



**Met Office**

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26 February 2015

Dear Sirs

**Tender Number: 9RFG-5UUQ4N**

I hereby accept your Tender Number 9RFG-5UUQ4N dated 15 January 2015 for the provision of an unarmed security guarding service.

**Period of Contract**

Contract Start date: 01/04/2015  
Contract End date: 31/03/2018  
Contract Extension: Option to extend for a further 2 x 12 month

The Contract will be placed under the Met Office Standard Goods and/or Services Terms and Conditions.

Please acknowledge receipt of this letter by signing the Acceptance of Offer of Contract and the terms and conditions, and returning the signed documents via the Met Office e-tendering portal.

Upon your acceptance, the Met Office will issue a purchase order for you to carry out the work at our HQ site.

Should you have any queries, please contact me via email or on the number above.

Yours faithfully

  
Category Manager – Facilities & Property Management  
for Head of Procurement



- (1) THE SECRETARY OF STATE FOR BUSINESS,  
INNOVATION & SKILLS AS REPRESENTED BY THE  
CHIEF EXECUTIVE OF THE MET OFFICE
- (2) CORPS SECURITY

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**PROVISION OF AN UNARMED SECURITY GUARDING SERVICE  
FOR THE  
MET OFFICE**

**Tender Number: 9RFG-5UUQ4N  
Dated: 15/01/2015**

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<b>Schedule of Requirements</b>
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**4.1 Background****4.1 General Requirements**

- 4.1.1 The following section details the technical requirements that the service will be required to meet.

**4.2 Scope of Contract**

- 4.2.1 The requirement is for the provision of Unarmed Guarding Services 24/7, 365 days at the Met Office Headquarters in Exeter, ensuring the physical security of the site and building. The services will be delivered to an agreed Service Level Agreement (SLA) and will cover: Control Room duties; radio and telephone communications, Automatic Access Control (AACS) monitoring, Close Circuit Television (CCTV) and Intruder Detection System (IDS) monitoring, including remote monitoring of IDS at local storage units; access control; alarm and security incident response and reporting on site; emergency response duties in line with Met Office contingency planning; internal and external patrol and search duties; other general security duties as required.
- 4.2.2 The base requirement coverage would be for a minimum of two site trained Security Officers to be on active site duty 24/7, 365 (to be drawn from a sufficiently resourced roster of Officers). The Met Office would expect that the resources and roster would be sufficient for the service Contractor to ensure that it meets the 'working time directive' in relation to the hours the staff engaged in the contract would work. However, the Met Office would expect the successful Contractor to be flexible enough, and have the capacity and capability to be able to upscale, to provide additional resources as required in the event of a change in the national or local security situation, or for one off activities and events. Shift patterns would be agreed with the Met Office, but would typically be expected to be a day and night shift (currently 06.30-18.30 and 18.30-06.30). Rostering, administrative and all general line management duties would be expected to be carried out by the Contractor. Operational Control on site at the Met Office would be delegated to the Met Office Security Management, who would also be responsible for provision of local establishment standing orders that the Contractor would be expected to conform to, in addition to any relevant supplier standing orders.
- 4.2.3 The Contractor will be wholly responsible for the performance of the contract for its duration and will not assign any part of the delivery to a third party.
- 4.2.4 The Contractor must ensure that it has adequate provision in place to provide cover for staff holidays, illness or any other absence.
- 4.3 Technical Requirements**
- 4.3.1 The Contractor will be expected to supply a professionally managed, high quality security and guarding service.
- 4.3.2 The Contractor would be required to comply with all relevant legislation affecting provision of the security guarding services and the Data Protection Act, and to work to relevant security industry and other relevant International and British Standards

such as BS EN ISO 9001, BS7499 (Information Security Management) and BS7858 (Security Screening).

4.3.3 The Contractor shall provide and utilise an auditable security management system which effectively monitor and measure their performance through appropriate reporting mechanisms to ensure compliance with the Service Level Agreements and tasking requirements and provide that measurement to the Met Office.

