

**Greater Manchester Mental Health NHS Foundation Trust.**

 **Building Security Provision**

## **Trust reference number xxx**

**SECTION B:**

**TENDER SCHEDULES**

##  **Deadline for Expressions of Interest to be received: 12pm 20th February 2024**

ANNEX B2
SPECIFICATION

This Specification forms part of the Tender Response Document. It will form part of the Contract between the Authority and the Supplier.

Note that references in this Annex B2 to schedules and clauses are to schedules and clauses of the Contract.

1. **Background**

Greater Manchester Mental Health NHS Foundation Trust currently delivers building security where that be, key holding, Lock/Unlock of buildings, Alarm response or man guarding to 17 buildings and services across greater Manchester.

The current security service is subcontracted to 4 separate security suppliers. The goal for GMMH is to have 1 security subcontractor.

The successful bidder will be expected to help the Trust achieve these goals throughout the duration of the contract by providing assurances through good practise and innovation which will allow the Trust to maximise efficiencies.

1. **Contract Period**

3 years (With the option to extend for a further 2 x 12 months)

1. **Contract Management**

It is envisaged that a formal review of performance and operational requirements will be undertaken Monthly or as changes in the Trust's requirements occur.

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1. **Security services required.**

What do we need for them.

* Key holding
* Manned guard
* Alarm response
* Lock up/Unlock of building.
* Site patrols

### **Scope of Security Services**

|  |  |  |
| --- | --- | --- |
| **Building** | **Service** |  |
| **April House** | Keyholding | M12WR |
| **Bentley House** | Keyholding | ML32RR |
| **Prestwich Site** | Keyholding/Lock up & Unlock service – Monday – Friday | M253BL |
|  | Complete internal sweep of the following buildings and lock.* The Curve
* Harrop House
* Oakwood Building
* Ivy House Building
* Knowsley Building
* Waterdale Building
* 3 x Pedestrian gates on the main car park

