**APPENDIX B**

**SERVICE DESCRIPTION**

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# INTRODUCTION

## The Physical Security Team (PST) is responsible for ensuring robust physical security solutions are in place to protect Home Office Buildings, staff and assets. They also provide advice and guidance to all Home Office directorates and staff regarding the appropriate protection of their assets. The Security Guarding Unit falls within the PST and provides the security resources to protect Home Office assets and staff. It provides static security staff and monitors the electronic security systems via the 24/7 Security Control room and responds / provides a response to alarm activations.

# PURPOSE

## We require a Tender Exercise to give our security staff Checkpoint Security Training, which includes safely operating x-ray scanner equipment and accurately identifying items that may pose a threat.

# background to the authority

## The Security Guarding Team is a part of the Home Office / (CS) Corporate Security. Security Officers previously received two days class room training and have been carrying out Check Point security duties for many years.

# Background to requirement/OVERVIEW of requirement

## We require Check Point Security Training, to learn how to safely search customers that are entering a restricted/secure area and should include x-ray scanner simulation training which is included in this process. Both courses should be delivered by (CST) Computer Systems Training and should be installed on 2 standalone laptop PCs, which will be provided by the Home Office. The course should give practical training elements and provide the following:

## Requirements and responsibilities when operating security equipment at a security check point.

## Checkpoint equipment at the check point

## Basic threat identification

## X-Ray image recognition

## Effective customer service skills

## Basic Profiling Skills

## The Threat to Government Organisations

## Maintaining Effective Security

## General Security Awareness

## Security Restricted Areas (Access Control & Security)

## Checkpoint Overview

## Threat Identification – IED’s – Firearms – Sharps

## Preparing People for Security Checks

## Walk Through Metal Detectors

## Hand Held Metal Detectors

## Searching People

## Searching Baggage

## Using X-Ray Equipment

## Conventional X-Ray Equipment

## Image Recognition

## Threat Image Projection (TIP)

## Explosive Trace Detection (ETD)

## Personal Risk Assessment

## Key Objectives:

## Understand their role and responsibilities in relation to security and the screening of customers and the personal belongings.

## Have the necessary levels of knowledge and skills in threat and detection technology

## Adopt and adhere to effective security practice and procedures in accordance with relevant legislations

# scope of requirement

## To provide training computer software for the use of Home Office Security Officers and Postal workers operating x-ray scanners and carrying out Check Point Security duties.

## Flexibility and Adaptability as regulations or threats change

## Training courses should aim to run for approximately 1 to 2 days training, trainees should be able to stop (save) and start where they left off when required.

## Two training accounts (licences), which will allow Home Office team members to complete this course.

## (One off course) To give administrator access and training to 4/6 Home Office managers, this training should be delivered in Croydon over a maximum or two days. All prices will include trainers travel and expenses.

## Proven examples of previous training delivered to other similar organisations

## To be adaptable in multiple operational environments, including various Government Organisations or high profile companies.

## To be a United Kingdom DfT accredited Training Course provider

## Full product support including software updates, e-mail support & telephone support

## Providers should have the ability to start delivering this product by 1st April 2016. We have approximately 150 staff that need training per year.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

## The course must have the ability to individually assess each Security Officer, showing they have received appropriate training in the areas as specified in the Course Contents above.

## Generating a high number of bag libraries and new objects added to the library every year

## Multiple X-Ray machine simulators with X-Ray correct image, pre-prepared lessons (Induction & Refresher) and pre-built X-ray Image.

## The training software should be adaptable across machine types, including those manufactured by Rapiscan, Smiths Detection, L3-Com, Fiscan, Nuctech and Gilardoni.

## The ability to test the students knowledge at the end of the Check Point Security training, which will be completed annually and recording the results of the simulation training, which they will be completed every 6-months.

# Additional Requirements

## Management Course will be invoiced after course completion.

## The CST will be paid via a yearly payment in advance, once system has been set up and first course has been completed.

# Location

## The location of the Services will be carried out at Various Home Office Buildings and the managers training will be held in Croydon Lunar House.

# [Security requirements]

## No security clearance needed, as they will be escorted when required