#### **4.4 Contractor Staff**

4.4.1 All personnel supplied in provision of the contract would be expected to be:

- Security cleared through National Security Vetting to SC (Security Check) level
- S.I.A (Security Industry Authority) Security licensed (unless exempted)
- S.I.A CCTV licensed (unless exempted)
- Able to understand and have a good comprehension of the English language, both orally and in written form.
- Trained, briefed and competent to meet the operational security requirements of the Met Office.
- Authorised for site access by the Met Office.

#### **4.5 Enhanced Security Requirements**

4.5.1 The Contractor shall comply with all of the Authority's policies and procedures on Security and act upon the instructions on the Met Office Security Manager, should there be a change in the local security situation response or National Threat Level.

4.5.2 There are currently 5 levels of threat:

- Low – an attack is unlikely
- Moderate – an attack is possible but not likely
- Substantial – an attack is a strong possibility
- Severe – an attack is highly likely
- Critical – an attack is expected imminently

4.5.3 For information about terrorism threat levels in the UK can be found on the M15 website <https://www.mi5.gov.uk/>

4.5.4 The Contractor shall be required to implement and enforce all extra security measures that may be required during a local security situation such as anti-government protest or major security alert, for example, to follow a strict procedure as designated by the Authority on receipt on bomb warning calls, or to search baggage and vehicle on arrival.

#### **4.6 Reporting of Security Management Activities**

4.6.1 Regular review of the service against agreed performance indicators will be captured as part of the Monthly Report and the Contractor shall provide the required data to the Met Office no later than one week after the end of each month. Incidents should be notified to the Met Office Security Manager within 24 hours or as soon as practicable.

#### **4.7 Uniform and Equipment**

- 4.7.1 The Contractor to provide suitable clothing provision for all personnel involved in the provision of the contract, as agreed with the Met Office.
- 4.7.2 Tenderers may choose to have their own corporate uniforms. Uniforms to cater for all seasons e.g. winter patrols as agreed with the Met Office.
- 4.7.3 The Contractor shall provide all relevant assets for delivery of the agreed tasking requirements and the service, other than the fixed assets supplied by the Met Office.
- 4.7.4 The Contractor would be expected to provide the latest technology to support and enhance existing arrangements.

#### **4.8 Quality of Service & Customer Complaints**

- 4.8.1 The Quality Control/ Customer Complaints system operates as follows:
  - The Supplier will be expected to have a quality assurance system and mechanisms in place to monitor and guarantee that the services are of the level agreed within the contract.
- 4.8.2 The Contractor shall carry out the service to the satisfaction of the Met Office in accordance with the tasking requirements.
- 4.8.3 The Contractor shall establish and operate a robust complaints procedure to deal with any complaints in relation to any matter connected with the services offered within the boundaries of the contract.
- 4.8.4 The Contractor is expected to investigate the complaint and report back to the Met Office Security Manager within 24 hours.
- 4.8.5 The Contractor should provide full information (if at fault) as to the remedial action taken to prevent repetition.
- 4.8.6 All complaints should be monitored, audited and logged by the Contractor and remedial action identified and monitored.
- 4.8.7 The Contractor shall attempt to resolve complaints made with the Met Office Security Manager. If discussion fails to provide a solution that is satisfactory to both parties, a full written report shall be submitted to the Contractor from the Procurement Department, where the Category Buyer will undertake to investigate the complaint and meet with the Contractor.

#### **4.9 Disaster Recovery and Business Continuity**

- 4.9.1 The Contractor is required to demonstrate that contingency plans are in place to address disaster (e.g. weather) and illness (flu pandemic) in order to participate fully in the Met Office's Disaster Recovery Planning.

#### **4.10 Transfer of Undertakings (Protection of Employment) - TUPE**

- 4.10.1 TUPE arrangements will apply should the current Contractor be replaced (see Appendix D (ii)). The details of the current security officers are listed in Appendix D (i).