Attend site at 7.30pm to complete sweep & lock service – advising switchboard team when leaving site |  |
| **Chorlton House** | Keyholding & alarm response, Building Lock & Unlock 0600 – 1900 Monday to Friday | M219NU |
|  | **Locking -** Check all floors for staff and cleaners. Check fire doors are secure on the left hand wing of the building. O the same on each floor checking meeting rooms toilets and kitchen areas. Ensure all doors and windows are closed and secure. Set the alarm and exit the building . DO NOT KEY LOCK THE EXIT / ENTRY DOOR WITH A KEY. Secure the gates. Do not lock the gate by No.50 as they no longer occupy the building.**Unlocking -** Open gates . Enter building via rear door and turn the alarm off. Turn on some lights.**Mobile inspection areas/procedures -** Full external patrol of site. Checking the building for signs of damage, attempted intrusion, break-in and smoke or fire. Areas to be checked should include the following, walls, windows, doors, shutters, and roof areas. Check the perimeter and contents of site area such as vehicles and plant machinery. Report all findings in detail via the normal routine including images where appropriate. Serious incidents need to be escalated via the Team Leader, dispatch, key holders, and possibly emergency services. |  |
| **Cromwell House** | Keyholding/alarm response & Building Lock/Unlock – 0730 – 1800 Monday to Friday | M30 OGT |
|  | **Type of Site/Building:** Medical centre**Activity of Site:** Day running**Parking at Site:** Large car park to right of building**Entrance point for alarm response officer** - Main entrance front of building via roller shutter**Position of main alarm panel** - On Left on entry.**Entrance procedure.**  1) On arrival unlock double gates to car park, with the relevant key.  2) Turn left to roller shutter at the front of the building, use key to lift roller shutter and open the shutter on window to the right by removing bullet bolts with key. Open pedestrian gate leading to main entrance. 3) Enter building, alarm panel on left. 4) Go through double doors to the right to gain access to the rest of the building using pass card (Fob). Unlock all internal doors, ground floor and first floor using master key, apart from doors with digit locks.  |  |
| **Macartney House** | Keyholding/alarm response, Lock & Unlock Service, nightly patrol  | M95XS |
|  | **Locking -** Set alarm with fob and lock door with key. **Unlocking** - Use key on bunch to unlock main doors and use fob on alarm to shut off panel.**Mobile inspection areas/procedures** - External check prior to entry. Observe area on the alarm panel. The two internal doors have coded locks which will not be locked by staff. |  |
| **Victoria Day Centre** | Keyholding/alarm response/Patrol | M145QN |
|  | **Patrols** – 1 external visit per night Monday to Sunday |  |
| **Wesley Street** | Building Unlock/Lock up - 7 am to 7 pm Monday – Friday. Alarm response.  |  M27 6AD |
|  | **Type of Site/Building:** Mental Health Medical Centre**Parking at Site:** Carpark at the back of the building.**Entrance point for alarm response officer**: Front the back door, then insert a digit code on internal door and alarm panel is located on left hand side wall. Insert alarm code to disarm alarm.**Position of main alarm panel** - Front the back door, then insert a digit code on internal door and alarm panel is located on left hand side wall. Insert alarm code to disarm alarm.Entrance procedure:  1) Carry out an external patrol before entering premises and checking for damage of break ins  2) Unlock carpark gates located on the right-hand-side of the building, leave gates open and ensure padlock and gate is secured.  3) Access to the building is through the door at the back, unlock door, swipe fob on the pad on the right-hand-side of the back door. Once inside, insert digit code on the door. Then proceed to unset the alarm by inserting alarm code. Ensure back door is closed behind you when you enter the building.  4) Proceed to the main entrance and unlock the main entrance door but to do not release the maglock, do not leave the door open or allow any patients/members of the public onto to the site.  5) Conduct a full internal patrol of the building, entering all room to check for any signs of damage, including upstairs. On leaving the ensure the back door is closed so that no one other than staff with a fob/passcard can get into the building.  6) Lock Up - Carry out full internal patrol of the building ensuring all personnel staff have left the building, proceed to close all windows on the ground floor and upstairs, turn off all lights in the building, then proceed to lock the main entrance door. Set the alarm panel by inserting code , close internal door by the panel, lock the external back door and lock the gates.  7) Perform an external patrol of the building to ensure all windows are closed and all lights have been turned off. 8) once a week when unlocking site, pull two waste bins out from within the compound and put them at the main gate |  |
| **Arndale Chambers** | building is required to be unlocked at 07:30, the security officer is to remain until 09.00. Then to return at 16.30 and stay until 20.00 (Mon – Thurs) and 16.30 -19.00 (Fri). then lock up. 24 hours a week | BL1 1RJ |
|  | This full operational Greater Manchester Mental Health clinic, where patients are only seen by appointments, no walk ins during security working hours. Security are responsible for opening and locking up the site, all officers working on this site are to ensure they remain vigilant during these activities. Once the building is fully opened up, security are to monitor egress and ingress points from the reception area. Staff will have their own access/ID badges, if in doubt do not hesitate to ask to see them. If patients attempt to gain access to the building, ensure that have an appoint and ask them to wait in the reception area. If they do not have an appoint, we are to politely refuse them entry, we are to avoid escalating any hostile situations as we might be dealing with mental health patients. It is important to understand that security are not trained to deal with mental health clinical matters and security are to direct them to a professional. Although officers are to be based on the ground floor, all officers are advised to always have 3 points of contact when going up or down the stairs. Officer are to navigate through/around office furniture with care.**Overview of Duties** • Officer to arrive between 07:15 and 07:20 for the morning shift and between 16:15 and 16:20 for the afternoon shift.