CALL-OFF SCHEDULE 20 (CALL-OFF SPECIFICATION)

Provision of Bridging Accommodation and Travel Services Contract

Contract Reference CCTM22A01

1. REQUIREMENTS OVERVIEW

1.1 BACKGROUND

1.1.1 The Buyer's accommodation portfolio is under significant pressure. The number of Asylum Seekers requiring accommodation has reached record levels with sustained number arriving via small boats. This is at a time when we are dealing with unprecedented new demand for accommodation from other refugees and migrants, such as those under the Afghanistan and Ukraine relocation schemes

1.1.2 To meet demand and fulfil our statutory obligations across Asylum and resettlement schemes, the Buyer is are currently reliant upon the growing use of bridging accommodation to provide temporary accommodation for Asylum Seekers and refugees prior to their Asylum decision being made/settled accommodation being sourced. REDACTED TEXT under FOIA Section 43 Commercial Interests

1.1.3 The Buyer's forecasts indicates that our accommodation portfolio is going to come under significantly more pressure over this autumn as asylum Seekers will continue to illegally enter the country in small boats. HMG estimates that a further c.8000 Afghans who qualify under our schemes (ARAP) are still to be resettled in the UK. MOD and FCDO are keen that this happens quickly given the ongoing risks to them in Afghanistan.

1.1.4 The Buyer has a duty to care for underage asylum-seeking children (USACs). While much of this is done directly with local authorities, limited capacities have meant that some UASCs have been placed in bridging (hotel) accommodation. As such, there are additional requirements on the supplier with regards to these Service Users.

1.1.5 There are likely to be differing requirements with regards to incoming Afghan cohorts, and typical Asylum Seeker cohorts.

1.2 Overview

1.2.1 The Buyer is currently looking at all options to support the accommodation of Asylum Seekers including, but not limited to, the use of:

1.2.1.1 Hotel Accommodation;

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1.2.1.2 Serviced Apartments;

1.2.1.3 Holiday Parks; and

1.2.1.4 Vessels and associated services.

1.2.2 The Buyer requires accommodation for several different Asylum-Seeking cohorts, including, but not limited to:

1.2.2.1 Afghanistan Resettlement Cohort;

1.2.2.2 Unaccompanied Asylum-Seeking Children;

1.2.2.3 Asylum Seeker Cohort

1.2.3 The Buyer requires the Supplier to assist with the provision of Asylum Seeker Transportation Services to support the movement of Asylum Seekers between locations. Including, but not limited to, the use of:

1.2.3.1 Coaches;

1.2.3.2 Taxis;

1.2.3.3 Transit Vans;

1.2.3.4 Rail;

1.2.3.5 Minibuses; and

1.2.3.6 Buses.

2. ACCOMMODATION REQUIREMENTS Background

2.1.1 The Buyer acknowledges that there are different requirements for different cohorts of Asylum Seekers. In this Statement of Requirements, the following annexes lay out the accommodation requirements for each individual cohort.

2.1.1.1 Section 4.1: Afghanistan Resettlement Cohort

2.1.1.2 Section 4.2: Unaccompanied Asylum-Seeking Children

2.1.1.3 Section 4.2: Asylum Seeker Cohort

2.2 The Buyer reserves the right to introduce new cohorts, of vary any existing cohort requirements within the scope of the contract.

2.3 The Mandatory Requirements and General Principles requirements, Section 2.2, are applicable to all bookings made under this contract.

2.4 The cohort specific requirements supplement the Mandatory Requirements and General Principles requirements at Section 2.2.

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3. MANDATORY REQUIREMENTS AND GENERAL PRINCIPLES

3.1 Location

3.1.1 The location of the accommodation will be carried out at locations close to amenities and transport networks.

3.2 Quality

3.2.1 Contracted venues should be at least a minimum of 3 stars. Where the star rating is below 3 a site visit should be conducted.

3.2.2 The Contracted Venues must be fully compliant with all government and local legislation requirements and proof of compliance must be produced to the TMC/Agent before a Contract can be agreed

3.2.3 The Contracting Venue must submit a detailed risk assessment to the TMC/Agent prior to contract signature.

3.2.4 The Contracting Venue must provide copies of all utility's certificates to the TMC/Agent, including but not limited to:

3.2.5 Gas Safety Certification;

3.2.6 Fire Safety Report;

3.2.6.1 Fire Risk Assessment;

3.2.6.2 Evacuation Policy;

3.2.6.3 Electricity Safety Certification;

3.2.6.4 Lifting Operations and Lifting Equipment Regulations;

3.2.6.5 Legionnaires Report;

3.2.6.6 Food Hygiene Rating and Standards;

3.2.6.7 Covid-19 Management Plan;

3.2.6.8 Safeguarding Policy; and

3.2.6.9 Evictions Policy.

3.2.6.10 For Serviced Apartments the contract venue should provide (but not limited too):

3.2.6.11 Landlord or equivalent insurance;

3.2.6.12 Valid Gas and Electricity certificates; and

3.2.6.13 Contact details of who is responsible for maintenance.

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3.2.7 The Contracting Venue must advise the TMC/Agent of any Enforcement, Improvement or Prohibition notices that have been issued prior to the start of the contract, or during the term of the contract, as well as confirmation of satisfactory completion.

3.2.8 The Contracting Venue must provide the TMC/ Agent copies of all up to date insurance documents to be supplied to the TMC/Agent prior to contracting.

3.2.9 The Contracting Venue must demonstrate the safety of their bedrooms, and any other rooms provided to the Buyer on an exclusive use basis. For example, the maintenance of in-room electrical equipment, such as the kettle, any potential trip hazards from bedding, the stability of furniture, shelving and television brackets.

3.2.10 The contracting venue must ensure that any windows and balcony doors above ground level that open are fitted with safety brackets that only allow the window to be opened to 100mm or less, brackets must meet required standards and can only be disengaged using a special tool or key that is kept in a secure location.

3.2.11 The contracting venue must have adequate precautions in place where large glass doors (patio doors) or windows are present, this should include provision of suitable safety film, safety glass or barriers.

3.3 Statutory Requirements

3.3.1 The Supplier in delivering all the services defined within this document shall ensure that it complies with all relevant mandatory and statutory requirements and the Buyer's rules, guidance, instructions and policies, including but not limited to housing, food, road traffic, hygiene, employment, equal opportunities, race relations, child protection, safeguarding, data protection and health and safety. Should there be any conflict between the requirements of this Schedule and Relevant Law then Relevant Law shall prevail.

3.3.2 The Supplier will source all premises, equipment and facilities required to deliver the service, and shall ensure that these premises, equipment and facilities meet all relevant regulatory requirements and are suitable for the purpose.

3.3.3 The Supplier shall comply with the duties imposed on them by section 55 of the Border, Citizenship and Immigration Act 2009, and the children's duty, to safeguard children from harm and promote their welfare.

3.3.4 Where instructed by the Buyer to do so, or where the Provider believes that it is in the best interests of the Service User, the Provider shall support Local Authorities in discharging Local Authority responsibilities to Service Users under the Care Act 2014, in accordance with the requirements set out in Paragraph 1.2.5.4 of this Schedule 2.

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3.3.5 The Supplier shall in delivering the services comply with:

3.3.6 The Buyer's guidance relating to information technology and security; the Buyer's policies and guidance relating to domestic violence, racist incidents, asylum care needs, dispersal guidelines and relocations;

3.3.7 The Buyer's policies and guidance relating to the Safeguarding of children and vulnerable adults. This includes recognising the indicators of a vulnerable or at-risk person with specific needs, and responding appropriately to their needs;

3.3.8 The Buyer's policies and guidance issued in support of the Authority's wider objectives;

3.3.9 The Buyer's policies and guidance relating to failure to travel and asylum support compliance; and

3.3.10 Relevant ISO or equivalent British standards, including but not limited to:

(a) 9001 Quality Assurance;

(b) 14001 Environmental Management;

(c) 18001 Health and Safety Assurance;

(d) 27001 IT Security; and

(e) 22301 Business Continuity.