4.10.2 Tenderers to provide indicative TUPE costs within Section Six of the Pricing Schedule.

**4.11 Tasking Requirements**

4.11.1 The Tenderers will be expected to meet the following tasking requirements as laid out in the schedule below.

**4.11.2 A TASKING AGREEMENT BETWEEN THE MET OFFICE AND THE SUPPLIER FOR THE PROVISION OF AN UNARMED SECURITY GUARDING SERVICE AT THE MET OFFICE IN EXETER**

**DESCRIPTION:** Provision of an Unarmed Security Guarding Service 24 hours a day, 7 days a week, 365 days a year

<b>REQUIRED TASKING</b>					
Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
<b>GENERAL SECURITY DUTIES</b>					
1.	All security incidents to be reported immediately.	Reporting to take place as follows: Working Hours to Security Management Silent Hours As detailed in Standing Instructions		No security incident/breach of security is to go unreported within the proscribed time.  Incident report to be raised on appropriate proforma.	100% of incidents within 5 minutes of incident.  As soon as possible but no later than within the current shift.
<b>ACCESS CONTROL</b>					
2.	Control of Entry.	Site and building access to be controlled 24 hours a day, 365 days a year by use of the CCTV and AACS  Random manned access checks	Vehicles belonging to members of permanent staff and on-site contractors are to be allowed entry only if displaying a valid pass. Bona fide visitors are to be allowed access and directed to the visitor's car park.  Personnel or vehicles without a valid pass are to be directed under supervision to the main reception.  Related Information (d)	No personnel & vehicles on site without a valid pass (with the exception of vehicles belonging to bona fide visitors).  Site and building access to be controlled at all times.	100%
Out-put (a)	Specific Service (b)	Tasking Requirement (c)		Performance Requirement (e)	Performance Indicator (f)
<b>ACCESS CONTROL continued</b>					
3.	Exit Control.	Site and building access to be	All temporary passes are to be	Site and building access to be	100%

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	controlled 24 hours a day, 365 days a year.	checked at shift changeover and any temporary passes not accounted for to be suspended  Personnel or vehicles without a valid pass are to be reported to Security Manager (with the exception of vehicles belonging to bona fide visitors).	controlled at all times.	
4.	Control of Permanent Pass Issue.	Issue permanent personnel passes to authorised personnel.  Pass will be produced by Met O vetting team.	No visitor on site without a valid permanent pass.  Permanent passes to be issued on demand via Met O Vetting team  Register(s) of all passes issued to be maintained and updated daily.	100%

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Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
<b>ACCESS CONTROL continued</b>					
5.	Control of Temporary Pass Issue.	Issue temporary personnel passes to authorised personnel.	<p>The security office will be notified of all authorised visitors.</p> <p>If no advance notification has been received, the host of the visitor(s) must be contacted to confirm that the visitor is authorised prior to the issue of a temporary pass. During Normal Working Hours this is normally verified by Reception Staff.</p> <p>Only visitors with ID approved by the Met O to be allowed entry without escort. All other visitors must be escorted as per Site Standing Orders.</p>	<p>Temporary passes to be activated on a daily basis during the night shift.</p> <p>No visitor on site without a valid temporary pass.</p> <p>Authorised visitors to be issued a temporary pass within 1 minute of request from reception.</p> <p>Register(s) of all passes issued to be maintained and updated daily.</p>	100%
6.	Reception duties	Undertake reception duties outside normal working hours	<p>Issue of keys and passes to those authorised to receive them</p> <p>Receiving and booking in of visitors</p> <p>Issue and receipt of pool vehicles</p>	<p>As outputs 4,5 and 12</p> <p>Release of pre-booked vehicles to authorised staff on demand</p>	100%