• On arrival perform an external patrol, note anything of concern examples – damage, signs of unlawful entry, rubbish dumped etc. Inform control as appropriate and ensure an Incident Form is completed and sent to office. • Proceed to the side of the building, use key to unlock the blue metal box, insert key to raise the shutter, ensure you return the padlock and lock back to blue box. Use square key to unlock the glassdoor, before entering use the small silver key to release the internal maglock before entering the building. Insert the small key turn right to disable the maglock, pull the door then turn the key left to activate the maglock. Once you are in the alarm panel is located on the right-hand-side as you enter, insert code to deactivate the alarm. Turn light on for corridor and stairs, then turn right to the reception area. Proceed to go behind the counter, you will find the light switched for the waiting area, 2 switches to raise or lower the shutters, until the shutters are raised fully there will be a continuous bleeping, we also must raise.the rear shutter using the remote fob provided. Proceed to carry out a full internal patrol of the entire building, 1st floor, check toilets for any leaks sings of damage, enter code to access corridor where doctor’s/office rooms are and these also need to be checked. Then proceed to the 2nd floor and repeat the same process.**Morning Shift 07:30 start:** • Enter site and perform full internal patrol checking that everything is in order and that the centre is available for services at 09:00. Once you have completed internal inspection record this in your log book along with any observations made• Return to main reception area, officers are to be based in waiting room sitting area to monitor access/egress and status of the facility. Greet members of staff as they arrive and if you are in anyway unsure that the person entering is not authorised politely ask to see an identity tag before allowing past reception. Note: Members of the public and patients should not be allowed in the building prior to 09:00am unless they have an appointment. In the absence of reception staff (until 08.15am clinical staff should let you know, in advance of any appointments before this time. Politely ask those patients with an appointment to sign in the fire register and take a seat in reception, staff will come for them. • Until receptionist arrives your base should be near to the site entrance, please be helpful and polite to people wishing to enter/leave the centre but avoid over familiarity.**Afternoon Shift 16:30 start:** • On arrival inform control and then perform an external patrol, note anything of concern. • Enter site and report to reception, perform handover with reception staff, where there are appointments to come after the receptionist has left you will be provided with the detail. After handover with reception staff, you are now in position to take over responsibility for the building as staff leave for the day, officers are to be based in waiting sitting area until receptionist leaves.• After 17.00pm, ensure that front and side doors are secured to prevent entry from the outside. There is a pass card provided for entry to the upstairs, this is located in the top drawer of the filing cabinet behind the reception desk. YOU MUST RETURN THIS at the end of your shift. • Perform a full internal patrol from the top floor down to reception checking as you go for any issues that may need to be reported. • Once the cleaners have finished their work ensure that they all leave site and that you are the sole occupant before proceeding further. Please note that the therapy sessions/therapy staff can be on site until the building closes. Once satisfied that everyone has left make your way to the top floor and proceed to ensure that all widows are closed, lights are out and doors are closed.• When back at reception proceed to close all the external shutters, buttons can be found on the wall behind the reception desk to lower the shutters, including the rear shutter by using the remote fob provided. • Turn off all downstairs lights and ensure you lock the front door by placing the sliding doors on lock. |  |
| **155-157 Manchester Road** | Mon Tues Friday – Unlock 08:00 and lock up -18:00 & • Wednesday and Thursday being Unlock 08:00 – Lock up - 20:00 | WN2 2JA |
| **Woodlands Hospital** | Gate Lock/Unlock (7 days per week) + Keyholding | M28 0FE |
|  | **Access to Premises Via Main Gate** – Lock and Unlock Gate only |  |
| **Prescott House** | Lock , Unlock & Static Guard - 0730-0900 & 1730-1800 | M28 0za |
|  | **Overview of Duties** • Officer to arrive 07:30 for the morning shift and leave at 09:00 and comes back 17:30 to 18:00.• On arrival do an external patrol, note anything of concern examples – Inappropriate parking, damage, signs of unlawful entry, rubbish dumped etc.***Morning Shift 07:30 start:*** • Open gate from pavement • Open white gate reception • Unlock (bottom) reception door and enter by using the fob on the right-hand side of the door. • Enter reception corridor FOB pass and enter reception office: Keypad: xxx• Unset alarm on left as you enter reception office behind door. • Raise shutters to reception office (2) • Key for cupboard to get access to keys for the doctor’s office and day clinic office located under the desk in the main reception, Cupboard located behind the door, key number x for doctor’s office and key with snoopy dog on for day clinic room. • Raise shutters at the end of the corridor on right hand side. Office marked for the doctor and day clinic• Return the keys for the shutters to the reception office • Corridor to left hand side of reception: open shutters in each office on L.H.S: One shutter in each. • Enter meeting room from far end of corridor: keypad: 3789 and raise shutter over fire door. • Exit meeting room at far end FOB pass and go into kitchen on left. Open door and then open external black gate, then back into kitchen leave this door unlocked as a fob is required to gain access to site. • Exit kitchen from door you entered and follow corridor to far side, out of fire door then open gate. Go back inside, closing fire door behind you. • Unlock padlocks on two doors for the office leaving padlocks left unlocked • Up central corridor to the far end, turn right, out of fire door at end unlock external gate (leave padlock on gate). Back inside closing fire door behind you. • Back to reception, monitor car park on CCTV. Allow staff to enter when they arrive. White switch on your right at reception desk releases door for a few seconds to allow entry. Any non-staff must sign in and be asked to wait. It is not normal for non-staff to arrive prior to 09:00. • When receptionist arrives, move to main reception and open door (green button) for any arrivals, until main receptionist takes over and releases you from your job.