders received during any procurement of the Security services

3. Roles, Expertise and Responsibility of the Security Technical Advisor

3.1 The services shall be provided by personnel who possess relevant professional qualifications and experience appropriate to their roles and responsibilities and the Security Technical Advisor shall commit such resources to deliver each Project to meet DWP's project specific requirements. All key staff employed by the Security Technical Advisor must be "Security Check (SC) Cleared" as per the National Security Vetting requirements. All other staff to be BPSS cleared as a minimum.

3.2 The *Security Provider* has submitted Detailed Solutions to evidence its approach and readiness to deliver the obligations under the Security Contract.

The Security Technical Advisor will be required to review the Detailed Solutions (including technical specifications) submitted by the *Security Provider*, and to provide critical assessment and highlight of potential risks or weaknesses, and to suggest solutions. The Detailed Solutions include but are not limited to the following areas:

- a) Control and Monitoring Facility
- b) Security Plan
- c) Security Threat and Risk Assessment
- d) Access Control Systems
- e) Private Mobile Radio
- f) Body Worn Cameras
- g) Lone Worker
- h) Security System Networks (LAN and WAN)
- i) Trialing
- j) Testing, commissioning, and handover
- k) Response to Heightened Security Threat
- l) Existing Security Systems
- m) Existing Security Systems – Support and Maintenance
- n) Replacement Security Systems
- o) Replacement Security Systems – Support and Maintenance

3.3 The Replacement Security Systems installed by the Security Provider as identified at 3.3 (n) above will include but not be limited to:

- a) CCTV
- b) Access Control
- c) Intruder Detection Systems and Panic Alarms
- d) Fire Detection Systems
- e) Lone Working Devices
- f) Body Worn Cameras (optional service)
- g) Security System Network

3.4 The Security Technical Advisor will be required to provide other services in response to the *Security Provider's* work on the Security Contract. The Security Technical Advisor will be required to provide critical assessment and highlight of potential risks or weaknesses, and to suggest solutions. These may include but are not limited to the following areas:

- a) The *Security Provider's* evaluation of existing systems, identification of deficiencies and assessment of the Security Provider's proposal for upgrade
- b) The *Security Provider's* proposals for compliance with regards to contractual and legislative requirements and standards as defined in the Security Contract.
- c) The *Security Provider's* test strategy
- d) The *Security Provider's* test plans
- e) The *Security Provider's* test outputs and results
- f) Witnessing site acceptance tests and the initial trials
- g) Validating the requirement to replace existing security systems
- h) Validating the quality of the *Security Provider's* equipment and system installations

- i) Attending project review meetings

4. Customer Policies and Mandatory Requirements

4.1 The Security Technical Advisor will be required to comply with the following policies:

4.1.1 DWP Sustainable Development Requirements. Please see link [Chapter 10: sustainable development - GOV.UK \(www.gov.uk\)](http://www.gov.uk/government/publications/chapter-10-sustainable-development)

4.1.2 Life Chances. Please see link: <https://www.gov.uk/government/publications/life-chances-through-procurement-guidance-for-dwp-contractors>

The *Security Technical Advisor* shall produce a report six (6) months after the Effective Date, and annually thereafter on its workforce, classified by the following priority groups:

- a) disabled people,
- b) young people,
- c) older workers,
- d) black and minority ethnic people,
- e) ex-offenders, and;
- f) apprenticeships.

4.1.3 Attorney Generals Record Management Policy. Please see link: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/448722/Records_Management_Policy.pdf

4.1.4 Security. Please see link: <https://www.gov.uk/government/publications/data-protection-and-security-of-information-supplying-to-dwp>

5. VALUES AND BEHAVIOURS

5.1 The Supplier shall operate on behalf of DWP and as such uphold, promote and live DWP's values.

The Authority's vision is;

“to support people to become better off through work, to enable resilience not reliance and to provide a safety net for those that need it”

5.2 The Authority believes a strong culture produces a well-tuned sense of direction and helps create common definitions of success. United by a strong sense of public service, DWP upholds, promotes and lives by the enduring values set out in the Civil Service Code – Integrity, Honesty, Impartiality and Objectivity. DWP requires the Supplier to uphold and model these values.

