

**CROWN COMMERCIAL SERVICE**

**AND**

**SUPPLIER**

**WORKPLACE SERVICES (FM MARKETPLACE PHASE 2)**

**REF: RM6089**

**SECURITY LOT 1**

**SECURITY SERVICES SUB LOT 1A**

## **CALL-OFF SCHEDULE 28 ATTACHMENT 3 - SPECIFICATION**

### **SECURITY SERVICES Lot 1a**

#### **1. INTRODUCTION**

- 1.1. This Call-Off Schedule 28 Attachment 3 sets out the characteristics of the Services that the Supplier will be required to make available to all Buyers under this Contract.
- 1.2. The Supplier must only provide the Services for the Lot that they have been appointed to.
- 1.3. For all Lots and/or Services, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
- 1.4. The Services and any Standards set out in this Call-Off Schedule 28 Attachment 3 (Specification) may be refined to the extent permitted and set out in the Order Form, refer to Framework Schedule 6 (Order Form Template and Call-Off Schedules) by a Buyer during a stage within the Call-Off Procedure to reflect its Statement of Requirements for entering a particular Call-Off Contract.

#### **2. STRUCTURE**

- 2.1. The scope of Services together with specific Standards applicable to the Deliverables are set out as below:

##### **2.1.1. Part A - Specification**

- 2.1.1.1. Work Package A – Contract Management
- 2.1.1.2. Work Package B – Contract Mobilisation
- 2.1.1.3. Work Package C – Security Services
- 2.1.1.4. Work Package D – Technical Security
- 2.1.1.5. Work Package E – Alarmed Response Centre
- 2.1.1.6. Work Package F – Helpdesk Services
- 2.1.1.7. Work Package G – Management of Billable Works
- 2.1.1.8. Work Package H – Building information Modelling ("BIM") and Government Soft Landings ("GSL")

##### **2.1.2. Part B - Annexes**

- 2.1.2.1. Annex A - Security Service Standards;
- 2.1.2.2. Annex B - Legislative Standards;
- 2.1.2.3. Annex C - Helpdesk Response Times;
- 2.1.2.4. Annex D - Service Delivery Response Times
- 2.1.2.5. Annex E –Introduction to PAS 1192-5:2015

##### **2.1.3. Part C - Appendices**

- 2.1.3.1. Appendix 1 – Complaints, Failure and Recall Process;
  - 2.1.3.1.1. Appendix 1.1 Process Map 1 - Complaints;
  - 2.1.3.1.2. Appendix 1.2 Process Map 2 - Failure;
  - 2.1.3.1.3. Appendix 1.3 Process Map 3 - Recall;

## **SERVICE REQUIREMENTS**

### **Introduction and key objectives**

#### **Introduction**

The Buyer requires a customer focused, professionally managed, high quality and value for money Security Service which is consistent, reliable and responsive.

The Buyer will be responsible for, own and retain decision making accountability for Security Services and will direct the Supplier in accordance with these decisions. This shall include strategic and operational accountability, decisions and risks associated with Security provision at National and Regional level. For clarity, the Buyer will implement a tiered contract management structure to manage the contract at a National and Regional level. The Supplier is required to implement their own management structures which align with the Buyer's structure to enable effective communication to take place at all levels of the contract.

The Supplier shall support the Buyer's security requirements and deliver information, insight and solutions that inform strategic planning, manage risk and decision making and subsequently ensure the safety and protection of the Buyer's people, information and assets at all times. This shall include provision of a National Planning and Support Team, to support strategic planning, decision making and management of risk. The Supplier is expected to work collaboratively with the Buyer's supply chain (in particular the Hard and Soft FM Suppliers within each Area) and wider industry to support innovation and best practice.

The Supplier will form a strategic partnership and long term collaborative relationship with the Buyer and shall be responsible for the management and interpretation of data to embed a culture of innovation and continuous improvement and to deliver exemplar Security Services to the Buyer. The Buyer requires the Supplier to work collaboratively and take ownership from the outset to capture commercial and operational efficiencies and aggregation opportunities. The Buyer will work collaboratively to allow the Supplier to access, but not to edit, Buyer system data where this is required to meet this objective.

The Buyer requires a Supplier who appreciates that there may be expectations and priorities which are unique to individual Buyer Premises across the Buyer's wider portfolio and thus is expected to adopt an approach which is specifically tailored to individual premises and is proactive and responsive in meeting the requirements of the Building Users therein. The Supplier shall take into account the specific requirements of the Buyer Premises and its surrounding location and local security factors when developing the tailored approach to Service delivery.

The Supplier will need to demonstrate flexibility in resources and be able to provide additional suitable resource as and when required to meet the ongoing routine and ad-hoc service requirements of each Buyer Premises. The Resource Rates has specifically been included as part of the Contract to provide for additional resources and avoid premium rates being charged to the Buyer.

The Supplier is required to put in place processes within his team to evaluate areas of particular insider risk, robust arrangements for managing the delivery of vetting services, and mechanisms to handle appeals, effective aftercare arrangements including regular security appraisals to promote a security conscious culture and drive staff and line management engagement.

The Supplier is expected to engage in strategic risk management, including a joint approach with the Buyer and the Buyer's Hard and Soft FM Suppliers within each Area.

The Buyer therefore requires a Supplier who is not only capable of delivering the Services in line with required standards but who can also advise on Good Industry Practice, allow

sustainable access to industry intelligence, and technical proficiency, ensure continuous improvement in the Delivery of Services and implement innovative use of technology to significantly enhance the customer experience.

The aim of the procurement exercise is to identify a Supplier who can demonstrate their expertise, understanding and capability of delivering the Services and key objectives across the Buyer Premises, operating within a high-quality environment.

This Schedule covers the service requirements of the Buyer for the provision of Security Services to the Buyer Premises.

This Schedule sets out to:

- Specify the obligations that the Supplier will deliver to ensure successful performance of the Call-Off Contract;
- Specify the levels of performance required; and
- Establish the required approach to service delivery, which will serve as a foundation for building a strong and positive working relationship between the Buyer and the Supplier.

This Schedule is generic in nature and is intended to capture the overarching Security Services requirements across the Buyer Premises. The application of this Schedule at each individual Buyer Premises is confirmed in the Matrix of Deliverables which confirm the extent to which the service requirements apply at each individual Buyer Premises.

### **Key objectives**

The key objectives of the Services are to:

- Establish a strategic partnership and long term collaborative relationship with the Buyer to embed and engender a culture of innovation and continuous improvement enabling the delivery of high quality, consistent and best in class security services, intelligence and advice across the Buyer's property portfolio;
- Deliver consistent, high quality and best in class Services at each Buyer Premises which is flexible, agile and responds to the Buyer's National security requirements, threats and risks as well as those of individual Buyer Premises and Building Users;
- Establish, continuously develop and improve upon a framework for service delivery and customer service excellence built around relevant and auditable industry best practice standards and, where appropriate, accreditations.
- Work within a quality assurance process that incorporates a continuous process of change, development and innovation to improve the efficiency and quality of the Services;
- Adopt a customer focused approach which delights Building Users. Services shall deliver, and consistently seek to improve upon, high levels of customer service and satisfaction. This shall be underpinned by high quality customer engagement and communication, which reflects the priorities, concerns and information requirements of Building Users and is reflected in ongoing service delivery improvements.
- Deliver meaningful, accurate and insightful management information to enable effective strategic decision making by the Buyer across the wider property portfolio and at a local level;
- Delivers and demonstrates full compliance with statutory / legal compliance and Government vetting requirements;
- Contribute to the delivery of a seamless wider FM Service delivery model, working in partnership with the Buyer's Area Hard FM Suppliers and Soft FM Suppliers;
- Deliver excellent financial management and increased cost certainty whilst achieving and demonstrating value for money;
- Provide flexibility in service delivery at National, Regional and individual Buyer Premises level to deliver robust Services and a fully effective threat response;
- Make a demonstrable contribution to corporate social responsibility; and

- Promote environmental sustainability and efficient use of resources.