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Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
<b>ACCESS CONTROL continued</b>					
9.	Searchlighting.	Search of vehicles, personnel, vehicles & baggage in parking spaces/areas only and not causing an obstruction.	Personnel refusing any aspect of a search must be reported to the Security Manager and refused entry  Vehicle search should consist of inspection of boot, engine compartment, underside, wheel arches and interior (including, if applicable, load).	Only those persons carrying with them bags and articles accessing the Metropolitan Library, are to be searched. If great search being carried out then that patrol must be temporarily suspended so as the Control Room can then be covered whilst the searches are being carried out. Searches are to be carried out in a systematic manner upon detection and the necessary corrective actions taken immediately. These may be on those personnel who are deemed to be acting in a suspicious manner, or may be required at the discretion of the Security Manager/ Co-ordinator.	800% at normal or heightened. 100% at response level exceptional
10.	Ensure physical security of site.	Identification of unauthorised intrusions.			100%
8.	Searching.	Search outgoing personnel, vehicles & baggage.	Personnel refusing any aspect of a search must be reported to the Security Manager.  Vehicle search should consist of inspection of boot, engine compartment, underside, wheel arches and interior (including, if applicable, load).	Others searches may be required; these may be on those personnel who are deemed to be acting in a suspicious manner, or may be required at the discretion of the Security Manager/ Co-ordinator.	100%

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Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
11.	Control of keys.	<p>Issue keys to secure areas to authorised personnel.</p> <p>Muster of all keys</p>	<p><b>ACCESS CONTROL continued</b></p> <p>Keys to secure areas to be held by Security Officers; all other keys to be held within the G4S FM reception area</p> <p>To include keys held by security and reception</p>	<p>Keys to be available (24 hours a day, 365 days a year).</p> <p>Keys issued to authorised personnel only.</p> <p>All keys to be accounted for at shift changeover at 06.30 and 18.30 hours.</p> <p>Approved key register to be maintained and updated daily.</p> <p>All keys to be mustered at 2000 hours. Efforts are to be made to retrieve any keys found missing.</p> <p>Keys detected as being unaccounted for are to be reported to Security Manager within 1 hour during normal working hours and when Security Management next on shift ONWH.</p>	11.

OFFICIAL-SENSITIVE-COMMERCIAL (WHEN COMPLETED)

Output (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
<b>PATROLS</b>					
12.	Patrols of perimeter fence and insecure buildings during working hours.	Random and irregular patrols of the perimeter	Where access is difficult the fence may be observed from a distance of no greater than 10 feet.	Patrols to be undertaken no less than once per shift	75% but no more than 1 missed patrol in 2 consecutive shifts
13.	Patrols of perimeter fence and insecure buildings outside working hours.	Random and irregular patrols of the perimeter fence.		Patrols to be undertaken no less than once per shift	Patrols carried out and recorded
14.	Internal patrol of the building	To visit all areas as required in Standing Orders during each shift		Computer areas to be visited 12 times per shift Floor plates to be visited 6 times per shift All external doors to be physically checked 6 times per shift	Patrols carried out and recorded

OFFICIAL-SENSITIVE-COMMERCIAL (WHEN COMPLETED)

Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
<b>COMMUNICATIONS &amp; MONITORING</b>					
15.	CCTV monitoring.	Monitor CCTV 24 hours a day. 365 days a year.  Ensure that electronic patrols are conducted regularly.		Effective operation of CCTV equipment, 24 hours a day, 365 days a year.  CCTV operating procedures followed.  A minimum of 12 electronic patrols to be undertaken per shift.  Monitor the IDS system 24 hours a day 365 days a year.	100%
16.	IDS monitoring	Monitor the IDS system 24 hours a day 365 days a year.		Only official outgoing calls to be made.	100%
17.	Telephone duties.	Calls to be answered and responded to appropriately	Calls may be on either landline or mobile	Correct actions to be carried out in the event of telephone messages (routine, IED warnings etc).  All emergency calls to be dealt with immediately on receipt and emergency services called without delay. Security Manager to be informed.	100%
18.	Maintain an incident log.	All incidents to be logged in appropriate proforma	Maintaining and responding appropriately.	In accordance with training standards and Site Standing Orders. Reports must be submitted during the shift on which the incident occurs.	100%
Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
<b>COMMUNICATIONS &amp; MONITORING continued</b>					
19.	Monitor alarms.	AACS and IDS alarms to be constantly monitored	Alarms to be verified, those that cannot be confirmed as false are to be	No alarm to be unverified. Action as Standing Orders	Alarms to be reacted to