4. SPECIFIC ACCOMMODATION REQUIREMENTS

4.1 Afghanistan Resettlement Cohort Requirements

4.1.1 Terms and Conditions of Engagement:

4.1.1.1 Contracted venues may be required on either an exclusive or non-exclusive basis, Exclusive use must include all of the contracted venue, i.e. bedrooms, meeting rooms, leisure facilities (unless the leisure centre has paid memberships and has a totally separate entrance to the main contracted venue. Exclusive use means that no other guests should be entering the contracted venue for day meetings, weddings, to use the bar/restaurant, etc). Exclusivity commences at 00:01 hours on the first day of the Contract i.e. one minute past midnight on Day 1. All other guests must vacate the contracted venue prior to the commencement of the contract with rooms fully cleaned and replenished ready to receive our arrivals.

4.1.1.2 REDACTED TEXT under FOIA Section 43 Commercial Interests

4.1.1.3 Where the Contracting Venue is owned/managed by a 3rd party e.g. Landlord all relevant approvals to accept this particular cohort should be obtained before the Contracting Venue is put forward as an option.

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4.1.1.4 The contracted venues must be fully compliant with all government and local legislation requirements and proof of compliance must be produced to the TMC/Agent before a contract can be agreed.

4.1.1.5 The contracting venue must submit a detailed risk assessment to the TMC/Agent prior to contract signature.

4.1.1.6 The contracting venue must provide copies of all utilities certificates to the TMC/Agent e.g. Gas Safe, Fire Risk Assessment, Electricity Safety Certification, Lifting Operations and Lifting Equipment Regulations and Legionnaires etc. Evidence of meeting food hygiene standards should also be provided.

4.1.1.7 The contracting venue must advise the TMC/Agent of any Enforcement, Improvement or Prohibition notices that have been issued along with the confirmation of satisfactory completion.

4.1.1.8 Copies of all up to date Insurance documents to be supplied to the TMC/Agent prior to contracting.

4.1.1.9 The contracting Venue must demonstrate the safety of their bedrooms, e.g. the maintenance of in-room electrical equipment, such as the kettle, any potential trip hazards from bedding, the stability of furniture, shelving and television brackets.

4.1.1.10 The contracting venue must ensure that any windows that open are fitted with safety brackets that only allow the window to be opened to 100mm or less, brackets must meet required standards and can only be disengaged using a special tool or key that is kept in a secure location.

4.1.1.11 The contracting venue must have adequate precautions in place where large glass doors (patio doors) or windows are present, this should include provision of suitable safety film, safety glass or barriers etc.

4.1.1.12 The notice period will be 14 days for both parties (any duration over 1 month will require additional Crown Commercial Service approval) to be given to exit/cancel our arrangements where contracted venues have commenced operations and have received guests. The cancellation notice should be without charge/penalty. The contract commencement is from the confirmed date of opening and not from the date of when the contract is signed i.e. there will be no payment made for rooms prior to the confirmed opening date.

4.1.1.13 Contracted venues will be given 7 days' notice to exit/cancel our arrangements where contracted venues have not commenced operations and have not received guests. The contract commencement is from the confirmed date of opening (which will take into consideration the 7 days' notice period) and not from the date of when the contract is signed i.e. there will be no payment made for rooms prior to the confirmed opening date.

4.1.1.14 The contracting venue rooms are likely to be largely family occupancy but all bed stock types should be provided,(Single, Double/Twin, Family & Fully Accessible)

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4.1.1.15 The contracting venues are to open and be ready for guests to arrive within less than 48 hours notice (some contracting venues will already have the commercials agreed but will remain on standby so that we can ramp up in accordance with demand - confirmation will be in writing and the contracting T&C will require approvals from the Home Office prior to contracting)

4.1.1.16 Reception Service:

(a) The contracting venue must offer a 24/7 365 reception service and ensure that all guests are received and processed as quickly as possible

(b) All guests should be familiarised with the contracted venue environment and all relevant health and safety information pointed out

(c) Hand sanitizers should be available and clearly visible on arrival

(d) It should be noted that guests may have had a long journey and may be tired and may not speak or read English.

(e) All information supplied to the guests should be in a method that is understandable by people who may not have English as their first language, picture signage should be used where possible

(f) The contracted venue staff should work with the Home Office's on-site security and welfare provider to ensure guests understand all fire, evacuation and smoking procedures.

4.1.1.17 Room Allocation:

(a) Rooms must be allocated on a needs basis so that available rooms have the right mix in.

(b) It is assumed that rooms will be used mostly on a single occupancy basis, any sharing will be coordinated by the Home Office who will advise the hotel in advance or as soon as possible.

(c) Ground floor rooms should be reserved for those with mobility issues unless the contracted venue has lift access to mobility specific rooms on upper floors. The contracted venue should make sure that the guests using the lifts to access these floors follow the guidelines as set out above.

(d) Disabled rooms should only be allocated to disabled guests

4.1.1.18 Room Specification:

(a) If rooms have en-suite facilities (minimum of WC, hand basin bath/shower) they should have basic toiletries supplied (Hand soap, shampoo, shower gel, hand towels, toothbrush & toothpaste, female hygiene products etc.). Where shared washroom facilities are provided, the hotel must clearly stipulate ratios (guests: washroom) and the provisions provided.

(b) There must be suitable furniture for sleeping, eating and relaxing.

(c) There must be facilities to make tea & coffee with tea, coffee, sugar & milk supplied and replenished as needed.

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(d) The rooms should also have a television and/or radio, WiFi connectivity and a telephone or other means of communication to contact reception.

(e) Portable or wall mounted paper towel dispensers should be provided in each room with wastepaper bins

(f) Adequate bed linen to be supplied in line with the weather conditions, extra sheets, pillows and blankets should be provided as requested

4.1.1.19 Food and Beverage:

(a) Rooms will be occupied on a full board basis to include 3 Meals per Day, every day (to include a choice of Hot and Cold options with dinner being at least 2 courses). Daily self-serve Tea/Coffee/infusions, Fresh Fruit, & Water in both communal and guest rooms and refreshed as required. A varied daily menu must be delivered that meets the needs of all individuals (including children) for all dietary, cultural, religious and medical needs.

(b) All meals to be served in a communal dining area unless otherwise agreed in advance with the contracted venue provider, should there be a need to have meals served to a guest room this should be done free of charge. For guests self-isolating, meals will need to be delivered to the room in a socially distanced manner.

(c) A choice of menu with hot & cold options that caters for special dietary requirements i.e. Vegetarian, Vegan, Halal, Kosher and also caters for food allergies should be available

(d) Portion size should be in line with the NHS 5 a day guidelines - https://www.nhs.uk/live-well/eat-well/5-a-day-portion-sizes/

(e) If a guest arrives early morning day 0 the 3 meals daily will start from check-in, should a guest arrive late and has missed the evening meal they should be offered a light snack as they may be hungry.

(f) The menu must offer a choice and not be repetitive and be suitably substantial to meet the needs of individuals. Menus should not be repeated within 14 days

(g) There may be a need to provide a catering service for the Home Office's chosen Security & Welfare teams who will be present on-site. Hotels will also need to ensure there is availability of tea/coffee and water 24/7 with access to regular food if required.

4.1.1.20 Budget Guidance:

(a) REDACTED TEXT under FOIA Section 43 Commercial Interests

4.1.1.21 General Services:

(a) All services delivered by the contracted venue must ensure they comply with the guidance issued by Public Health England (PHE) in the https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/Contractin g Venues-and-other-guests-Contracting Venue

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(b) The contracted venues should make available multi faith rooms/designated areas for guests to undertake religious prayer. Guests should be given instruction for using this facility.

(c) All contracted venues to collaborate with the Home Office's chosen security provider.

(d) All contracted venues, to collaborate with the Home Office's chosen medical/clinical and welfare provider.

(e) The contracted venues must commit to allocating suitable space for Care staff & Security staff to base themselves, they should also be allocated space for coffee & lunch breaks and for night staff to rest.

(f) If the contracted venue is being used as a short-term holding facility to conduct assessments of new arrivals, then meeting room space will be required.

(g) If any guest is not compliant/absconds the contracted venue should inform security who will follow the procedure set out in their contract.