## **PART A: SPECIFICATION**

### **1. SCOPE OF THE SERVICES**

- 1.1. The Services to be provided are set out below.
- 1.2. A Security Service Standard has been provided within the relevant Service Requirement, where applicable.

### **Work Package A – Contract Management**

#### **2. Service A:1 – Integration**

- 2.1. In addition, the following Standards Ref apply to this Service SA: 1
- 2.2. The Supplier shall:
  - 2.2.1. Provide an integrated Service ensuring a seamless and coordinated delivery and that effective synergies with the Buyer's third party suppliers and service providers are delivered at all times. The Supplier shall take advantage of synergies between the different Services and the benefits that integration will bring;
  - 2.2.2. Be aware that Services shall be delivered across a range of Buyer Premises types as set out in the Matrix of Deliverables. It is intended that the Supplier and the Buyer shall adopt a partnering approach to optimise delivery of the Services to best meet the Buyer's requirements and needs of the Building Users across each Region and at each individual Buyer Premises.
- 2.3. The Supplier will work collaboratively with the Buyer to promote excellence and innovation and enhance the reputation of the Buyer amongst key stakeholders across Government and within local communities.
- 2.4. The Supplier shall across the Buyer Premises:
  - 2.4.1. focus on cross / multi-skilling of Supplier Staff to allow for efficiencies when delivering the required Services;
  - 2.4.2. share more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services in accordance with Call-Off Schedule 3 – Continuous Improvement;
  - 2.4.3. Work collaboratively with the Buyer and identify opportunities in relation to delivering the Services in accordance with Call-Off Schedule 3 – Continuous Improvement;
  - 2.4.4. Procure Billable Works Services only with the sanction of the Buyer and shall use pan-Government Frameworks Approved by the CCS when possible. The Supplier shall be invited to review the use of such contracts and make proposals for alternative procurement routes if these can be demonstrated to provide greater value for money for the Buyer; and
  - 2.4.5. In accordance with Call-Off Schedule 3 – Continuous improvement be proactive and alert and provide the benefits of working together to the Buyer. The Supplier shall also provide the most advantageous options in relation to the deployment of Supplier Staff in order to deliver the required Services in the most efficient, cost effective way.
- 2.5. In accordance with Call-Off Schedule 3 – Continuous Improvement the Supplier shall produce at the start of each Contract Year a Continuous Improvement Plan. The Supplier shall work collaboratively with the Buyer when establishing their operational delivery plan and Continuous Improvement Plan and shall focus on the use of

innovative technology, data and analytics to develop, maintain and improve the workplace experience and value-for-money for the Buyer. These initiatives shall include:

- 2.5.1. Use of new technology to support the Delivery of Services where appropriate. This shall include, but is not limited to, ensuring that the continuous improvement and innovation is applied to the deployment of equipment and systems implemented by the Supplier to deliver the Services.
- 2.6. The Supplier shall ensure that the initiatives agreed with the Buyer are:
  - 2.6.1. Captured within the Service Delivery Plan ("**SDP**"), as defined within Annex A – Security Service Standards;
  - 2.6.2. Recorded within the Supplier's Management Information System (MIS).
  - 2.6.3. Reported upon as part of the agreed contract reporting regime.
- 2.7. At a Regional and local level the Supplier shall be required to work in partnership with the Buyer's Hard and Soft FM Suppliers in order to promote and support the seamless delivery of all of the Buyer's FM service requirements. The Supplier shall be required to share information openly (except where this is agreed as commercially confidential with the Buyer) with the Buyer's Hard and Soft FM Suppliers to support and enable to ongoing development and continuous improvement of wider FM service delivery as appropriate.

### **3. Service A:2 - Health and Safety**

- 3.1. In addition, the following Standards Ref apply to this Service SA: 2
- 3.2. The Supplier shall prepare and as appropriate, revise a written Health and Safety policy statement. This Health and Safety policy statement must be signed by the Supplier managing director or appropriate senior manager.
- 3.3. The Supplier shall ensure:
  - 3.3.1. Their Health and Safety policy statement aligns with the requirements of the Buyer and that throughout the Contract Period, they have suitable organisation and arrangements in place to implement their Health and Safety policy and system. The Supplier shall at all times adhere to the Buyer's Health and Safety Management System. The Supplier shall demonstrate through the delivery of the Services that the management of their own Staff is exemplar in terms of Health and Safety Good Industry Practice.
  - 3.3.2. The Health and Safety policy, Health and Safety system and Health and Safety management plan shall be readily available and accessible to all their employees and anyone, including the Buyer, who may require sight of it; and
  - 3.3.3. Details of their Health and Safety Management shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness.
  - 3.3.4. They have appropriate number of first aid trained personnel deployed to successfully meet their own and the Buyer's Health and Safety requirements in accordance with the Health and Safety (First Aid Regulations) 1981. All Supplier Staff shall have successfully attended and be in possession of a first aid responder qualification. All and any relief staff must carry current certification in this first aid qualification.
- 3.4. If required, the Supplier shall provide a professional advice service on all matters relating to the Health and Safety at Work Act 1974 and any subsequent re-enactments.
- 3.5. The Services may be requested by mutual agreement between the Buyer and the Supplier and shall be limited to the Buyer Premises and Security Services issues.
- 3.6. The Supplier shall notify the Buyer in writing of any potential implications of not implementing the recommendations of any advice given.
- 3.7. The Supplier shall provide a single point of contact for professional advice pertaining to Health and Safety matters as they relate to the Delivery of the Services and

management at each Buyer Premises. The Supplier shall be aware of the appropriate Buyer contact point for the onward transmission of enquiries relating to Health and Safety matters and direct communication via this individual. The Supplier shall as far as practical ensure, through constant interaction with the Buyer, that a holistic Good Industry Practice approach is taken to the execution of good Health and Safety management and legal compliance. Furthermore the supplier shall be required to co-operate fully with the Buyer and any other relevant parties, including but not limited to the Hard FM and Soft FM Suppliers and co-ordinate on matters of health and safety in accordance with The Management of Health and Safety at Work Regulations.

- 3.8. The Supplier is required to provide a Health and Safety expert who is either a member of the Institution of Occupational Safety and Health ("IOSH") or hold an equivalent qualification that is issued by a recognised organisation.
- 3.9. The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving Supplier Staff, to include Sub-Contracted third party staff delivering Security Services on their behalf, and shall issue a written report which shall include recommendations to prevent any repeat to the Buyer.
- 3.10. The Supplier shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation and shall ensure the Buyer is notified immediately in writing. The Supplier shall record and report RIDDOR related incidents in a format which is consistent with the Buyer's internal reporting systems to provide consistency of reporting data.
- 3.11. The Supplier shall provide suitable hazard signage during its operations for the purposes of safely delivering the Services.
- 3.12. The Supplier shall also, in conjunction with the Buyer, be responsible for the publication of all Health and Safety notices for Building Users where this relates to the Services throughout the Contract Period.
- 3.13. The Supplier shall be required to report to the Buyer any significant issues under their control that impact on existing fire risk assessment and fire safety plans, including evacuation plans and co-operate in ensuring they are up to date.
- 3.14. The Buyer is delegating significant authority to the Supplier for their professional Health and Safety expertise, and it shall remain the Supplier's responsibility to guarantee the professional expertise of all Supplier Staff employed in the delivery of the Services, providing additional training as necessary. The Supplier shall demonstrate this capability throughout the Contract Period.
- 3.15. The Supplier shall take practicable steps to support The Buyer with ensuring that all Buyer Premises comply with Health and Safety legislation and any other statutory obligations at all times. The Supplier shall advise the Buyer on any areas which appear not to comply with legislation.
- 3.16. The Supplier shall be responsible for updating workplace risk assessments as necessary to their own areas of work and activities. The Supplier shall allow the Buyer immediate access to these documents. In respect of the Buyer's personnel, the Supplier shall work in close co-operation with designated Buyer Representatives to remain compliant with personnel and data protection issues in relation to information held.