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		investigated.	Alarm to be monitored 24 hours a day, 365 days a year.	within 60 seconds of occurrence
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OFFICIAL-SENSITIVE-COMMERCIAL (WHEN COMPLETED)

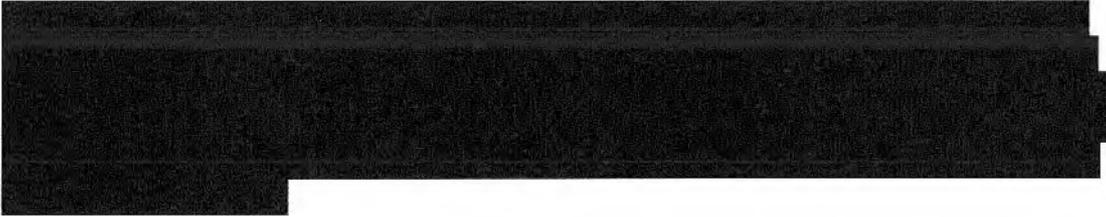
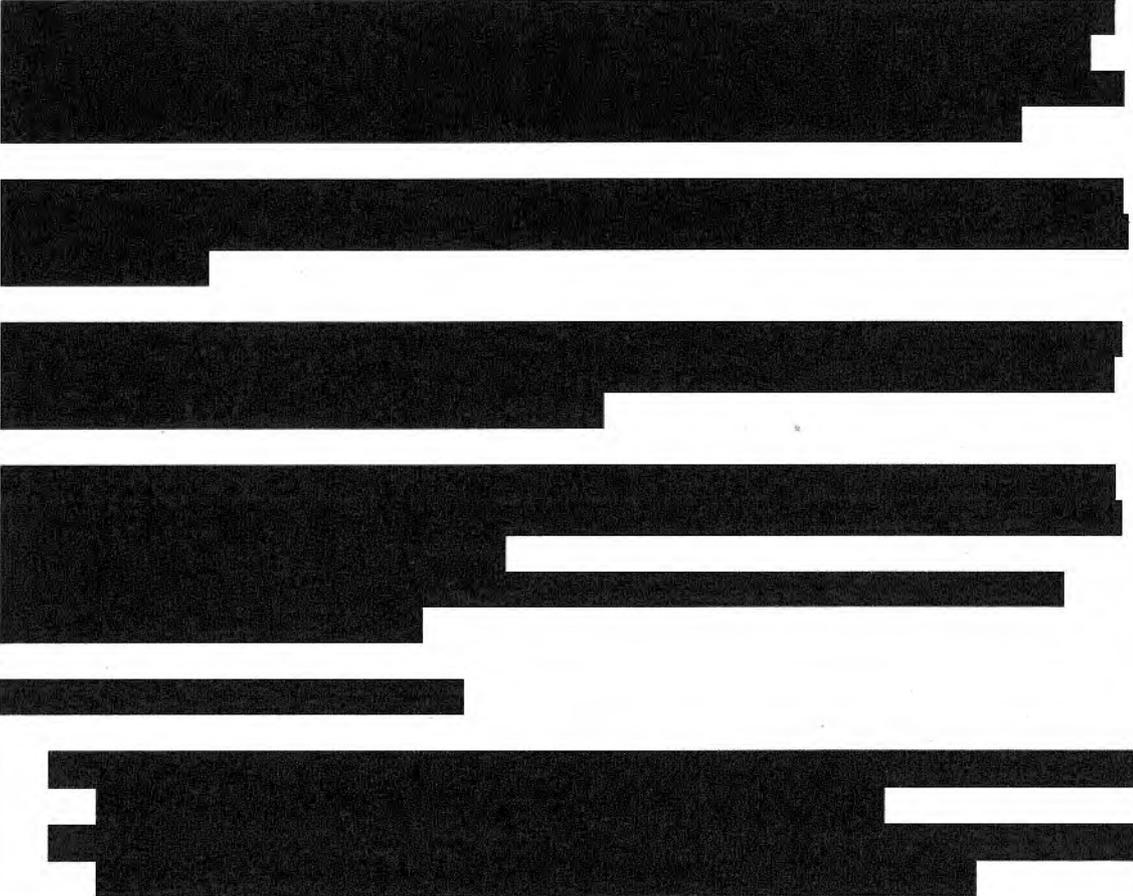
Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
<b>EMERGENCY RESPONSE</b>					
20.	Provision of emergency response.	Respond to emergencies as laid down in Site Standing Orders.		Regular attendance at and constructive contribution to post emergency and exercise meetings. Provide emergency response cover 24 hours a day, 365 days a year.	100%
<b>SPECIALIST DUTIES</b>					
21.	Provision of Emergency first aid cover.	Where qualified provision of 24 hour Emergency first aid cover to unit.		Where qualified officers to provide Emergency first aid cover as soon as possible after receiving request for assistance. Where not qualified the nearest first aider is to be called.	100% where qualified
22.	Health & Safety	All issues relating to H&S and fire to be monitored during patrols and defects reported	Ensure as a minimum that all escape routes are clear and that there is no build up of material internally or within 5 metres external to the building paying particular attention to goods yards and loading bays.	Report of defects to be raised to G4S FM FSC immediately and to Security Manager during normal working hours. Outside normal working hours reports to FSC immediately and to Security Manager when next on duty.	100%

