

RESTRICTED – COMMERCIAL

2. SECURITY SERVICES

2.1 SECURITY

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>All security systems and component parts shall be checked at regular intervals to ensure that they are operating effectively within acceptable parameters.</p> <p>A security plan shall be developed by the Service Provider and submitted to the Authority for approval. The Service Provider's directly employed staff and sub-contractors shall comply with the security measures set out in the approved security plan, including without limitation the wearing of suitable identification and the protection of information.</p> <p>A programme of testing and maintenance of local mechanical</p>	<Redacted>	<Redacted>

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key overrides of remotely controlled locks (where fitted) shall be implemented to respond to wear and tear plus accidental or deliberate damage.

Arrangements shall be in place to respond promptly to accidental or deliberate damage through the Help Desk/CAFM System.

Items and systems related to health and safety or security shall be given priority in maintenance programming through the Help Desk/CAFM system.

The Tenderer is to provide the following, together with supporting evidence:

1. Confirmation that all security systems and component parts shall be checked at regular intervals to ensure that they are operating effectively within acceptable parameters.

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<ol style="list-style-type: none"> 2. A draft security plan. 3. Confirmation that directly employed staff and sub-contractors shall comply with the security measures set out in the approved security plan including, without limitation, the wearing of suitable identification and the protection of information. 4. A proposed programme of testing and maintenance of local mechanical key overrides of remotely controlled locks (where fitted) shall be implemented to respond to wear and tear plus accidental or deliberate damage. 5. Definition of what arrangements shall be in place to respond promptly to accidental or deliberate damage through the Help 		
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<p>Desk/CAFM System.</p> <p>6. Confirmation that items and systems related to health and safety or security shall be given priority in maintenance programming through the Help Desk/CAFM System.</p>		
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2.2 SEWERS

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider shall take all reasonable measures to prevent the blockage of sewers, pipes, drains, mains, ducts, conduits, watercourses and channels etc. along with associated infrastructure.</p> <p>In the event of a blockage occurring inside or outside the Site as a result of any act or omission or failure to act by the Service Provider, the Service Provider shall be responsible for its rectification and shall indemnify the Authority for any cost arising therefrom.</p> <p>The Service Provider shall be responsible for the security and protection of drain/ manhole / duct covers as required throughout the Removal Centre.</p> <p>Following any minor new works which involve drainage / duct /</p>	<Redacted>	<Redacted>

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etc. alterations, the maintenance programme, drainage survey schedule, the 'As Built' drawings and the electronic records held on the CAFM System shall be amended accordingly, all to design standards.

The Tenderer is to provide details and supporting evidence of how its proposed maintenance program will demonstrate:

1. The intention to complete routine inspection and / or cleaning to the establishment drainage system.
2. The intention to complete annual drainage surveys (to include CCTV surveys where required by the Authority).
3. The routine inspection of security devices fitted to protect the manhole / duct / drain / watercourse or other access cover, this to

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<p>include details of inspection interval and security measures adopted to meet the standard.</p> <p>4. The proposed procedures to follow in the event of drainage failure / blockage, this to include but not be limited to:</p> <ul style="list-style-type: none">• Emergency contacts.• Local authority / responsibility arrangements.• Local maintenance contact details.• Specialist sub-contractor details. <p>5. That alterations / additions to underground systems, drainage ducts etc. will be added to the arrangements for complying with the requirements of this section 2.2 - sewers.</p>		
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2.3 BUSINESS RECOVERY SERVICES (ESTATES)

REQUIREMENT	THE SERVICE PROVIDER'S UNDERTAKING/ PROPOSALS	SERVICE PROVIDER'S AUDIT PROPOSAL
<p>The Service Provider shall provide a rapid response to a range of facilities emergencies and assist in the development, maintenance, mobilisation and testing of the Authority's business recovery plan for the work place.</p> <p>The Service Provider shall detail the emergency procedures for estates / facilities services, to include contact details, responsibility levels, sub-contractor commitments and availability of support services in the event of an emergency situation.</p> <p>The Service Provider shall demonstrate/ outline how it intends to test these procedures and protocols.</p> <p>The Tenderer is to provide details</p>	<Redacted>	<Redacted>

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<p>and supporting evidence of:</p> <p>1. How it will provide a rapid response to a range of emergencies. This list will include but will not be limited to the following:</p> <ul style="list-style-type: none">• Interruption / loss of electrical services.• Interruption / loss of gas supplies.• Interruption / loss of water supplies.• Interruption / loss of oil supplies.• Interruption / loss of labour services.• Key / lock compromise.• Loss or failure of catering equipment / facilities.• Loss of tools / equipment.		
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<ol style="list-style-type: none">2. Details of how the Maintenance Programme will comply with the requirements of testing the proposed recovery plans for the above elements.3. Proposals to assist in the development, maintenance, mobilisation and testing of the Authority's overall business recovery plan.4. Details of procedures proposed to provide emergency support to the Removal Centre over a full 24 hour period, this to include responsibilities, contact details and response commitments for the full range of emergency incidents / situations.		
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