#### **4. Service A:3 - Management Services**

- 4.1. In addition, the following Standards Ref apply to this Service SA: 3
- 4.2. The Supplier shall:
  - 4.2.1. ensure a change management plan is in place which shall be developed and agreed with the Buyer during the Mobilisation Phase;
  - 4.2.2. ensure that they have processes in place to attract, recruit and retain appropriately skilled and experienced Supplier Staff for the duration of the Call-

Off Contract. The Supplier Staff shall be security cleared in accordance with the requirements of 4.3.10;

- 4.2.3. develop and maintain appropriate management and staffing levels for the strategic management and the operational supply of the Services as documented in the SDP within the Security Service Standards. The Supplier shall provide a National lead who is responsible for the strategic management of the Contract and development and implementation of strategy development and strategic initiatives. In addition:
  - 4.2.3.1. The Contract will require appropriate contract management resource supported by supervisory staff as required to ensure that the Contract is appropriately managed at National, Regional and individual Buyer Premises level and is consistent with the prevailing contract management structure established by the Buyer (the Buyer's current structure is provided for information in the data room at tender stage). The importance of the management and supervisory resource at individual Buyer Premises level is not to be underestimated and the Buyer requires that the Supplier is adequately resourced to allow for effective local decision making and authorisations with regard to delivery of the Services, as well as the continuous review and monitoring of service quality and standards such that any deterioration in service standards, or issues arising which have the potential to impact upon Building Users or the security of the Buyer Premises, are swiftly detected and rectified by the Supplier, ideally before these issues are notified by Building Users.
  - 4.2.3.2. The proposed organisational structure, management levels, resource allocation and shift patterns to support the Services should be fully transparent. All resources must be inducted, trained and where possible multi-skilled to maximise their flexibility to meet operational requirements.
  - 4.2.3.3. The Supplier will nominate a representative, as the single point of contact for the Services, known as the Contract Manager within this Schedule, who will provide regular contact with the Buyer's Authorised Representatives. The Contract Manager shall be the primary contact for the Buyer.
  - 4.2.3.4. The Contract Manager shall be responsible for all administrative and managerial matters relating to the Contract and the Supplier Staff, including Subcontractors, employed on the Call-Off Contract.
  - 4.2.3.5. The Contract Manager must:
    - 4.2.3.5.1. Be suitably qualified;
    - 4.2.3.5.2. Have a detailed understanding of Best Industry Practice in Security principles;
    - 4.2.3.5.3. Have the necessary experience and track record in the contribution to service delivery to high profile premises;
    - 4.2.3.5.4. Be an effective problem solver, with strong leadership skills, have excellent pro-active organisational skills, project management skills and computer literacy;
    - 4.2.3.5.5. Have good written and oral communication skills;
    - 4.2.3.5.6. Have a 'can do' attitude and embraces a partnership service delivery ethos.
  - 4.2.3.6. The Supplier is required to provide all other necessary management and administrative support and resource to enable the Contract Manager to fully meet the management, reporting and administrative requirements of the contract. .
- 4.2.4. Develop and maintain appropriate working practices, policies, procedures and methods to ensure that the Services are supplied in accordance with Annex A - Security Service Standards. The Supplier shall follow such Standards at all times;



- 4.2.5. Review all method statements and risk assessments from third party suppliers prior to the start of any Security Services related activities to ensure:
  - 4.2.5.1. The works processes and control measures are compliant with all Health and Safety and Buyer requirements; and
  - 4.2.5.2. All Supplier Staff engaged in the work possess the relevant skills, qualifications and accreditations to undertake the works.
- 4.2.6. Comply with all of the Buyer's procedures and security policies and act upon the instructions of the Buyer should there be a change in the threat assessment and Response Level (Response Level has the meaning given to it at SC9 of Annex A - Security Service Standards of this Specification associated with the Buyer Premises. ;
- 4.2.7. Ensure that all staff adopt and follow all security contingency plans as directed by the Buyer in the event of a security alert or incident;
- 4.2.8. Ensure all Supplier staff are provided with the necessary training in relation to their responsibilities and activities (including all enhanced security activities) when changes in security status occur;
- 4.2.9. Be aware that the implementation of these enhanced measures may require all Supplier, Sub Contractor and supply chain staff to vacate a Buyer Premises as directed by the Buyer;
- 4.2.10. Ensure that Supplier Staff and Subcontractors requiring access to the Buyer's Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. The Supplier shall meet the following requirements in this regard:
  - 4.2.10.1. The Supplier shall comply with the Counter Terrorist Check (CTC) (incorporating BPSS) in respect of all persons employed or engaged in the provision of the Services. The Supplier shall ensure that all persons employed or engaged by the Supplier have been vetted in accordance with the CTC prior to commencing work on the Contract and on an ongoing basis as required.
  - 4.2.10.2. Provide Enhanced SC clearance for the National lead and staff working in the National Planning and Support Team.
  - 4.2.10.3. Provide Enhanced SC clearance for any Supplier Staff with access to the Buyer's systems for the purpose of encoding building access passes in the event that this is requested by the Buyer.
  - 4.2.10.4. In addition, at Regional Centre sites, the Supplier shall provide, as a minimum, a supervisor on each shift, with Enhanced SC clearance. The Supplier shall ensure that there are sufficient personnel with SC clearance to meet service requirements, with all such personnel vetted in accordance with the SC clearance prior to commencing work on the Contract and on an ongoing basis as required.
  - 4.2.10.5. Where identified in the Deliverables Matrix, or confirmed by the Buyer at Mobilisation, provide SC clearance as a minimum for all Staff involved in the provision of Services at the specified Buyer Premises (notwithstanding the requirements identified above regarding Enhanced SC clearance for supervisory staff and Supplier Staff with access to Buyer systems for encoding building access passes).
  - 4.2.10.6. The Supplier shall maintain full and accurate records of CTC/SC clearance checks such that the Buyer may verify that the Supplier has carried out such checks in accordance with the CTC/SC clearance. The Supplier shall make these records available to the Buyer in full as part of regular assurance.