OFFICIAL-SENSITIVE-COMMERCIAL (WHEN COMPLETED)

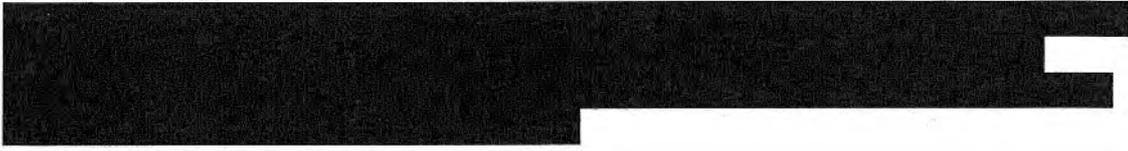
Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
<b>SPECIALIST DUTIES continued</b>					
23.	Scanning of mail and baggage.	Attend G4S FM when required should a suspicious item be found	G4S FM to scan all incoming mail as required.	Correct departmental procedures to be followed on the discovery of a suspect envelope/package/baggage.	
24.	Monitoring of wildfowl on site	To fulfil flight safety requirements wildfowl to be monitored around ponds within the site		Random check that G4S FM are performing scanning duties adequately. Monitoring to be carried out at midday and midnight and at dawn and dusk. Results to be recorded on appropriate proforma.	random pattern Monitoring to be performed within 10 minutes of stated time

**4.12 Technical Questions**

Please complete all question in the responses boxes provided and the answers will be marked. Please provide examples or additional information to support your answer.

Number	Description
4.12.1	What roster patterns and arrangements would be used and how will they meet the minimum manning requirement. Please also provide an example rota to meet the 'working time directive' in Appendix E. (ref 4.2.2)
Response	
4.12.2	How will you ensure the 'working time directive' is met in general for the staff engaged on the Met Office HQ contract? (ref 4.2.2)
Response	

	
4.12.3	How will sickness, holiday and other absence be covered, maintaining provision of site trained and authorised personnel only? (ref 4.2.2)
Response	

	  
4.12.4	How will up scaling and additional short notice/one off manning/tasking requirements be met? (ref 4.2.2)
Response	Please refer to answer 4.12.3.
4.12.5	How will all the personnel requirements in 4.4.1 be met?
Response	