(h) In the event of damage caused by a guest, the contracted venue should provide photographic evidence and a written report and share this with both the Home Office's designated on-site security/welfare provider and with the TMC/Agent provider they are contracted with.

4.1.1.22 COVID-19 - Additional Requirements:

(a) Facilities for any symptomatic guest to isolate including bedroom and wash/toilet facilities

(b) Access to Covid19 testing for hotel staff.

(c) PPE provision for hotel staff.

(d) At times large groups may arrive, reception should deal with these guests in a safe and efficient manner so as not to increase the risk from COVID-19:

(e) If there are delays with check-in or large queues, guests should not be kept waiting outside if no undercover area is available

(f) Hand sanitizers should be available and clearly visible on arrival

(g) Clear floor signage should be available to ensure guests keep their distance from other guests while waiting to check-in

(h) Hotel staff are encouraged to wear face coverings

(i) Additional deep cleaning should be carried out in all public areas

4.1.1.23 Ventilation:

(a) Ideally the contracted venue rooms should have natural ventilation e.g. windows that open safely however mechanical ventilation systems can be used as long as they meet the below guidelines

(b) Rooms should have individual ventilation systems (e.g. room or window fan coil units that do not recirculate air to other parts of the building) or windows that open (safely).

(c) If the contracted venue has a non-recirculating ventilation system that does not permit redirection of air flow it should be turned off

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and natural ventilation used where possible, or fans supplied for circulation of air.

(d) If the contracted venue has a non-recirculating ventilation system that does permit redirection of air flow it should be set to redirect the air back into the guest rooms, this will then perform the function as recirculating the same air within the same room

(e) If the contracted venue has a centralised ventilation system that services multiple rooms, it should be shut down at the central plant and heaters/fans supplied

(f) The contracted venues should ensure that ventilation systems are maintained in accordance with manufacturer guidelines and that any filters are changed as per manufacturer guidelines

(g) The contracted venues should ensure that ventilation systems in individual rooms continue to run between guest to ensure the room continues to be ventilated

4.1.1.24 Cleaning, Laundry & Waste:

(a) Routine cleaning and disinfection of all common areas is to occur weekly, especially in frequently used areas e.g., reception areas, shared bathroom facilities and all frequently touched surfaces e.g., lift buttons, door handles, handrails etc.

(b) Daily cleaning of guest rooms is expected, Bed sheets & towels should be changed on a weekly basis as a minimum. If guests are required to self-isolate, they should be provided clean linen to change their own beds and towels.

(c) Waste should be removed from the rooms daily during cleaning

(d) Arriving guests will not have sufficient clothing to support their stay. In these circumstances laundry facilities should be provided on-site consisting of at least 2 washing machines, tumble dryers, Sink and Iron & Ironing Board, washing powder or liquid should also be supplied. Contracted venues that are unable to provide self-service washing facilities should launder up to 7 items of laundry per week, this should be provided free of charge.

4.1.1.25 On-Site Security:

(a) A separate on-site security provision will be put in place by the Home Office and introductions will be made before commencement of the service by a member of the Government Team. This service will complement the contracted venue's service provision and is there to ensure the safety of the guests.

(b) The contracted venue is expected to collaborate effectively with the security service and adhere to safe COVID-19 ways of working at all times.

(c) The security service will conduct internal and external patrols to ensure the safety of all and to prevent unauthorised access to the contracted venue.

4.1.1.26 Welfare Services:

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(a) Home Office and their chosen provider, in partnership with the Local Authority will provide on-site responsibility for the welfare of guest outside of normal hotel service provision

(b) Should a guests become unwell during their stay, the contracted venue should contact the on-site care team who should first ascertain if the guests are displaying Covid like symptoms including fever, cough, shortness of breath, chills, headache, muscle pain, sore throat, or loss of taste or smell, The care team will assist the guests to administer a Covid test, if the guests test positive the care team should follow their documented procedures.

(c) Should the room be occupied by more than one person then all guests should take a test at the same time and Subject to the results the guests may be required to move into separate rooms.

(d) On confirmation of a positive test, the on-site welfare team will follow their Covid procedures and seek medical advice by contacting local health authorities if required.

(e) The contracted venues must facilitate the undertaking of Covid tests for their staff should a positive result be confirmed.

(f) The contracted venues should be aware that any positive test could lead to the guests needing to extend their stay in order to meet self-isolation requirements.

(g) Should they have non-Covid type symptoms, the on-site welfare team should follow their normal procedure.

4.1.1.27 Contracted Venue Evacuation:

(a) In the event of a Fire Evacuation the contracted venue will need to ensure that full compliance of the agreed Fire Evacuation plan is adhered to

(b) Where possible measures to ensure social distancing during any evacuation are followed, however saving lives during a fire evacuation takes precedence over social distancing

(c) Guests should be returned to their rooms as soon as possible and when it’s safe to do so

(d) Should it not be possible for guest to return to their rooms then a transfer to an emergency temporary location such as a Leisure Centre or Community Hall a short distance from the contracted venue should happen as soon as possible

(e) Access to food and drink whilst guests wait to be moved to a replacement location should be provided

(f) All documents and fire records to be updated accordingly Contracted Venue Provider

4.1.1.28 Welcome Packs:

(a) The contracted venue will be required to produce a guest welcome pack and place it in the rooms for guests prior to their arrival.

(b) 1. The welcome pack should include but not be limited to

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(c) Telephone numbers of local support groups, faith groups, the Samaritans, local prescription services and any other helpful numbers etc.
(d) Contracted venue services available.
(e) Food and refreshments available, including meal times and location
(f) Contact details for contracted venue and security support.
(g) Guidelines on guest conduct while in the contracted venue
(h) What to do in the event of an emergency
(i) Guide to local facilities and transport networks It's highly likely that guests will not be able to read English so the use of pictures and symbols would be recommended.

4.2 Unaccompanied Asylum-Seeking Children Cohort Requirements

4.2.1 Locations

(a) REDACTED TEXT under FOIA Section 43 Commercial Interests

4.2.2 Terms and Conditions of Engagement

4.2.2.1 The contracted venue must be available on an exclusive basis solely for this project, (Exclusive use must include all of the contracted venue, i.e. bedrooms, meeting rooms, leisure facilities (unless the leisure centre has paid memberships and has a totally separate entrance to the main contracted venue). Exclusive use means that no other guests should be entering the contracted venue for day meetings, weddings, to use the bar/restaurant etc.). Exclusivity commences at 00:01 hours on the first day of the Contract i.e. one minute past midnight on Day 1.

4.2.2.2 All other service users must have vacated the contracted venue prior to the commencement of the contract with rooms fully cleaned and replenished ready to receive our arrivals.

4.2.2.3 REDACTED TEXT under FOIA Section 43 Commercial Interests

4.2.2.4 Where the contracted venue is owned/managed by a 3rd party e.g. Landlord all relevant approvals to accept this particular cohort should be obtained before the contracted venue is put forward as an option.

4.2.2.5 The contracted venues must be fully compliant with all government and local legislation requirements and proof of compliance must be produced to the TMC/Agent before a contract can be agreed.

4.2.2.6 The contracted venue must submit a detailed risk assessment to the TMC/Agent prior to contract signature.

4.2.2.7 The contracted venue must provide copies of all utilities certificates to the TMC/Agent e.g. Gas Safe, Fire Risk Assessment, Electricity Safety Certification, Lifting Operations and Lifting Equipment Regulations and Legionnaires etc.

4.2.2.8 Evidence of meeting food hygiene standards should also be provided.

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4.2.2.9 The contracted venue must advise the TMC/Agent of any Enforcement, Improvement or Prohibition notices that have been issued along with the confirmation of satisfactory completion.

4.2.2.10 Copies of all up to date Insurance documents to be supplied to the TMC/Agent prior to contracting.

4.2.2.11 The contracted venue must demonstrate the safety of their bedrooms, e.g. the maintenance of in-room electrical equipment, such as the kettle, any potential trip hazards from bedding, the stability of furniture, shelving and television brackets.

4.2.2.12 The contracted venue must ensure that any windows that open are fitted with safety brackets that only allow the window to be opened to 100mm or less, brackets must meet required standards and can only be disengaged using a special tool or key that is kept in a secure location.