**Afternoon Shift 17:30 start:** • On arrival inform control and then perform an external patrol, note anything of concern examples – Inappropriate parking, damage, signs of unlawful entry, rubbish dumped etc. • Lower shutters to reception office (2) • Key for cupboard to get access to keys for the doctor’s office and day clinic office located under the desk in the main reception, Cupboard located behind the door, key number x for doctor’s office and key with snoopy dog on for day clinic room. • Lower shutters at the end of the corridor on right hand side. Office marked for the Doctor • Return the keys for the shutters to the cupboard in the reception office• Corridor to left hand side of reception: Lower shutters in each office on L.H.S: One shutter in each. • Enter meeting room from far end of corridor using keypad and Lower shutter over fire door. • Exit meeting room at far end FOB pass and go into kitchen on left. Open door and then lock external black gate, then back into kitchen and lock door again (fire exit only). • Exit kitchen from door you entered and follow corridor to far side, out of fire door then lock gate. Go back inside, closing fire door behind you. • Up central corridor to the far end, turn right, out of fire door at end lock external gate. Back inside closing fire door behind you. • Unlocked padlocks to be put on to the office doors external in the corridor top and bottom • Back to reception, monitor car park on CCTV. Ensure there is no cars on the carpark and that all staff members have left the building. • Set alarm on left as you enter reception office behind door and close reception door behind you. • Lock (bottom) reception door, lock white gate reception and lock gate from pavement.  |  |
| Ramsgate House | Lock & Unlock Service – open 08:00 – stay 30 min lock at 1800 – Monday to Friday | M72YL |
|  | **Type of Site/Building:** Medical centre**Activity of Site**: Day running**Parking at Site:** Large car park to left of building.**Entrance point for alarm response officer -** Main entrance front of building**Position of main alarm panel** - On right-hand-side behind the wall.Entrance procedure.  1) On arrival main carpark gates should be locked use the small key provided to unlock this and when leaving site main gates should be left secured. Ensure full external patrol is carried out.  2) Go to main entrance and unlock door, once inside enter code 2016 on keypad on the right-hand-side. Proceed to alarm panel behind the first wall on the right-hand-side and enter code 2011 to disable alarm panel.  3) LOCK UP - Go through door on the left to gain access to the rest of the building using pass card (Fob). Lock all internal doors with the colour labels pinned to the door using the master key, all doctors’ rooms are to be LOCKED, ground floor and first floor using master key. All windows are to be shut on lock up.  4) OPEN UP - Go through door on the left to gain access to the rest of the building using pass card (Fob). Lock all internal doors with the colour labels pinned to the door using the master key, doctors rooms are to OPENED/UNLOCKED, ground floor and first floor rooms to be unlocked by using master key.  Fire Alarm: In main foyer. In case of a fire, please contact the emergency services, Prestwich Switch Board. Utility supplies to be found in plant room, at the rear of the building, any issues to be reported to staff.  |  |
| **No.93** | Keyholding | M95bg |
| **No.93 - Crisis Café** | 2 x Static Guard - Mon - Fri 1830-0230 sat/sun - 1500-0200  | M95bg |
|  | **Prime Objectives** • To ensure premises/building is secure • Manage access control for both staff members and visitors (customers) • Good people skills i.e good customer service • Deal with patients that suffer with mental health When staff arrives on site, all officers will enter the site from the main reception entrance.On arrival the site might be closed and will have to wait for staff to arrive to unlock the gates and open up building. Once inside retrieve access passcard/fob and carpark gate key from staff. Officer/s are then to be based on the other side of the building close to the main gate where officer/s have a clear view of the main gate. The on-site team will brief officer/s when to expect patients. The main role of security is to be responsible for access control, greeting patients (customers), escorting them to the waiting room and then off the building and the site. Client requires us to carry out hourly patrol, both external and internal for the duration of your shift. Attention to be given to the fence line, all external doors and windows when out on each patrol. At the end of each shift, officer/s are to escort staff to their vehicles as and when requested. and wait until staff lock to the building and carpark gate. **Key Management** During your shift you will have a set of keys to get in & out and around the building. The keys need to be always in your possession when out on patrol or when letting people in and out. The keys are to be taken out of site and should be returned to staff at the of every shift. |  |
| **No.93 - IAPT** | Static Guard - 1600-1830 – Monday – Friday | M95bg |
| **Benchmark** | Keyholding/alarm response – site working hours – Monday – Friday 0800-1600.  | M408WN |
|  | **Parking at Site:** In front of the building.**Entrance point for alarm response officer -** Main entrance on the right-hand-side of the front of the building.**Position of main alarm panel -** Once you enter the building the alarm panel is located on the left-hand-side wall behind the desk.Keys:1x Fob Alarm1x Shutter Remote1x Main Door Key1 X Metal bar bolt key**Entrance procedure.** 1) Use main gate code to open electrically operated gate. Carry out an external patrol before entering premises.  2) Use key to remove metal bar outside shutter then use shutter remote to raise the shutter. Use key to unlock main door, present fob 1x to alarm panel to unset.  3) Once you enter the building the alarm panel is located on the left-hand-side wall behind the desk. 4) Conduct a full internal and external patrol of the site (ground floor ony), including the green containers located at the side of the building.  5) Once all areas have been checked, return to alarm panel, set the alarm by presenting fob 2x times to alarm panel, exit building, lock main door, lower shutter and return metal bar across the door.   |  |
|  |  |  |