- 4.2.10.7. To ensure that no break in the provision of Services occurs, the Supplier must have available to him a pool of personnel, who are already CTC/SC checked (as appropriate for the role) for this Contract and site trained, that can be drawn upon in case of need.
- 4.2.10.8. The Supplier shall agree with the Buyer during the Mobilisation Period the security clearance levels required for each member of Staff.
- 4.2.11. Unless prior approval has been received from the Buyer the Supplier shall be responsible for meeting the costs associated with security clearances for Supplier staff and sub-contractors;
- 4.2.12. Unless prior approval has been received from the Buyer the Supplier shall be responsible for the provision of security cleared escort services and shall meet all associated costs as required for works undertaken by the Supplier on in-scope Services; and
- 4.2.13. Recognise that some of the Buyer's data is protectively marked and may contain potentially sensitive information and shall ensure that management systems are in place to maintain the security of the Buyer's data. Further information shall be included in Call-Off Schedule 9.
- 4.2.14. The Supplier shall ensure that all Supplier owned equipment is maintained and compliant with regards to Health and Safety and statutory requirements, where a relevant Risk Assessment states all portable equipment shall be tested at the Suppliers cost.
- 4.3. The Suppliers staff, to include all Sub-Contracted and supply chain staff, shall cooperate with and assist the Buyer with the implementation of all enhanced security related measures required in the event that enhanced security measures be required in response to increased threat assessment and / or level of alert.
- 4.4. The Supplier shall provide expert technical and professional advice to the Buyer upon request on issues related to the Services detailed within this Specification.
- 4.5. The Contract Manager and the Buyer Authorised Representatives shall hold performance review meetings on a regular basis to review the performance and effectiveness of the Services. The frequency of the meetings shall be in accordance with the Contract Management Plan
- 4.6. Ad-hoc meetings may be requested with the Supplier at any point during the Call-Off Contract and the Supplier shall be required to attend with suitable representation, subject to reasonable notice from the Buyer. Ad-hoc meetings may include but not be limited to:
  - 4.6.1. Joint service delivery meetings with the Hard and Soft FM Suppliers ;
  - 4.6.2. Local customer / Building User briefings;
  - 4.6.3. Buyer Health and Safety meetings; and
  - 4.6.4. Business Continuity and Disaster Recovery (BCDR) planning meetings.
- 4.7. All meetings will be held at Buyer Premises unless by mutual agreement between the Supplier and the Buyer.
- 4.8. During the Mobilisation Period the Supplier shall work together with the Buyer to finalise the Contract Management Plan for the relevant Service Period. The Contract Management Plan shall be subject to regular and ongoing review which shall occur no less frequently than annually and in advance of the commencement of Services to a new individual Buyer Premises.
- 4.9. The Supplier shall provide Supplier Personnel with all consumables, equipment and materials necessary to deliver the Service including but not limited to stationery. The Supplier shall:
  - 4.9.1. Maintain suitable stocks of all consumables, materials and equipment, via a robust stock control system, with contingency arrangements in the event of a potential shortage.

- 4.9.2. Be responsible for insurance, tax, servicing, maintenance, training and running costs associated with equipment necessary to perform the Services and keeping it in a clean, safe and serviceable condition, at all times being fit for purpose.
- 4.9.3. The Supplier and any Subcontractors shall be responsible for the safe keeping and storage of equipment, materials and consumables that are delivered to the Buyer Premises.
- 4.9.4. The Supplier shall, on request, provide a full list of all materials, equipment, consumables and other items stored on site and their location to the Buyer.

#### **Customer communications**

- 4.10. The Buyer requires the Supplier to support and facilitate excellent communication with Building Users throughout the Mobilisation Period and the Services Period.
- 4.11. The Supplier shall ensure regular and effective communication with Building Users is facilitated via each Area Hard FM Suppliers' Helpdesk to ensure that prompt feedback and progress reporting is provided regarding the status of all Security Service requests, complaints, compliments and queries currently in progress. It is the Suppliers responsibility to ensure that the relevant, accurate and up to date information is made available to the Buyer via the Area Hard FM Suppliers' Helpdesks to ensure Building Users remain fully informed as to the status of all Security Services activities, tasks, requests and complaints.
- 4.12. In addition to the routine communication with Building Users through the Area Hard FM Suppliers' Helpdesks, the Supplier shall also agree with the Buyer, during the Mobilisation Period, a programme for regular and ongoing communications with Building Users. This shall be reviewed no less frequently than annually, or by request from the Buyer. It is anticipated that customer communications may include, but is not necessarily limited to:
  - 4.12.1. Regular (monthly) provision of communications content to inform a building bulletin (to be produced by the Buyer) which shall include key communications from the Supplier regarding delivery of the Services; and
  - 4.12.2. Participation by the Supplier in regular customer briefings on the promotion, delivery and performance of the Services including service performance and Service innovations. .

#### **Property Lease Obligations**

- 4.13. The Supplier shall take due cognisance of the rights and obligations of the Buyer, acting as the tenant, and the Landlord as set out within the Buyer Premises Leases when delivering the Services at the Buyer Premises.
- 4.14. The Supplier shall note that where the obligations within an individual Buyer Premises Lease conflict with the requirements within this Schedule, the obligations within the Buyer Premises Lease shall take precedent.
- 4.15. The Supplier shall be provided with a redacted copy of each Buyer Premises Lease is required to familiarise themselves with the obligations set out in the Buyer Premises Leases and shall at all times work collaboratively with the Buyer, the Landlord, third parties appointed by the Landlord and Third Party Tenants to comply with all relevant Buyer Premises Lease obligations. This is expected to include, although shall not be limited to:
  - 4.15.1. The timely collation and provision of required, relevant information in an appropriate format;
  - 4.15.2. The provision of separate Security Services cost information for those common parts, shared building services or any other elements where the

- Buyer is entitled to recharge the Landlord, Third Party Tenants or other third parties for the cost of services delivered by the Supplier;
- 4.15.3. Facilitating access to the Buyer Premises where necessary;
  - 4.15.4. Facilitating Landlord insurance inspections where necessary;
  - 4.15.5. Supporting the development and implementation of lease specific management strategies between the Buyer, the Landlord and Third Party Tenants;
  - 4.15.6. General ongoing liaison with the Landlord;
  - 4.15.7. General ongoing liaison with Third Party Tenants; and
  - 4.15.8. Notify the Buyer immediately of any relevant matter in accordance with the requirements of the Buyer Premises Lease, with a relevant matter meaning any matter that a prudent insurer or underwriter might treat as material in deciding whether or on what terms to insure the Premises.
- 4.16. During the Mobilisation Period the Supplier shall review in full the terms of the redacted Premises Lease and highlight to the Buyer any areas where the Supplier believes the Premises Lease requirements conflict with the requirements set out in this Contract. These will be discussed and agreed with the Buyer with any required changes to the Supplier's Fixed Price agreed on an open book basis at the discretion of the Buyer. This shall include the provision of all Open Book Data.

### **Methods of Working**

- 4.17. The Supplier must, at all times, take all necessary precautions to minimise inconvenience, avoid disruption to the business of the Buyer and prevent injury to persons or damage to Buyer Premises arising from the carrying out of the Services.
- 4.18. The Supplier shall not, through their action or inaction, invalidate or void an active warranty on any property or assets owned by the Buyer.
- 4.19. The Supplier's employees or agents or Subcontractors must not trespass on the Buyer Premises but confine themselves to the locality of the Services.
- 4.20. The Supplier must not do anything on the Buyer Premises which may become a nuisance, damage, danger, annoyance or inconvenience to the Buyer, the Landlord or any nearby owner or occupier.
- 4.21. The Supplier must not cause any common parts or any other area abutting the Buyer Premises to be untidy.

### **Security and access**

- 4.22. The Supplier shall manage the control of access passes to its Staff at all times. This shall include the implementation of effective management systems to manage new passes and the return and deactivation of passes when Staff no longer work at the Buyer Premises. The Supplier shall provide the Buyer with a monthly access pass/key audit and reconciliation report. All missing access passes and keys are to be reported by the Supplier to the Buyer immediately.
- 4.23. The Supplier shall ensure that all security staff carry valid passes as approved by the Buyer at all times whilst on duty.

### **Supplier accommodation**

- 4.24. The Buyer may provide accommodation at the Buyer Premises for the Supplier's use. This is anticipated to include office space (located in Nottingham) for the Supplier's National Planning and Support Team (please see section 23.4 (National Planning and Support Team) for detailed requirements regarding the role of the National Planning and Support Team). These areas will be confirmed during the Mobilisation Period however the Supplier should assume that this will be limited.
- 4.25. The Supplier may make use of the designated storage space for the storage of equipment, materials, essential spares and service records in agreement and Approval with the Buyer. However, the Supplier shall note that space is minimal and

take this into consideration in their storage and delivery strategy. Under no circumstances shall these items be stored in any form of riser cupboard or plant room. The Buyer will finalise storage space available to support delivery of the Services with the Supplier during the Mobilisation Period.