4.2.2.13 The contracted venue must have adequate precautions in place where large glass doors (patio doors) or windows are present, this should include provision of suitable safety film, safety glass or barriers etc.

4.2.2.14 The notice period will be 14 days for both parties (any duration over 1 month will require additional Crown Commercial Service approval) to be given to exit/cancel our arrangements where contracted venues have commenced operations and have received guests. The cancellation notice should be without charge/penalty. The contract commencement is from the confirmed date of opening and not from the date of when the contract is signed i.e. there will be no payment made for rooms prior to the confirmed opening date.

4.2.2.15 The contracted venues will be given 7 days' notice to exit/cancel our arrangements where contracted venues have not commenced operations and have not received service users. The contract commencement is from the confirmed date of opening (which will take into consideration the 7 days' notice period) and not from the date of when the contract is signed i.e. there will be no payment made for rooms prior to the confirmed opening date.

4.2.2.16 The contracted venue rooms are likely to be largely single occupancy, but all bed stock types should be provided,(Single, Double/Twin, Family & Fully Accessible)

4.2.2.17 The contracted venues are to open and be ready for Service Users to arrive within less than 48 hours' notice (some contracted venues will already have the commercials agreed but will remain on standby so that we can ramp up in accordance with demand - confirmation will be in writing and the contracting TMC will require approvals from the Home Office prior to contracting)

4.2.3 **Reception Service**

4.2.3.1 The contracted venue must offer a 24/7 365 reception service and ensure that all service users are received and processed as quickly as possible.

4.2.3.2 All Service User should be familiarised with the contracted venue environment and all relevant health and safety information pointed out.

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4.2.3.3 Hand sanitizers should be available and clearly visible on arrival.

4.2.3.4 It should be noted that Service User may have had a long journey and may be tired and may not speak or read English. All information supplied to Service User should be in a method that is understandable by people who may not have English as their first language, picture signage should be used where possible.

4.2.3.5 The contracted venue staff should work with the Home Office's on-site security and welfare provider to ensure Service Users understand all fire, evacuation and smoking procedures.

4.2.4 **Room Allocation**

4.2.4.1 Rooms must be allocated on a needs basis so that available rooms have the right mix in.

4.2.4.2 It is assumed that rooms will be used mostly on a single occupancy basis, any sharing will be coordinated by the Home Office who will advise the hotel in advance or as soon as possible.

4.2.4.3 Ground floor rooms should be reserved for those with mobility issues unless the contracted venue has lift access to mobility specific rooms on upper floors. The contracted venue should make sure that the Service User using the lifts to access these floors follow the guidelines as set out above.

4.2.4.4 Disabled rooms should only be allocated to disabled Service Users.

4.2.5 **Room Specification**

4.2.5.1 If rooms have en-suite facilities, (minimum of WC, hand basin bath/shower), these should have basic toiletries supplied (Hand soap, shampoo, shower gels, hand towels, toothbrush & toothpaste, female hygiene products etc.); where shared washroom facilities are provided, the hotel must clearly stipulate ratios (Service User: washroom) and the provisions provided.

4.2.5.2 There must be suitable furniture for sleeping, eating and relaxing, together with adequate storage space for clothing.

4.2.5.3 There must be facilities to make tea & coffee, with tea, coffee, sugar & milk supplied and replenished as needed.

4.2.5.4 The rooms should also have a television and/or radio. Wi-Fi connectivity. A telephone, or other means of communication, to contact reception. Portable or wall mounted paper towel dispensers should be provided in each room with waste paper bins.

4.2.5.5 Adequate bed linen to be supplied in line with the weather conditions, extra sheets, pillows and blankets should be provided as requested. Towels should also be supplied as standard.

4.2.6 **Food and Beverage**

4.2.6.1 Rooms will be occupied on a full board basis to include 3 Meals per Day, every day (to include a choice of hot and cold options with dinner being at least 2 courses),

4.2.6.2 Daily self-serve Tea/Coffee/infusions, Fresh Fruit, & Water in rooms and refreshed when required. A varied daily menu must be delivered that meets the needs of all individuals (including children) both from

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dietary, cultural, religious and medical needs. Suitable snacks should also be included.

4.2.6.3 Additional afternoon tea should also be provided, in addition to meals (i.e., sandwiches, cakes etc)

4.2.6.4 All meals to be served in a communal dining area unless otherwise agreed in advance with the contracted venue provider, should there be a need to have meals served to a Service Users room this should be done free of charge. For Service

4.2.6.5 Users self-isolating, meals will need to be delivered to the room in a socially distanced manner.

4.2.6.6 A choice of menu with hot & cold options that caters for special dietary requirements i.e. Vegetarian, Vegan, Halal, Kosher and also caters for food allergies should be available.

4.2.6.7 Portion size should be in line with the NHS 5 a day guidelines - https://www.nhs.uk/live-well/eat-well/5-a-day-portion-sizes/

4.2.6.8 If a Service User arrives early morning day 0 the 3 meals daily will start from check-in, should a Service User arrive late and has missed the evening meal they should be offered a light snack as they may be hungry.

4.2.6.9 The menu must offer a choice and not be repetitive and be suitably substantial to meet the needs of individuals. Menus should not be repeated within 14 days. There may be a need to provide a catering service for the Home Office's chosen Security & Welfare teams, who will be present on-site. Hotels will also need to ensure there is availability of tea/coffee and water 24/7, with access to regular food if required.

4.2.6.10 Some UASC Service Users may need to travel long distances. If this occurs, they should be provided with a packed lunch to take on the journey.

4.2.7 **Budget Guidance**

4.2.7.1 REDACTED TEXT under FOIA Section 43 Commercial Interests

4.2.8 **General Services**

4.2.8.1 All services delivered by the contracted venue must ensure they comply with the guidance issued by Public Health England (PHE) in the https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/Contracting Venues-and-other-Service User-Contracting Venue

4.2.8.2 The contracted venues should make available multi faith rooms/designated areas for Service Users to undertake religious prayer. Service User should be given instruction for using this facility.

4.2.8.3 All contracted venues will collaborate with the Home Office's chosen security provider.

4.2.8.4 All contracted venues will collaborate with the Home Office's chosen medical/clinical and welfare provider.

4.2.8.5 The contracted venues must commit to allocating suitable space for all ancillary services, including but not limited to, Care Worker staff, Security staff, Nurses and

4.2.8.6 Social Workers, to base themselves, they should also be allocated space for coffee & lunch breaks and for night staff to rest, if required.

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4.2.8.7 If the contracted venue is being used as a “short-term holding facility” to conduct assessments of new arrivals, meeting room space will be required for on-site staff to conduct these assessments with the Service User.

4.2.8.8 If any Service User is not compliant/abscond, the contracted venue should inform security who will follow the procedure set out in their contract.

4.2.8.9 In the event of damage caused by Service User, the contracted venue should provide photographic evidence and a written report and share this with both the

4.2.8.10 Home Office’s designated Staff and, if specified, on-site security/welfare provide and with the TMC/Agent provider they are contracted with.

4.2.9 **COVID-19 - Additional Requirements**

4.2.9.1 Facilities for any symptomatic Service User to isolate including bedroom and wash/toilet facilities.

4.2.9.2 Access to Covid19 testing for hotel staff and visitors for any contracted venues being used as a “Secure Asylum Site” contracted venue staff will be required to undertake regular Covid19 tests.

4.2.9.3 For any contracted venues being used as accommodation for Unaccompanied Minors the contracted venue staff will be required to review and agree to adhere to the Covid Management Plan and SOP in Annex X to this specification.

4.2.9.4 PPE provision for all staff should be supplied.

4.2.9.5 At times large groups may arrive, reception should deal with these Service Users in a safe and efficient manner so as not to increase the risk from COVID-19.

4.2.9.6 If there are delays with check-in or large queues, Service Users should not be kept waiting outside if no undercover area is provided.

4.2.9.7 Hand sanitizers should be available and clearly visible on arrival.

4.2.9.8 Clear floor signage should be available to ensure Service Users keep their distance from other Service Users while waiting to check-in.