**Response Times**

5.2. Suppliers are to note, any premises and location attendance that has not been mutually agreed by both parties may result in an aborted visit with no recoverable charge being applied to the Authority.

5.3. The successful supplier will notify the GMMH Switchboard immediately by phone followed by an email, if pre-arranged access arrangements for any contracted activity cannot be achieved. GMMH Switchboard will use their best endeavours to resolve access issues, to enable the activity to be undertaken as planned.

5.4. An aborted call-out fee may be chargeable by the successful supplier, where they have been unable to gain access to a pre-arranged premises or location visit through no fault of their own, and upon agreement by the Authorised Manager.

5.5. On receiving a call-out request **within core and non-core hours,** the following response times apply, unless otherwise directed by a member of Switchboard ; the Security company is to be on-site within 45 min or less hour of the call being logged.

|  |  |  |
| --- | --- | --- |
| Activity  | 45 min or less response time on-site from time of logged call  | Same Working Day  |
| Intruder Alarm Response  | √  |   |
| Ad Hoc Requests (manned guarding, additional patrols)  |   | √  |
| Annual key holding  | √  |   |
| Lock/Unlock  | √  |   |
| Mobile Patrol/Static Guard  | √  |   |

5.6 **Key Holding/Lock/Unlock**

Key holding and lock/unlock activities are required at a number of the Trusts premises and locations as detailed inthe table in this section.

The successful supplier will be required to:

1. Hold keys for the premises stated within the scope services section
2. Have thorough knowledge of the premises and locations listed. Be contactable via a Freephone help desk number between 8am and 6pm (core hours) and 6pm to 8am (non-core hours )
3. Adhere to response times for both core and non-core hours i.e. no longer than one hour from the time the call is logged, as set out in Section 5.5 above.
4. Lock and Unlock at specific times at premises as detailed within the scope of services section.
5. Provide ad-hoc unplanned lock/unlock activity in addition to planned activity as and when requested.
6. Electronic daily work summary provided to GMMH management.