- 4.26. The Supplier shall only use accommodation for the Buyer related Services and not conduct business or store equipment and materials for other clients. In the event of this being identified by the Buyer, such items will be requested for immediate removal.
- 4.27. Areas of the Buyer Premises utilised by the Supplier, including store rooms, shall be maintained in a safe, clean and tidy manner at all times.
- 4.28. The provision of suitable storage cabinets shall be the responsibility of the Supplier. All equipment and consumables required for delivery of the Services shall be suitably and securely stored.
- 4.29. The Supplier shall conduct regular audits and inspections to ensure areas of the Buyer Premises utilised by the Supplier are being suitably maintained.

#### **Vehicles and car parking.**

- 4.30. It is the responsibility of the Supplier to ensure that any vehicles provided and used for delivering the Contract are maintained in a safe working condition and fit for purpose. The Supplier is responsible for keeping all relevant records which must be available to the Buyer at all times.
- 4.31. Dedicated parking at the Buyer Premises is not available to the Supplier.

#### **Financial transparency**

- 4.32. The Buyer recognises modern business practices, including operation for profit, and seeks to ensure that both they and the Supplier have a mutually beneficial relationship.
- 4.33. All financial dealings shall be exercised on an open book basis. This shall include the provision of all Open Book Data. The Supplier shall provide costs for all Services (including any overheads and profit) on this basis, including its financial relationships with its Subcontractors.

#### **Buyer policies and procedures**

- 4.34. Without prejudice to the requirements stated of the Supplier within this Schedule, the Supplier shall adhere strictly to the Buyer's policies and procedures when delivering the Services. A list of the Buyer's policies and procedures is provided within the Data Room.

#### **Liaison with police and security services**

- 4.35. The Supplier shall lead and develop, in consultation with the Buyer, a clear strategy for establishing effective and proactive working relationships, communication, and liaison with the police and security services at a National level.
- 4.36. The Supplier shall cascade the National strategy to inform the development and implementation of protocols and procedures for police and security service communication and liaison at a Regional and local level in consultation with the Buyer.
- 4.37. National strategy, Regional and local protocols shall be developed during the Mobilisation Period and Approved by the Buyer. They shall be reviewed no less frequently than annually. All updates will require Buyer Approval prior to implementation.

#### **Development of operational strategies and protocols`**

- 4.38. The Supplier shall develop, in consultation with the Buyer and in response to the Buyer's overarching Security and Counter Terrorism strategies, operational strategies and template protocols outlining the roles, responsibilities and actions of the Supplier in the event of specified threats and incidents, including the need for

central management and co-ordination of the Supplier's response where appropriate. The Supplier shall work with the Buyer to identify a comprehensive suite of strategies and template protocols which shall include but is not limited to:

- 4.38.1. A comprehensive range of security incidents and emergencies
  - 4.38.2. Increased threat level, incorporating specific requirements for:
    - 4.38.2.1. Mobilisation of additional resources
    - 4.38.2.2. Screening protocols (staff and visitors)
    - 4.38.2.3. Screening protocols (vehicles)
    - 4.38.2.4. Stop and search protocols
  - 4.38.3. Police and Buyer contact, liaison and Supplier site response following remote alarm and/or CCTV activation
  - 4.38.4. Search, seizure and detention of property
  - 4.38.5. Apprehension, restraint and detention
  - 4.38.6. Accident and personal injury
  - 4.38.7. Building evacuation
  - 4.38.8. Loss of critical Security systems e.g. CCTV
  - 4.38.9. Fire alarm response
  - 4.38.10. Other critical alarm response
  - 4.38.11. Police response
  - 4.38.12. Lift entrapment
  - 4.38.13. Rights of entry (including senior officials and VIPs)
  - 4.38.14. VIP and ministerial visits
  - 4.38.15. Staff and visitor security escorts
- 4.39. The operational strategies and template protocols shall consider the National security context within which the Buyer operates and establish a template for further development at Regional and local level. These shall identify responses appropriate to the full range of building types within the Buyer's property portfolio.
- 4.40. The operational strategies and protocols shall be developed and Approved during the Mobilisation Period and shall subsequently be reviewed no less frequently than annually or following implementation. All changes shall be Approved by the Buyer prior to implementation.
- 4.41. The Supplier shall cascade the operational strategies and protocols to implement standard operating protocols at Regional and local level in consultation with the Buyer and in response to local requirements, whilst recognising the overarching objectives of the National strategy and the requirement for central co-ordination and control where this is required. In the event that local operating protocols are required to deviate materially from the National strategy and/or template protocols this shall be Approved by the relevant Buyer Representative prior to implementation.
- 4.42. Regional and local operating procedures shall be developed during the Mobilisation Period and Approved by the Buyer. They shall be reviewed no less frequently than annually, following an amendment to the National strategy or template protocols or following implementation. All changes shall be Approved by the Buyer prior to implementation.

## **5. Service A:4 - Service Delivery Plans**

- 5.1. In addition, the following Standards Ref apply to this Service SA: 4
- 5.2. The Supplier shall prepare a SDP for the Buyer's requirements at each individual Buyer Premises describing its approach to managing and providing the required Services as per the requirement of this schedule. The SDP shall be structured as follows 1) scope and service objectives 2) management of the Services; 3) delivery of the service As a minimum the SDP shall contain the following information:
  - 5.2.1. Scope and Services objectives;
  - 5.2.2. Variation Procedures and additional work requests;
  - 5.2.3. Operational structure including resource proposals;

- 5.2.4. Quality policy / quality statement;
- 5.2.5. Third party suppliers / partners;
- 5.2.6. Balanced scorecard certification;
- 5.2.7. Procurement of Services;
- 5.2.8. Supplier Management Information System (MIS);
- 5.2.9. Inspections;
- 5.2.10. Conservation and sustainability;
- 5.2.11. Management arrangements;
- 5.2.12. Quality management;
- 5.2.13. Complaints management processes;
- 5.2.14. Operational liaison;
- 5.2.15. Approach and methodology for the delivery of each service;
- 5.2.16. Protocols and procedures for the integration of the Suppliers operations and MIS with the Area Hard FM Suppliers' Helpdesks;
- 5.2.17. Agreed report formats;
- 5.2.18. Approach to communication and liaison with the Buyer;
- 5.2.19. Approach to local liaison with police and security services;
- 5.2.20. Annual meeting timetable across the Contract Year including proposed attendees and sample agendas;
- 5.2.21. Weekly, monthly, quarterly and annual meeting details including level of attendees;
- 5.2.22. Customer satisfaction survey and complaints procedures;
- 5.2.23. Interfaces with the Buyer emergency procedures;
- 5.2.24. Contract monitoring procedures for all the Services (including details of any back to back agreements with sub-contractors);
- 5.2.25. Performance monitoring plan with agreed monthly, quarterly and annual monitoring report format;
- 5.2.26. Self- monitoring procedures;
- 5.2.27. Annual meeting timetable across the Contract Year including proposed attendees and sample agendas;
- 5.2.28. Approach to strategic risk management, including joint approach with Hard and Soft FM suppliers;
- 5.2.29. Physical intervention capabilities for each location where appropriate; and
- 5.2.30. Approach to scenario testing strategy.
- 5.3. The Buyer requires a Supplier who can deliver Services to a consistent standard and quality across the Buyer Premises but appreciates that the expectations and priorities of the Services may be unique to each individual Buyer Premises, and thus is expected to adopt an approach that is site specific, pro-active and responsive. This shall be reflected in the SDP.
- 5.4. The Supplier shall take into account when developing the SDP the specific requirements of each individual Buyer Premises including the nature of use and specific Building Users as well as its surrounding location and environmental factors which may impact the service requirements (for example proximity railway lines and construction sites, flood risk etc.). The Supplier shall take these into account when developing the SDP and their approach to service delivery and required task frequencies.
- 5.5. The SDP shall be available for comment and review and Approval by the Buyer before the end of the Mobilisation Period. The agreed plan should be effective on the relevant Service Start Date. The SDP shall be subject to regular and ongoing review which shall occur no less frequently than annually and in advance of the commencement of Services to a new individual Buyer Premises. .