4.2.9.9 Contracted venue staff are encouraged to wear face coverings.

4.2.9.10 Additional deep cleaning should be carried out in all public areas.

4.2.10 **Ventilation**

4.2.10.1 Ideally the contracted venue rooms should have natural ventilation e.g. windows that open safely however mechanical ventilation systems can be used as long as they meet the guidelines below:

4.2.10.2 Rooms should have individual ventilation systems (e.g. room or window fan coil units that do not recirculate air to other parts of the building) or windows that open (safely).

4.2.10.3 If the contracted venue has a non-recirculating ventilation system that does not permit redirection of air flow it should be turned off and natural ventilation used where possible, or fans supplied for circulation of air.

4.2.10.4 If the contracted venue has a non-recirculating ventilation system that does permit redirection of air flow it should be set to redirect the

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air back into the Service User rooms, this will then perform the function as recirculating the same air within the same room.

4.2.10.5 If the contracted venue has a centralised ventilation system that services multiple rooms it should be shut-down at the central plant and heaters/fans supplied.

4.2.10.6 The contracted venues should ensure that ventilation systems are maintained in accordance with manufacturer guidelines and that any filters are changed as per manufacturer guidelines.

4.2.10.7 The contracted venues should ensure that ventilation systems in individual rooms continue to run between Service Users to ensure the room continues to be ventilated.

4.2.11 **Cleaning, Laundry & Waste**

4.2.11.1 Routine cleaning and disinfection of all common areas is to occur weekly, especially in frequently used areas e.g. reception areas, shared bathroom facilities and all frequently touched surfaces e.g. lift buttons, door handles, handrails etc.

4.2.11.2 Daily cleaning of Service User rooms is expected, Bed sheets & towels should be changed on a weekly basis as a minimum. If Service Users are required to self-isolate, they should be provided clean linen to change their own beds and towels for the duration of their isolation period.

4.2.11.3 Waste should be removed from the rooms during daily cleaning.

4.2.11.4 Arriving Service Users will not have sufficient clothing to support their stay. In these circumstances laundry facilities should be provided on-site consisting of at least 2 washing machines, tumble dryers, Sink and Iron & Ironing Board, washing powder or liquid should also be supplied. Contracted venues that are unable to provide self-service washing facilities should launder up to 7 items of laundry per week, per Service User, this should be provided free of charge.

4.2.11.5 Venues should provide an area in which to dry clothes and this should not be in Service Users' rooms, for health reasons.

4.2.12 **On-Site Security**

4.2.12.1 A separate on-site security provision will be put in place by the Home Office and introductions will be made before commencement of the service by a member of the Government Team. This service will complement the contracted venues service provision and is there to ensure the safety of the Service User.

4.2.12.2 For UASC cohorts, any security staff will need to be DBS checked, with evidence of this clearance provided to the Home Office.

4.2.12.3 The contracted venue is expected to collaborate effectively with the security service and adhere to safe COVID-19 ways of working at all times.

4.2.12.4 The security service will conduct internal and external patrols to ensure the safety of all and to prevent unauthorised access to the contracted venue.

4.2.13 **Welfare Services**

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4.2.13.1 The Home Office and their chosen provider(s), in partnership with the Local Authority will provide on-site responsibility for welfare Services. This service will complement any welfare services the contracted venue might offer.

4.2.13.2 For unaccompanied minors, it is recommended that the Home Office place on-site 1x social worker per 8 children offering 24/7 coverage - all social workers will be suitably qualified, the ratio will be reviewed as service users increase/decrease.

4.2.13.3 Should a Service User become unwell during their stay, the contracted venue should contact the Home Office specified contact (such as the on-site care team) who should first ascertain if the Service User is displaying Covid like symptoms including fever, cough, shortness of breath, chills, headache, muscle pain, sore throat, or loss of taste or smell. The care team will assist the Service User to administer a Covid test, if the Service User tests positive the care team should follow their documented procedures. If urgent, staff should call 999/ 111 services in the usual way.

4.2.13.4 Should the room be occupied by more than one person then all Service Users should take a test at the same time and subject to the results the Service Users may be required to move into separate rooms. For UASC cohorts, the covid management plan for UASC will be followed.

4.2.13.5 On confirmation of a positive test, the on-site welfare team will follow their Covid procedures and seek medical advice by contacting local health authorities if required.

4.2.13.6 The contracted venue must facilitate the undertaking of Covid tests for their staff should a positive result be confirmed.

4.2.13.7 The contracted venue should be aware that any positive test could lead to the Service User needing to extend their stay in order to meet self-isolation requirements.

4.2.13.8 Should they have non Covid type symptoms the on-site welfare team should follow their normal procedure, according to the applicable Covid Management plan and SOP.

4.2.14 Contracted Venue Evacuation:

4.2.14.1 In the event of a Fire Evacuation the contracted venue will need to ensure that full compliance of the agreed Fire Evacuation plan is adhered to.

4.2.14.2 Where possible measures to ensure social distancing guidelines are followed during any evacuation, however saving lives during a fire evacuation takes precedence over social distancing.

4.2.14.3 The Service Users should be returned to their rooms as quickly as possible but only when it’s safe to do so.

4.2.14.4 Should it not be possible for Service Users to return to their rooms then a transfer to an emergency temporary location such as a Leisure Centre or Community Hall a short distance from the contracted venue should happen as soon as possible.

4.2.14.5 Access to food and drink whilst Service Users wait to be moved to a replacement location should be provided.

4.2.14.6 All documents and fire records to be updated accordingly.

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4.2.15 Contracting Venue Provider Welcome Packs:

4.2.15.1 The contracted venue will be required to produce a Service User welcome pack and place it in the rooms for the Service User prior to their arrival.

(a) The welcome pack should include but not be limited to:
(b) Telephone numbers of local support groups, faith groups, the Samaritans,
(c) local prescription services and any other helpful numbers etc.
(d) The contracted venues available services.
(e) Food and refreshments available, including meal times and location.
(f) Contact details for the contracted venue and security support.
(g) Guidelines on Service Users conduct while in the contracted venue.
(h) What to do in the event of an emergency.

4.2.15.2 It's highly likely that Service User will not be able to read English so the use of pictures and symbols in the welcome packs would be recommended.

4.2.15.3 In the case of hotels accommodating unaccompanied minors (UASC), the welcome pack will be produced in collaboration with the Home Office and signed-off before issue to Service Users.

5. SPECIFIC TRAVEL SERVICE REQUIREMENTS

Background

5.1.1 The Buyer's accommodation portfolio is under significant pressure. The number of Asylum Seekers requiring accommodation has reached record levels with sustained number arriving via small boats. This is at a time when we are dealing with unprecedented new demand for accommodation from other refugees and migrants, such as those under the Afghanistan and Ukraine relocation schemes.

5.1.2 The Buyer acknowledges that there are different requirements for different cohorts of asylum seekers. In this Statement of Requirements, the following sections lay out the accommodation requirements for each individual cohort.

5.1.2.1 Section 6: Kent Intake Unit

5.1.2.2 Section 7: Unaccompanied Asylum-Seeking Children

5.1.2.3 Section 8: National Transfer Scheme

5.2 The Buyer reserves the right to introduce new cohorts, of vary any existing cohort requirements within the scope of the contract.

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5.3 The Mandatory Requirements and General Principles requirements, Section 2.2, are applicable to all bookings made under this contract.

5.4 The cohort specific requirements supplement the Mandatory Requirements and General Principles requirements at Section 2.2.

5.5 The Buyer requires the Supplier to assist with the provision of Asylum Seeker Transportation Services to support the movement of Asylum Seekers between locations. Including, but not limited to, the use of:

5.5.1.1 Coaches;

5.5.1.2 Taxis;

5.5.1.3 Transit Vans;

5.5.1.4 Rail;

5.5.1.5 Minibuses; and

5.5.1.6 Buses.

5.6 **Mandatory requirements and General Principles**

5.6.1 Online booking system:

5.6.1.1 Supplier shall provide an online booking system for the transport of service users to any given location.

5.6.1.2 Supplier to provide transportation services with a minimum of 2 hours' notice from booking.

5.6.1.3 Booking system shall be kept up to date to prevent double booking arrangements or missing slots.

5.6.1.4 Supplier to provide introductory and on-going training sessions of the booking system for the Authority.

5.6.1.5 Booking system to reflect national availability of transportation methods

5.6.2 Point of contact:

5.6.2.1 Supplier shall provide a point of contact that is reachable at any time of the day.

5.6.2.2 This contact is to provide assistance in situations such as:

(a) Transport lateness;

(b) Transport no shows;

(c) Broken down transport;

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(d) Emergency bookings

(e) Emergency booking adjustments

(f) Other thoughts or queries.