- 5.3 In addition, the Supplier shall operate on behalf of DWP and as such uphold, promote and live DWP's ways of working commitments:
- a) **Mutual trust:** performance to promise;
 - b) **Communication:** open, honest and timely;
 - c) **Team orientation:** collaboration and desire to succeed;
 - d) **Agility:** rapid responses to change with ease & flexibility;
 - e) **Detailed:** harness information to aid strategic decision making;
and
 - f) **Focus:** on the customer and a common purpose.
- 5.4 In addition, the Supplier shall interact with DWP, DWP Employees, Other Government Departments ("**OGD**") and OGD colleagues, the DWP Supply Chain Members, DWP customers and the general public ensuring behaviours are in line with DWP's values.
- 5.5 In addition to the obligations and responsibilities set out in the remainder of this Contract, the Supplier shall work with DWP to ensure that the Supplier delivers the critical success factors listed below, through the Services outlined in this Contract. The critical success factors are:
- a) demonstrate value for money by driving improvements in the services it delivers, identifying opportunities for change in processes, and continual strategic ambition;
 - b) establish an effective and efficient relationship with
 - c) provide a best in class system to deliver valuable data insights for strategic decision making;
 - d) support DWP in the delivery of strategies for change internally and across government agendas;
 - e) endorse high performance and demonstrate strength of capability within the services they are delivering;
 - f) work seamlessly with DWP Supply Chain Members and provide industry expertise, innovation and continuous improvement; and
 - g) ensure agility and flexibility to help DWP Estate meet the changing requirements of DWP.

6. GENERAL SERVICE REQUIREMENTS

6.1 Security Technical Advisor shall:

- a) have regard to DWPs budget and cost planning;

- b) comply with the Delivery Timetable and advise on the extent to which Others are in compliance with the same (in so far as the *services* interface with the works or services of such Others);
- c) at such times as reasonably required report to DWP in relation to the delivery of the services and the activities of Others with which the services interface;
- d) where stated in a Project Appointment, undertake the role of Supervisor under a works contract;
- e) where it is necessary to employ a sub-contractor, ensure that the sub-contractor preforms the *service* to the same quality as required from the Security Technical Advisor;
- f) Please note Sub-contractors will be required to possess the relevant qualifications and security clearances appropriate to their roles and responsibilities.
- g) Provide coverage across England, Wales and Scotland
- h) contribute to value engineering, value management and risk management activities to inform the design and delivery of any Project in accordance with the Delivery Timetable and as otherwise agreed; and
- i) provide all necessary information to enable compliance with all relevant Construction, Design and Management (CDM) Regulations and comply with statutory duties.

6.2 Cooperation and Communication

6.2.1 DWP may:

- a) appoint a representative, PS, to act on its behalf and to exercise DWP's functions under this contract including in relation to the giving of instructions; and/or
- b) notify the Security Technical Advisor of the delegation of specific powers to a PM under a Project Contract.
- c) The Security Technical Advisor shall comply with instruction of the PS and/or the PM in respect of any matter concerning a Project to the extent of such delegation.
- d) The Security Technical Advisor shall communicate appropriately and regularly with DWP and the Project Team and shall comply with DWPs communication procedures including, where appropriate, those prescribed in a Project Contract. The Security Technical Advisor shall liaise with DWP staff as required by the PS and/or the PM.

- e) DWP requires Account Management that consistently performs to the highest standards of management to support the achievement of DWPs objectives to be appointed by the Security Technical Advisor. The Security Technical Advisor's Account Manager shall have the skills and capability to liaise with and work alongside the PS with minimal day to day involvement by DWP
- f) The Security Technical Advisor shall comply with any Project Execution Plan and consult on the PEP with the PS, PM and the other Project Team members.
- g) The Security Technical Advisor shall attend meetings with the PS, PM and the other Project Team members necessary to deal with all matters appertaining to the delivery of the Project including design.
- h) The Security Technical Advisor shall attend a monthly performance review meeting.
- i) The Security Technical Advisor shall contribute to monthly reports to the PS and otherwise as required by the PM.

Annex A- Security Technical Advisor Task Order Form

Section 1: General (to be completed by DWP)	
Task Order Reference	
Task Order Issue Date	
Originator	

Section 2: Key Dates (to be completed by DWP)	
Task Order Starting Date	
Task Order Completion Date	

Section 3: Task Order (to be completed by DWP)	
Task Order Description (includes what work is required, what are the key outcomes / outputs from the work)	
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Section 4: Employer Responsibilities (to be completed by DWP)	
Access to Affected Properties	
Access to Employer Staff	
Information	
Other	

Section 5: Contractor Dates (to be completed by Contractor)	
Planned Task Order Completion Date	
Float (number of days)	
Time risk allowances (if applicable)	

Section 6: Service Delivery (to be completed by Contractor)	
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Description of activities Contractor will undertake
Plan for Task Order Completion (including identification of resource allocation to task)
Health and Safety Requirements

Section 7: Resources (to be completed by Contractor with number of days required by region and grade)						
	Region					
Grade	Central Office	Region 1 - Scotland	Region 2 - Wales	Region 4 – North Region	Region 5a – South Region	Region 5b – London Region
Partner or Director						
Senior Professional						
Professional						
Admin						

Section 8: Fees (to be completed by Contractor)	
Total Task Order Price	£

Section 9: Approval (to be completed by Employer)

Approver

Approver's Signature
(electronic)

Date