## **6. Service A:5 - Risk Management**

- 6.1. In addition, the following Standards Ref apply to this Service SA: 5

- 6.2. In conjunction with the Buyer and the Buyer's supply chain, the Supplier shall construct a service risk register for each Buyer Premises listed within the Call-Off Contract data. The risk register shall clearly identify and prioritise each risk along with owners, mitigations / actions and timescales for action and review. The Supplier shall have sole responsibility for the drafting and updating of the risk register.
- 6.3. The Supplier shall be required to operate business unit specific risk management systems including the drafting and updating of such systems.
- 6.4. The Supplier shall regularly contribute to the ongoing review and update of this risk assessment when requested by the Buyer during the Service Period.
- 6.5. Risk registers will be reviewed as part of the ongoing monthly Contract management meetings over the duration of the Contract.
- 6.6. The Supplier shall also work collaboratively with the Buyer and the Buyer's supply chain to adopt a strategic risk management approach across the Buyer Premises at a National and Regional level in accordance with the Buyer's risk management strategy.
- 6.7. As part of the risk management process the Supplier shall work collaboratively with the Buyer to identify any opportunities in addition to risks.

## **7. Service A:6 – Customer satisfaction**

- 7.1. In addition, the following Standards Ref apply to this Service SA 6
- 7.2. The Buyer requires the Supplier to deliver excellent customer service and achieve high satisfaction rates from the commencement of the Contract, whilst at all times striving to increase customer satisfaction through innovative and proactive thinking which enhances the customer experience at the Buyer Premises. The Supplier shall ensure that:
  - 7.2.1. they have processes in place to provide excellent, proactive and responsive customer service, managing customer satisfaction to the agreed levels throughout the duration of the Framework Contract Period;
  - 7.2.2. they have processes in place for managing and improving customer satisfaction, ensuring customer feedback is considered and acted upon such that customer service and the user experience is continuously improving at all times;
  - 7.2.3. their customer satisfaction processes align with the Buyer's Quality Management System ("QMS") where appropriate; and
  - 7.2.4. they administer the formal process for handling service failures, complaints and works Recall as set out in Appendix 1 – Complaints, Failure and Recall Process. With regard to complaints, the Supplier's interface with the Area Hard FM Suppliers' Helpdesks shall attempt to resolve the complaint at the point of contact. Where this is possible these shall be recorded on the Supplier's MIS as Level 1 Complaints. Where complaints cannot be resolved at the point of contact with the relevant Area Hard FM Supplier's Helpdesk these shall be recorded on the Supplier's MIS as Level 2 Complaints and shall follow the process set out in Appendix 1.
- 7.3. The Buyer will undertake regular customer satisfaction and engagement activities as part of the Buyer's customer engagement strategy.
  - 7.3.1. The Supplier will be required to support this activity with regard to the Services, which shall include the development and facilitation of customer surveys.
  - 7.3.2. In addition, the Supplier shall undertake their own programme of customer engagement and satisfaction activities focused on the Services.
  - 7.3.3. The Supplier shall work with the Buyer to agree the form, format and content of these activities
  - 7.3.4. The Supplier is encouraged to be innovative and forward thinking in their approach to customer satisfaction and engagement activities and shall be expected to utilise technology to support and enhance this process where appropriate. The Supplier shall regularly update the Buyer on the latest innovative



technology for engaging with customers and capturing customer satisfaction feedback.

- 7.3.5. The aim of the customer engagement and satisfaction process shall be to identify opportunities for the continuous improvement of Services which enhance the customer experience. Customer engagement, satisfaction and quality assessments in relation to Services shall therefore be undertaken regularly with results scrutinised, presented and discussed with the Buyer and outcomes (subject to the Buyer's agreement) incorporated into the future Services delivery solution;
- 7.4. The Supplier's SDPs shall contain details of the proposed methodology for contributing to the Buyer surveys and carrying out the focused customer engagement and satisfaction activities as described above. This shall include but not be limited to:
  - 7.4.1. Engagement method / medium (for example deployment of technology, use of online or paper based surveys etc.);
  - 7.4.2. Approach to maximising customer engagement and response rates ;
  - 7.4.3. Sample / draft questionnaire and other engagement response rates; and
  - 7.4.4. Approach to the analysis and presentation of results.
- 7.5. Where the customer satisfaction results are of a score less than the agreed satisfaction level (satisfaction level to be agreed by the Buyer at Call-Off stage), the Supplier shall investigate the cause of the dissatisfaction and produce an action plan within one week of receiving the results to address the root cause of customer dissatisfaction, and where appropriate carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.
- 7.6. The action plan shall include a timescale within which a repeat survey/ questionnaire shall be undertaken to demonstrate the action plan has achieved the required satisfaction level. The supplier shall subsequently undertake the agreed action plans and follow up surveys/ questionnaires within the timescale defined.

## **8. Service A:7 – Reporting**

- 8.1. In addition, the following Standards Ref apply to this Service SA: 7
- 8.2. The Supplier shall ensure that:
  - 8.2.1. All data used to generate reports is held within the Supplier's MIS.
  - 8.2.2. Data informs the delivery of a dynamic reporting capability to the Buyer via electronic interface accessible via portal and web browser facility;
  - 8.2.3. The format, standard and frequency of reporting is developed and agreed with the Buyer and Delivered in accordance with their requirements; and
  - 8.2.4. The information required to report against its agreed KPIs is contained within the MIS and maintained accurately at all times.
  - 8.2.5. For the avoidance of doubt, reporting and all supporting data shall be produced in a consistent format and structure. All reports shall be flexible with regard to the scope of individual Buyer Premises included and should be available to present aggregate data across all, or a select number, of Regional Buyer Premises as well as for individual Buyer Premises.
- 8.3. The Supplier shall provide a broad and comprehensive reporting solution under the following categories:
  - 8.3.1. Industry-standard Security Services reports; and
  - 8.3.2. Performance measurement and statistical reporting.
- 8.4. The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being provided including:
  - 8.4.1. Reportable incidents;
  - 8.4.2. Real time Reporting;
  - 8.4.3. Expert analysis reports;
  - 8.4.4. Ad hoc reporting requirements;
  - 8.4.5. Self-service reporting capability; and

8.4.6. Performance measurement and reporting;

**Reportable incidents**

- 8.5. The Supplier shall inform the Buyer in accordance with an Approved procedure each time reportable incidents occur. Reportable incidents shall be agreed with the Buyer during the Mobilisation Period. These shall be recorded on the Supplier's Management Information System (MIS) and shall include:
- 8.5.1. Health And Safety accidents and incidents, to include HSE RIDDOR reports;
  - 8.5.2. Pollution and contamination incidents;
  - 8.5.3. Statutory Compliance failures;
  - 8.5.4. Asset and system failures which may impact on business continuity;
  - 8.5.5. Physical and document security breaches;
  - 8.5.6. Service failures;
  - 8.5.7. Instances of wilful damage or vandalism;
  - 8.5.8. Issues with the potential to disrupt energy and utility provision;
  - 8.5.9. Staff disciplinary issues where associated with personal integrity which may have the potential to damage the reputation of the Buyer; and
  - 8.5.10. Complaints.
- 8.6. The Supplier shall implement and maintain systems and procedures to report, record and collate all security incidents (including but not limited to criminal offences) correctly, accurately and of a quality suitable for submission in Court or other tribunal or judicial forum. These are to be made available to the Buyer as part of regular assurance.
- 8.7. The Supplier shall report serious incidents to the Buyer immediately. The Supplier shall submit a report containing all incidents to the Buyer on a daily basis.
- 8.8. The Supplier shall provide monthly and quarterly trend reporting by Region and location (individual Buyer Premises) specific.
- 8.9. Where a crime is committed or where a crime is suspected of being committed, the Supplier shall summon the police in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 8.10. On discovery of a criminal act the Supplier shall report all findings immediately to the Buyer and investigate the incident on behalf of the Buyer in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).