5.6.3 Tracking System

5.6.3.1 Supplier shall fit all transportation vehicles with a tracking device to provide accurate GPS locations

5.6.3.2 This should be readily available to provide updates to the authority on request.

5.6.4 Volumes

5.6.4.1 Volumes cannot be guaranteed and will be unpredictable due to the nature of the services requirement.

5.6.4.2 The Buyer may consider “standby arrangements” for coach usage or other means of transportation during national high demand e.g., national events.

5.6.4.3 Supplier will be expected to use appropriate transportation means to meet the required demands in a way that ensures value for money for the Authority.

5.6.5 Continuous Improvement

5.6.5.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

5.6.5.2 Changes to the way in which the Services are to be delivered must be brought to the Buyer’s attention and agreed prior to any changes being implemented.

5.6.6 Social value:

5.6.6.1 Supplier is to take reasonable steps to lower environmental impact as much as possible. This may include steps such as:

(a) Planning transportation routes with the lowest possible mileage

(b) Using transportation methods with lowest possible carbon

5.6.6.2 Supplier shall ensure the use of Small-Medium Enterprises (SMEs) as much as possible

6. Kent Intake Unit Requirements

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6.1.1 The requirement is for an emergency transport service to enable the movement of Asylum-Seeking small boat arrivals in particular Unaccompanied Asylum-Seeking Children (UASCs) (service users) from the place of first encounter to a place of safety.

6.1.2 The Services shall also be required for other movements of migrants while their status is regularised.

6.1.3 REDACTED TEXT under FOIA Section 43 Commercial Interests

6.2 BACKGROUND TO THE BUYER

6.2.1 The Home Office National Asylum Intake Unit (NAIU), is responsible for locking identity and registering asylum claims through a screening process

6.2.2 The Home Office NAIU is a team within Customer Services and is based across 4 locations, the Croydon Intake Unit (CIU), Midlands Intake Unit (MIU) within Yarls Wood IRC, Kent Intake Unit (KIU) and Manston, near Ramsgate. KIU and Manston have an overarching view of activities to manage the small boat arrivals with KIU's primary focus on UASCs.

6.2.3 Other units within the Home Office may make use of this facility for the movement of persons of interest when these movements have not been pre-planned.

6.2.4 This service will not be used for staff transport except in an emergency. Ordinarily staff will use Corporate Travel Management to arrange taxis and for public transport.

6.3 DEFINITIONS AND LOCATIONS

6.3.1 REDACTED TEXT under FOIA Section 43 Commercial Interests

6.4 SCOPE OF REQUIREMENT

6.4.1 Provision of on-call 24/7 facility to order vehicles within a reasonable time. Transporting Service Users from the point of Asylum claim, normally from the Buyer offices as named above to Home Office locations to any point in the country.

6.4.2 The Buyer does not expect chaperones for the UASCs or adult migrants to be provided by the Supplier. If supervision is needed, be these a team of arrest trained officers or a social worker, the Buyer and/or local Buyer resource will provide these.

6.4.3 The Supplier will need to be flexible to respond to changes in planning for particular groups

6.4.4 Transporting Service Users on permitted ad hoc journeys e.g. medical visits.

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6.4.5 The Buyer shall ensure that extant COVID-19 related precautions shall be undertaken by passengers before entering the vehicle provided by the Supplier.

6.4.6 The Supplier shall ensure that extant COVID-19 related precautions are undertaken by drivers prior to and during the provision of the Deliverables.

6.5 **THE REQUIREMENT**

6.5.1 The Supplier shall accept orders, must always be punctual as per 6.4 below and have the capacity to transport Service Users at short notice, 24 hours per day – 7 days a week.

6.5.2 The Supplier must make available vehicle types which can be used for public road transport and the Supplier will need to acknowledge and agree that some Service Users will have particular characteristics such as: physical disabilities or medical conditions that require the provision of suitable transport. In particular, this will give rise for the need for transport suitable for old and/or young people who are dependants in a family unit.

6.5.3 When the Buyer places an order, the Supplier must give the booking officer of the progress in booking the transport confirming resource levels provided, times and job reference numbers.

6.5.4 The Buyer will supply the Supplier with a pick up time. However, when a journey needs to be carried out on the same day that the order is made, and where a specified time is not given, the Supplier shall ensure that the collection is achieved within 2 hours of the order being made by the Buyer. Where the Buyer deems a collection to be time critical, the Supplier shall use all appropriate measures to ensure that such allocated tasks fall within a faster response time. If it becomes clear that a vehicle is likely to arrive over 30 minutes late, the Supplier shall contact the Buyer and/or the nominated contact point at the required destination to provide an estimated time of arrival and the reason for the delay.

6.5.5 The Supplier shall always notify the Buyer by telephone and followed up by email if a Service User is not present at the pick-up point or if the Service User refuses to travel.

6.5.6 When carrying vulnerable passengers, drivers will call the allocated contact person on arrival and notify them of their arrival to pick-up the passenger/s.

6.5.7 The Supplier will take the passengers to specified locations, potentially having a number of pick up and drop off points en route, with allowance made for changes in plan while under way.

6.5.8 The Supplier will provide access to the Supplier through robust and resilient telephone and on-line booking systems, with training provided as necessary.

6.5.9 If a coach is required, the coaches must have a WC.

6.5.10 Drivers will have a current enhanced Disclosure and Barring Service (DBS) Clearance for transporting minors which the Supplier will have assured and will be able to provide to the Buyer on request.

6.5.11 Transport Coordinators will require “Counter-Terrorism Check” (CTC) security clearance to work on WJF and Manston site.

6.5.12 The Supplier will be required to move persons who have symptoms of communicable diseases or who have tested positive for the same (including COVID-19). Where necessary, the Supplier will arrange the

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use of private ambulances. For medical emergencies requiring moves to an NHS Accident and Emergency facility, the local ambulance service will be contacted therefore such incidents will fall outside this contract.

6.5.13 The service will be largely reactive to circumstances and events. Pre-booking will take place in anticipation of need where possible. The Buyer uses Met Office modelling to predict demand at WJF and issues resource requests usually 24 hours in advance. Therefore, movements between WJF and Manston can usually be pre-planned.

6.5.14 Journeys will usually be completable including waiting times for embarkation and disembarkation within a driver's permitted daily hours; on occasion journeys will be extended and the Supplier should prepare to respond to individual requests bearing this in mind.

6.6 KEY MILESTONES AND DELIVERABLES

6.6.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe
1	Induction of key contact points in Home Office onto use of the Supplier's booking processes	Day 1 of the contract
2	Personnel details for security clearance submitted to Home Office	Thirty (30) days before contract initiation
3	Completed live test of the first bookings, by determining that the collection and disembarkation went as planned	First 1-3 uses of the contract
4	Billing, invoicing and receipting becomes effective	After month 1, if invoices are to be emailed monthly.

6.7 MANAGEMENT INFORMATION/REPORTING

6.7.1 The Supplier shall be expected to attend regular contract and performance meetings with the Buyer.

6.7.2 The Supplier will communicate by telephone and email with the Buyer's lead representative.

6.7.3 The Supplier will keep complete and accountable records for every journey. These records must be kept for 6 years (from date of journey)

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and made available for inspection by the Buyer on request (within 5 working days of the request). The following must be included:

6.7.3.1 Dates, times and places of departure and arrival;

6.7.3.2 Vehicle type used and passenger number

6.7.3.3 Meals and refreshments provided;

6.7.3.4 Miscellaneous incidents (including healthcare issues);

6.7.3.5 Requests or complaints and how they have been dealt with

6.7.3.6 Disciplinary problems including incidents of self harm or attempted suicide.

6.7.3.7 Management information which provides details of each job in its entirety shall be produced monthly. This will be provided to the Buyer's Contract Manager electronically. The Buyer may also request management information on other key elements of the contract, such as the delivery of Social Value requirements.