5.7 **Intruder Alarm Response (Call outs and subsequent hours)**

Intruder alarm response activities are required at a number of the Authority premises which can be found within the scope of services section.

The successful supplier will be required to:

1. Attend locations in the specified time frame where instructed to by GMMH Switchboard department.
2. Survey the area highlighting if this is a false alarm reporting back to GMMH Switchboard.
3. For all non-false alarms, survey the area, feed information back to GMMH Switchboard and contact the local authorities if required.
4. Faulty alarm – GMMH Switchboard will call the on-call estates team. If no repairs can be carried out, provisions need to be given by the successful supplier so that the premises and location is secure.
5. Have thorough knowledge of the premises and locations listed in service table 1.
6. Be contactable via a Freephone help desk number between 8am and 6pm (core hours and 6pm to 8am (non-core hours
7. Alarm Activation Report
* Name of Mobile Officer
* Date and time of activation
* Nature of incident, including location & descriptions of any suspicious people found at the scene.
* Details of communications & attendants
* Photos & alarm panel information (if any)
* to identify the alarm circuit/activation
* Time leaving site and any other relevant.
* information, including actions taken.

**5.8 Contingency Plan**

5.8.1. The successful supplier will ensure that a business continuity plan is in place to meet the needs of the contract in the event of adverse conditions i.e. pandemic, terrorism, extremes of weather.

**5.9 Personnel**

5.9.1. The successful supplier shall ensure that all personnel employed by them, whether direct or sub-contracted, hold current qualifications and competencies appropriate for the activity covered by the contract and are vetting to the BS7858 standard.

5.9.2. All personnel employed by the successful supplier must be screened to protect the vulnerable client base i.e. Protection of Children & Rehabilitation of Offenders Act. The successful supplier must provide evidence upon request that all their personnel who visit client premises have satisfactorily completed an enhanced check through the Disclosure and Baring Service (DBS).

5.9.3 All personnel employed by the successful supplier must be directly employed by them and not subcontracted.

5.9.4 Records of relevant training received by the successful supplier’s (and sub-contractors if applicable) personnel shall be made available to the Authority upon request.

5.9.5 The Trust may instruct the successful supplier (and sub-contractors if applicable) to remove any person employed in provision of the contracted services who breaches any of the conditions of contract and/or the policies and procedures. The successful supplier shall immediately comply with such an instruction from the Trust.

5.9.6 The successful supplier) shall provide a sufficient complement of supervisory personnel to ensure that all personnel engaged in the provision of the contracted services, are adequately supervised and properly perform their duties.

5.9.7. Appropriate PPE clothing to comply with Health & Safety will be expected from all successful suppliers’ personnel visiting premises and locations and whilst representing the Trust.

5.9.8 Digital Occurrence log shared with GMMH management for sites with manned guarding.

**5.10 On-Site Attendance**

5.10.1.The successful supplier shall ensure that all personnel act in a responsible manner when on the Trusts premises and locations. The Trust reserves the right to reject any of the successful suppliers’ personnel if their actions are considered to be disruptive or detrimental to the operation on the Trusts premises and locations, or do not comply with the requirements of this contract.

5.10.2. All successful suppliers ’personnel attending on-site shall be required to wear uniforms to clearly identify the company.

5.10.3 The successful supplier’s representatives shall report to reception on entry to the Authority’s premises and locations, and make an entry into the visitor’s book, recording the time of entry and reason for visit. The time of exit shall also be recorded into the visitor’s book upon leaving the premises.

5.10.4 Parking will be subject to local restrictions.

**5.11 Performance Meeting**

5.11.1 The successful supplier shall ensure Monthly performance meeting with GMMH management are arranged to review contractual performance and KPI’s.

**5.12 Reporting**

5.12.1 The successful supplier shall ensure they can provide GMMH with visual and business intelligence by pulling together data sets to create powerful management information relating to service delivery such as

* Individual site response times
* Total alarms attended year to date.
* Attendance notes
* Data for attending/leaving Trust premises.
* Average monthly response times
* Analysis breakdown
* Delayed service, rationale, and timings around services delays.

This is to give assurance to the Trust whilst allowing the Trust to maximise efficiencies.