6.7.3.8 The Supplier will engage with the Buyer to discuss and source solutions to emerging issues or new requirements.

6.8 VOLUMES

6.8.1 Volumes cannot be guaranteed and will be unpredictable due to the nature of the services requirement.

6.8.2 The Buyer may consider "standby arrangements" for coach usage during national high demand e.g. national events.

6.9 CONTINUOUS IMPROVEMENT

6.9.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

6.9.2 Changes to the way in which the Services are to be delivered must be brought to the Buyer's attention and agreed prior to any changes being implemented.

6.10 STAFF AND CUSTOMER SERVICE

6.10.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

6.10.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard as set out in Clause 4 of the Contract.

6.10.3 The Supplier shall ensure that staff understand the Buyer's vision and objectives and will provide excellent customer service to the Buyer throughout the duration of the Contract.

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6.11 SERVICE LEVELS AND PERFORMANCE

6.11.1 The Buyer will measure the quality of the Supplier's delivery by:

6.11.2 In the event a service level as set out above has not been achieved in three [3] consecutive calendar months the Parties shall meet to discuss corrective actions in respect of such non-fulfilment. Such remedy shall be agreed in writing between both Parties.

6.11.3 The remedy stated in paragraph 12.2 shall be the sole and exclusive remedy of the Buyer in respect of any failure by the Supplier (whatsoever or howsoever caused) to provide the Services to the service levels set out in clause 12.1 notwithstanding any remedy otherwise available at law or in equity.

6.11.4 Both Parties agree that during times of extreme disruption which are caused by events which shall include but are not limited to, Force Majeure Events, climatic conditions and inability of the Supplier to timely proceed due to accidents and traffic congestion, any service levels shall not be recorded and shall not be included in the calculating the overall service levels. Times during extreme disruption shall be recorded on the agreement of both Parties.

6.12 SECURITY AND CONFIDENTIALITY REQUIREMENTS

6.12.1 Drivers of all vehicles provided under this contract must, at a minimum, be Disclosure and Barring Service (DBS) cleared.

6.12.2 Drivers of all vehicles provided in response to a service request to provide a transportation service for UASC must be security cleared to an Enhanced DBS level.

6.12.3 REDACTED TEXT under FOIA Section 43 Commercial Interests

6.13 PAYMENT AND INVOICING

6.13.1 Payment can only be made following satisfactory delivery of Services in accordance with this Contract.

6.13.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs and clearly state the purchase order number. This must be sent to the contract lead to approve. Once approved;

6.13.3 Invoices should be submitted to:

(a) REDACTED TEXT under FOIA Section 43 Commercial Interests

6.14 CONTRACT MANAGEMENT

6.14.1 Attendance at Contract Review meetings shall be at the Supplier's own expense.

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6.15 **LOCATION**

6.15.1 The location of the Services will be carried out between any pickup point and destination point in the United Kingdom. Due to the contingency nature of the required response, it is not possible to be specific or restrictive in locations.

6.16 **ACCOMMODATION COSTS**

6.16.1 In the event the Supplier's operative(s) need to obtain overnight accommodation as part of the provision of contracted services, this will be payable at the Buyer's standard travel and subsistence rates. Details of the rates will be provided to the appointed Supplier. The need for accommodation must be agreed in advance in writing with the Buyer's Contract Manager and must be supported by invoices, receipts and tickets which should be attached to the Supplier's invoice that seeks reimbursement for the travel and subsistence costs.

7. Unaccompanied Asylum-Seeking Children Requirements

7.1 The requirement is for a transport service to enable the safe movement of asylum-seeking small boat arrivals in particular unaccompanied asylum-seeking children (UASCs) (service users) from their accommodation to other locations within the UK (KIU, appointments, town centre, alternative accommodation within the hotel estate).

7.2 **BACKGROUND TO THE BUYER**

7.2.1 The Home Office UASC Temporary Accommodation Team, are responsible for housing young persons who have claimed asylum within the UK.

7.2.2 REDACTED TEXT under FOIA Section 43 Commercial Interests

7.2.3 This service will not be used for staff transport except in an emergency. Ordinarily staff will use Corporate Travel Management to arrange taxis or public transport.

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7.3 DEFINITIONS AND LOCATIONS

Expression or Acronym	Definition
DBS	Disclosure and Barring Service
KIU	Kent Intake Unit
UASC	Unaccompanied Asylum-Seeking Children
WJF	Dover Western Jetfoil
NAIU	National Asylum Intake Unit
Manston	Manston

7.4 SCOPE OF REQUIREMENT

7.4.1 Provision of on-call 24/7 facility to order vehicles within a reasonable time. Transporting Service Users from the UASC hotels as named above to either other UASC hotels or local destinations and back again.

7.4.2 The Buyer does not expect chaperones for the UASC service users to be provided by the Supplier. If supervision is needed, be these a support worker or a social worker, the Buyer and/or local Buyer resource will provide these.

7.4.3 The supplier will need to be flexible to respond to changes in planning for particular groups

7.4.4 Transporting Service Users on permitted ad hoc journeys e.g., medical visits.

7.4.5 Operating a shuttle service for service users in remote locations.

7.4.6 The Buyer shall ensure that extant COVID-19 related precautions shall be undertaken by passengers before entering the vehicle provided by the Supplier.

7.4.7 The Supplier shall ensure that extant COVID-19 related precautions are undertaken by drivers prior to and during the provision of the Deliverables.

7.5 THE REQUIREMENT

7.5.1 The Supplier shall accept orders, must always be punctual as per 6.4 below and have the capacity to transport Service Users at short notice, 24 hours per day – 7 days a week.

7.5.2 The Supplier must make available, vehicle types which can be used for public road transport and the Supplier will need to acknowledge and agree that some Service Users will have particular characteristics such

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as: physical disabilities or medical conditions that require the provision of suitable transport.

7.5.3 To be able to make and amend bookings via a portal/ website and to receive email acknowledgement/ a reference number for the booking.

7.5.4 A helpdesk to resolve urgent issues and make bookings over the phone when necessary.

7.5.5 When the Buyer places an order, the Supplier must give the booking officer the progress of the booking, confirming resource levels provided, times and job reference numbers.

7.5.6 The Buyer will supply the Supplier with a pickup time. However, when a journey needs to be carried out on the same day that the order is made, and where a specified time is not given, the Supplier shall ensure that the collection is achieved within 2 hours of the order being made by the Buyer. Where the Buyer deems a collection to be time critical, the Supplier shall use all appropriate measures to ensure that such allocated tasks fall within a faster response time. If it becomes clear that a vehicle is likely to arrive over 30 minutes late, the Supplier shall contact the Buyer and/or the nominated contact point at the required destination to provide an estimated time of arrival and the reason for the delay.

7.5.7 The Supplier shall always notify the Buyer by telephone or in person and followed up by email if a Service User is not present at the pick-up point or if the Service User refuses to travel.

7.5.8 When carrying vulnerable passengers, drivers will call the allocated contact person on arrival and notify them of their arrival to pick-up the passenger/s.

7.5.9 The Supplier will take the passengers to specified locations with no allowance made for changes in plan while under way unless this comes from the Buyer.

7.5.10 The Supplier will provide access to the Supplier through robust and resilient telephone and on-line booking systems, with training provided as necessary.

7.5.11 If a coach is required, the coaches must have a WC.

7.5.12 Drivers will have a current enhanced Disclosure and Barring Service (DBS) Clearance for transporting minors which the Supplier will have assured and will be able to provide to the Buyer on request.

7.5.13 The Supplier may be required to move persons who have symptoms of communicable diseases or who have tested positive for the same (including COVID-19). Where necessary, the Supplier will arrange the use of private ambulances. For medical emergencies requiring moves to

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an NHS Accident and Emergency facility, the local ambulance service will be contacted therefore such incidents will fall outside this contract.

7.5.14 The service will be largely reactive to circumstances and events. Pre-booking will take place in anticipation of need where possible.

7.5.15 Journeys will usually be completable within a driver's permitted daily hours, although on occasion the Supplier should prepare to respond to individual requests bearing this in mind.

7.5.16 A contact within the transport company to flag where incorrect bookings have been charged to the UASC account and the opportunity for regular meetings to discuss contract concerns.

7.5.17 A UASC operational code so all bookings made by the team are invoiced correctly and any issues can be resolved simply.

7.5.18 Invoices of travel to be provided on a monthly basis to NTS team along with clear Audit mechanism of journeys that have taken place.

7.6 KEY MILESTONES AND DELIVERABLES

7.6.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe
1	Induction of key contact points in Home Office onto use of the Supplier's booking processes	Day 1 of the contract
2	Completed live test of the first bookings, by determining that the collection and disembarkation went as planned	First 1-3 uses of the contract
3	Billing, invoicing, and receipting becomes effective	After month 1, if invoices are to be emailed monthly.

7.7 MANAGEMENT INFORMATION/REPORTING

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7.8 The Supplier shall be expected to attend regular contract and performance meetings with the Buyer.

7.9 The Supplier will communicate by telephone and email with the Buyer's lead representative.

7.10 The supplier will keep complete and accountable records for every journey. These records must be kept for 6 years (from date of journey) and made available for inspection by the Buyer on request (within 5 working days of the request). The following must be included:

(a) Dates, times and places of departure and arrival;

(b) Vehicle type used and passenger number

(c) Meals and refreshments (if provided);

(d) Miscellaneous incidents (including healthcare issues);

(e) Requests or complaints and how they have been dealt with;

(f) Disciplinary problems including incidents of self harm or attempted suicide.

7.11 Management information which provides details of each job in its entirety shall be produced monthly. This will be provided to the Buyer's Contract Manager electronically. The Buyer may also request management information on other key elements of the contract, such as the delivery of Social Value requirements.

7.12 The Supplier will engage with the Buyer to discuss and source solutions to emerging issues or new requirements.

7.13 **VOLUMES**

7.14 Volumes cannot be guaranteed and will be unpredictable due to the nature of the services requirement.

7.15 The Buyer may consider "standby arrangements" for coach usage during national high demand e.g. national events.

7.16 **CONTINUOUS IMPROVEMENT**

7.17 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

7.18 Changes to the way in which the Services are to be delivered must be brought to the Buyer's attention and agreed prior to any changes being implemented.

7.19 **STAFF AND CUSTOMER SERVICE**

7.20 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

7.21 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard as set out in Clause 4 of the Contract.

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7.22 The Supplier shall ensure that staff understand the Buyer's vision and objectives and will provide excellent customer service to the Buyer throughout the duration of the Contract.

7.23 **SERVICE LEVELS AND PERFORMANCE**

7.23.1 The Buyer will measure the quality of the Supplier's delivery by:

7.23.2 In the event a service level as set out above has not been achieved in three [3] consecutive calendar months the Parties shall meet to discuss corrective actions in respect of such non-fulfilment. Such remedy shall be agreed in writing between both Parties.

7.23.3 The remedy stated in paragraph 12.2 shall be the sole and exclusive remedy of the Buyer in respect of any failure by the Supplier (whatsoever or howsoever caused) to provide the Services to the service levels set out in clause 12.1 notwithstanding any remedy otherwise available at law or in equity.

7.23.4 Both Parties agree that during times of extreme disruption which are caused by events which shall include but are not limited to, Force Majeure Events, climatic conditions and inability of the Supplier to timely proceed due to accidents and traffic congestion, any service levels shall not be recorded and shall not be included in the calculating the overall service levels. Times during extreme disruption shall be recorded on the agreement of both Parties.

7.24 **SECURITY AND CONFIDENTIALITY REQUIREMENTS**

7.24.1 Drivers of all vehicles provided under this contract must, at a minimum, be Disclosure and Barring Service (DBS) cleared.

7.24.2 Drivers of all vehicles provided in response to a service request to provide a transportation service for UASC must be security cleared to an Enhanced DBS level.

7.25 **PAYMENT AND INVOICING**

7.25.1 Payment can only be made following satisfactory delivery of Services in accordance with this Contract.

7.25.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs and clearly state the purchase order number. This must be sent to the contract lead to approve. Once approved;

7.25.3 Invoices should be submitted to:

7.25.4 REDACTED TEXT under FOIA Section 43 Commercial Interests

7.26 **CONTRACT MANAGEMENT**

7.26.1 Attendance at Contract Review meetings shall be at the Supplier's own expense.

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7.27 **LOCATION**

7.27.1 The location of the Services will be carried out between any pickup point and destination point in the United Kingdom. Due to the contingency nature of the required response, it is not possible to be specific or restrictive in locations.

7.28 **SUPPLIER ACCOMMODATION COSTS**

7.28.1 In the event the Supplier's operative(s) need to obtain overnight accommodation as part of the provision of contracted services, this will be payable at the Buyer's standard travel and subsistence rates. Details of the rates will be provided to the appointed Supplier. The need for accommodation must be agreed in advance in writing with the Buyer's Contract Manager and must be supported by invoices, receipts and tickets which should be attached to the Supplier's invoice that seeks reimbursement for the travel and subsistence costs.

8. National Transfer Scheme (NTS) Cohort Specific Requirements

8.1 Arranging transport for Unaccompanied Asylum Seeking Children (UASC) transferring via the National Transfer Scheme (NTS) would normally be the responsibility of the entry local authority as set out in the NTS protocol, found here.

8.2 However, the Home Office is able arrange and pay for the transport to transfer children who do not have a local authority taking legal responsibility for them, i.e. the UASC temporarily accommodated in interim UASC hotels. We are also able to arrange and pay for transport where a child is transferring from the care of one local authority to another.

8.3 REDACTED TEXT under FOIA Section 43 Commercial Interests.

8.4 To safely and reliably transport UASC from one location to another.

8.5 Transport to any location in the UK including Northern Ireland, usually by road but the ability to arrange transport by air, rail and sea also.

8.6 Transport to be put in place urgently for (usually) individual or pairs of unaccompanied children.

8.7 Usually, transport will be requested the day prior however there must be the ability to arrange transport within the hour for very urgent bookings.

8.8 UASC will travel unaccompanied. Drivers must be enhanced DBS checked.

8.9 When making the booking it must be possible to add specific instructions to the driver.

8.10 Drivers must follow specific requirements set out in the booking, for example to collect a specific child from a specific location and to deliver that child to a specific address and hand the child over to a specific person at the address.

8.11 Drivers must offer the child comfort breaks every 2 hours or when a child indicates they need one.

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8.12 All transport must be in line with UKHSA guidance in terms of e.g. Covid safe transport.

8.13 To be able to make and amend bookings via a portal/ website and to receive email acknowledgement/ a reference number for the booking.

8.14 A helpdesk to resolve urgent issues and make bookings over the phone when necessary.

8.15 To receive details of the booking – company, car type/ colour, contact number.

8.16 To receive notification where the booking is delayed, cancelled or where changes are made. All calls regarding any booking should be documented, including caller details and amendments made for each booking.

8.17 To be able to track the journey as it is in progress in real time, including accurate pick up and drop off time.

8.18 To be able to review completed journeys

8.19 To have the ability for individual team members to make and then all those bookings to be viewed so all the bookings made by the team can be viewed at once within a specific time period e.g. that day or week. Other team members can amend the booking when necessary (i.e. it does not have to be the original booker).

8.20 A robust mechanism for feedback should there be an issue on the journey the driver must feed that back to the NTS team especially where there is a safeguarding concern.

8.21 A feedback mechanism so the NTS team can feedback where we are notified of issues once the journey has been completed.

8.22 A contact within the transport company to flag where incorrect bookings have been charged to the NTS account and the opportunity for regular meetings to discuss contract concerns.

8.23 An NTS operational code so all bookings made by the team are invoiced correctly and any issues can be resolved simply.

8.24 Invoices of travel to be provided monthly to NTS team along with clear Audit mechanism of journeys that have taken place.

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