**Expert analysis reports**

- 8.11. The Supplier shall compile and analyse a suite of specific reports which is to be agreed with the Buyer during the mobilisation period where applicable. This shall be in support of the Buyer's performance measurement and management of the Services. The Supplier shall interpret the reports and provide a written commentary of its expert analysis, as specified by the Buyer.

**Ad hoc reporting requirements**

- 8.12. The Buyer may request the Supplier to create and generate ad hoc reports on its behalf;
- 8.13. Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Buyer; and
- 8.14. The Buyer is answerable to Parliament and, on occasion, is required to respond to parliamentary questions regarding the Buyer's Buyer Premises on an urgent basis. The Supplier shall comply with any such reasonable request in the event information is required under these circumstances. The Supplier shall also respond to requests for the provision of information in response to the Buyer's disclosure obligations under Freedom of Information Act and Environmental Information Regulations.

### **Self-service reporting capability**

- 8.15. The Supplier shall provide the Buyer with the ability to modify existing reports, or design and store user-specific reports on an ad hoc basis, as specified by the Buyer via the Supplier's MIS. The Supplier shall be aware that it is the Buyer's intention to utilise the Supplier's MIS to support the routine effective analysis and reporting of information on the performance of each aspect of the Services at all levels of the Contract. This shall include, but shall not necessarily be limited to, the provision of status reports and updates on the level of statutory compliance at the Buyer Premises. It is required that the Supplier shall provide the Buyer with maximum flexibility with regard to the ability to design and produce self-service reporting. Whilst initial self-service reporting templates are anticipated to be established during the Mobilisation Period, the Supplier will be required to work collaboratively with the Buyer to support the ongoing development of additional reports throughout the Contract Period in response to the Buyer's developing requirements.

### **Supplier Performance measurement and reporting**

- 8.16. The Supplier shall report monthly on its own performance against the agreed KPIs and other measures reasonably requested by the Buyer. These reports shall include summaries at National, Regional and individual Buyer Premises level, as appropriate, for the following:
- 8.16.1. Achievement against KPI agreements;
  - 8.16.2. Status and achievement against social value initiatives;
  - 8.16.3. Reasons for failure to meet any KPI agreements;
  - 8.16.4. Performance failures accruing as a result of failure to meet KPI agreements;
  - 8.16.5. Levels of Statutory Compliance. The Supplier shall provide a statutory compliance register (which shall be made available within the Supplier's MIS) demonstrating current compliance with relevant statutory and mandatory requirements on an ongoing basis. The Supplier shall also report results arising from any audits measuring compliance with legislative requirements, including actions arising;
  - 8.16.6. Performance against the Supplier's sustainability management plan;
  - 8.16.7. Details of performance against planned and routine activities. This shall identify the planned date and actual date activities were carried out, where tasks were not completed the reason and action plan for completion shall be clearly identified;
  - 8.16.8. Complaints;
  - 8.16.9. Health and Safety accident reporting / RIDDOR reports;
  - 8.16.10. Environmental incidents;
  - 8.16.11. Security breaches;
  - 8.16.12. Achievement against the Delivery of statutory testing and inspections;
  - 8.16.13. Progress on outstanding actions; and
  - 8.16.14. Details of actions plans for the following Month which will be reviewed to check progress and track actions carried out to completion. The Buyer shall not unreasonably withhold or delay agreement of these action plans with the Supplier.
  - 8.16.15. Review of staffing numbers and contract management structures including full list of Supplier Staff showing name, job descriptions, work location, security check status and other relevant certification details as required related to the Services;
  - 8.16.16. Instances of vandalism;
  - 8.16.17. Contract variation requests following additions, deletions and amendments to the Services;
  - 8.16.18. Forthcoming changes in legislation;

- 8.16.19. Statement of accounts showing the invoiced amounts, payments made by the Buyer, payments made to Subcontractors and payments made to suppliers;
- 8.16.20. Application for payment for additional costs and services including management information broken down by task;
- 8.16.21. Service delivery proposals and contractual issues related to the Services if any changes have occurred;
- 8.16.22. Additional detail may be requested by the Buyer as the Contract progresses. The Buyer and the Supplier shall both within reason, have the opportunity to add further measurable items to these lists. Such requests shall be provided within a reasonable time before the production of the service review report to enable the Supplier to collate the necessary information.
- 8.17. For performance measurement and reporting, the Supplier shall report against its performance through the following:  
**Calculation of Supplier performance results against Annex E - Service Delivery Response Times, and the KPI agreements in the Supplier performance mechanism**
- 8.18. The Supplier shall be required to input performance data relating to its operational KPIs into the Management Information System (MIS).
- 8.19. The Supplier shall collate the data required to calculate its performance against the obligations in the Supplier performance mechanism;
- 8.20. The Supplier shall compile and issue the required Framework Management Information (MI) data on a monthly basis via the CCS portal.
- 8.21. The Supplier shall measure its performance each Month against each of their KPIs and calculate payment mechanism scores in accordance with its Supplier performance mechanism;
- Reporting Supplier performance data and associated information**
- 8.22. During the Mobilisation Period, the Supplier shall provide a report for the Buyer in accordance with the requirements of Call-Off Schedule 13- Mobilisation.
- 8.23. The Supplier shall provide a quarterly report to the Buyer detailing the performance scores and associated Deductions calculated; and
- 8.24. The Supplier shall provide a reconciliation report to the Buyer within seven (7) calendar days following the end of each quarter.
- 8.25. For statistical information reporting, the Supplier shall provide Monthly comprehensive Management Information statistics and trend analysis in relation to all aspects of the Services including:
  - 8.25.1. Inbound volume, by type and region;
  - 8.25.2. Completed Service requests, by inbound channel;
  - 8.25.3. Average and maximum call waiting times;
  - 8.25.4. Average inbound call duration;
  - 8.25.5. Volume of duplicate Service requests;
  - 8.25.6. Total outbound calls;
  - 8.25.7. Benchmarking; and
  - 8.25.8. Volume of requests originated by the Supplier.
- 8.26. The Supplier shall provide the Buyer with any required reports, written information or statistical information in relation to the Services against all data held within the Management Information System (MIS). This will be in response to reasonable ad hoc requests from the Buyer.

## **9. Service A:8 – Performance Self-Monitoring**

- 9.1. In addition, the following Standards Ref apply to this Service SA: 8
- 9.2. The Supplier is required to undertake a performance self-monitoring regime which is to be agreed with the Buyer. This shall be inclusive of all Services Delivered by third party suppliers and partners.
- 9.3. Within the performance self-monitoring regime, the Supplier is required to:

- 9.3.1. Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;
- 9.3.2. Monitor the performance of the Services via a programme of internal and external audits and inspections and trend analysis of recorded data in the Management Information System (MIS) and produce Monthly performance reports for the Buyer; and
- 9.3.3. Maintain a Management Information System (MIS) to analyse information on the performance of each required Service. It shall be capable of reporting performance against defined performance requirements.
- 9.4. The MIS system, utilised by the Supplier, shall at all times be capable of monitoring performance of Services and meeting the stated obligations to support reporting of the performance of the Services, notwithstanding any changes in work practices, technology and agreed performance Standards.
- 9.5. The Supplier shall be responsible for maintaining the MIS software and systems implemented by the Supplier and shall ensure they use the latest software releases to maximise the benefits of new technology.
- 9.6. The Supplier shall work with the Buyer and support their internal management processes. The Supplier's self-monitoring regime shall recognise these processes and capture feedback from Buyer audits and inspections, to include independent audits scheduled by the Buyer. The Supplier shall be responsible for taking appropriate action to Deliver agreed outcomes to identified issues and failures.
- 9.7. The Supplier is required to report immediately via the relevant Area Hard FM Supplier's Helpdesk any building faults identified by Supplier Staff, for example leaks, lights not working, damage to the building fabric etc.
- 9.8. The Buyer operates an "Intelligent Client" model in the management of the Contract. The management team is therefore small and the responsibility is on the Supplier to demonstrate full ownership of the service monitoring requirements. The Supplier will provide and implement management structures and processes that guarantee effective and efficient service management and reporting.
- 9.9. The Supplier is responsible for ensuring on a daily basis that Services delivered to the Buyer Premises have been completed to the required standards. Any failure to deliver services and associated Attendance and Completion Times, must be reported to the Contract Manager and recorded on the Supplier's MIS in a timely manner noting the reasons for this and new timescales for closing out affected jobs so that customer expectations can be managed.
- 9.10. The Buyer reserves the right to undertake their own performance monitoring and audit activities at any time, including independent monitoring and audit by third parties appointed by the Buyer. The Buyer also requires that the Supplier participate in a programme of joint monitoring with the Buyer.

#### **10. Service A:9 - Business Continuity and Disaster Recovery ("BCDR") Plan**

- 10.1. In addition, the following Standards Ref apply to this Service SA: 9
- 10.2. In accordance with Call-Off Schedule 8 - Business Continuity and Disaster Recovery, the Supplier shall have a BCDR Plan to Deliver the Services at each Buyer Premises throughout the duration of the Call-Off Contract. The Supplier shall ensure that the Services are delivered in line with BS 25999 – Business Continuity Management.
- 10.3. The Supplier shall act in accordance with the requirements of Call-Off Schedule 8 – Business Continuity and Disaster Recovery at all times.
- 10.4. The Buyer may require the provision of professional advice in relation to its own BCDR Plan. The Supplier shall provide advice and support to the Buyer in the development and review of the Buyer's BCDR Plan including planned responses to security and business continuity / resilience incidents, the safe evacuation of premises during an emergency and the operation of emergency systems. This advice shall be

of a practical nature and shall relate to the on-going provision of the Services at each Buyer Premises. The Supplier shall work with the Buyer to identify dependencies between the Buyer's BCDR Plan and the Supplier's BCDR Plan and ensure that the Supplier's BCDR Plan provides the required support in the event of an incident. The Supplier shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service.

- 10.5. The Buyer's BCDR Plan is confidential and the Buyer will decide which information will be divulged to assist in the process. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the Buyer. At the request of the Buyer, the Supplier shall assist in testing the Buyer's BCDR Plan at intervals to be agreed by the parties, but no less than annually. This shall include supporting increased threat exercise and tests and incident response exercises and tests.

### **Scenario testing**

- 10.6. The Supplier shall develop, in consultation with the Buyer, a strategy for the implementation of ongoing scenario testing across the Buyer Premises focused on the security systems and infrastructure (physical and electronic). The aim of the strategy shall be to systematically:
- 10.6.1. Test and challenge the effectiveness, resilience and integrity of the Buyer's security systems and infrastructure across the Buyer Premises;
  - 10.6.2. Identify areas of weakness and recommend opportunities for change and improvement.
- 10.7. The National strategy shall consider the National security context within which the Buyer operates and identify National priorities across the Buyer Premises for the forthcoming year. The strategy shall subsequently identify model scenarios in response and establish a National scenario testing programme for implementation over the forthcoming year. This programme shall identify the timetable for:
- 10.7.1. The planning and undertaking of scenario tests;
  - 10.7.2. The reporting of issues and recommendations arising from scenario tests (the Supplier shall report to the Buyer the results, issues and recommendations arising from each test within 10 Working Days of each scenario test); and
  - 10.7.3. Target timescales for the agreement of actions necessary to improve security across the Buyer Premises (recognising that actions arising will not be known at the time the programme is developed).
- 10.8. The National scenario testing strategy shall be developed and Approved during the Mobilisation Period and shall subsequently be reviewed no less frequently than annually. All changes shall be Approved by the Buyer prior to implementation.
- 10.9. The Supplier shall cascade the National scenario testing strategy to implement scenario testing at a Regional and local level in consultation with the Buyer and in response to local priorities, whilst recognising the overarching objectives of the National strategy.
- 10.10. National strategic plans shall be developed by the Supplier during the Mobilisation Period and Approved by the Buyer. Regional plans are then to be subsequently cascaded as appropriate within 6 months of Service Commencement and Local level plans developed during the relevant Mobilisation Period for each Buyer Premises. All plans shall be reviewed no less frequently than annually. All changes shall be Approved by the Buyer prior to implementation.
- 10.11. The Supplier shall identify, liaise with and work collaboratively with third party stakeholders impacted by the scenario testing process throughout the planning and implementation stages.
- 10.12. The Supplier shall ensure that, whilst local issues are resolved as a result of scenario testing, the Supplier shall consider and review findings and make recommendations in aggregate across the Buyer Premises in line with a strategic and

consistent approach to the continuous development and improvement of security across the Buyer Premises.

#### **11. Service A:10 – Quality Management Systems**

- 11.1. In addition, the following Standards Ref apply to this Service SA: 10
- 11.2. The Supplier shall have in place ISO 9001 accreditation. Accreditation shall be directly relevant to the delivery of the Services.
- 11.3. The Supplier shall maintain such accreditation throughout the Call-Off contract.
- 11.4. The Supplier shall provide the Buyer with evidence of its ISO 9001, ISO 14001 and OHAS 18001 accreditation upon request at any time during the Call-Off Contract.
- 11.5. The Supplier shall implement a Buyer Premises Specific Quality Management Plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology to align with and support the Buyer's existing ISO 9001 accreditation and its related systems and for delivering continuous improvement. . The plan shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems at the Buyer Premises. The quality management plan must cover: the quality management system; management responsibility; resource management; product realisation; methods, working practices and procedures and provide the opportunity for consistent high quality and continuous improvement. The plan shall be in place prior to the end of the Mobilisation Period and provided quarterly to the Buyer for review.
- 11.6. The Supplier shall be responsible for undertaking an annual review of their quality management system with the Buyer to ensure compliance with ISO 9001 to ensure the management systems continue to be suitable, adequate and effective.
- 11.7. The Supplier shall, as part of the quality management system, ensure all key Documentation controlled or uncontrolled whether in hard copy or electronic form is managed including, but not limited to:
  - 11.7.1. Authorisations;
  - 11.7.2. Issue of documents (internal and external);
  - 11.7.3. Management of documents;
  - 11.7.4. Periodic review;
  - 11.7.5. Update of documents;
  - 11.7.6. Software control including data back-up;
  - 11.7.7. Removal of obsolete documents;
  - 11.7.8. Document and data archiving;
  - 11.7.9. Quality audits;
- 11.8. All document data shall be easily identifiable, legible and maintained in an orderly manner.
- 11.9. A document log shall be maintained and updated identifying which documents form part of the quality management plan, including but not limited to:
  - 11.9.1. Quality manuals;
  - 11.9.2. Environmental documents and records;
  - 11.9.3. Health and Safety documents and records; and
  - 11.9.4. Operational procedures.
- 11.10. The document log shall as a minimum show document reference, description, type of document, current issue / revision, person responsible for controlling document, updating / issuing and any approvals.
- 11.11. The Supplier shall allow for providing the Buyer, upon request, with reasonable numbers of copies of Documentation.
- 11.12. The appointment of independent auditors and inspection bodies shall be Approved in advance by the Buyer. Where requested by the Buyer the Suppliers quality management system shall be accredited by the UK Accreditation Service ("UKAS").

- 11.13. The Supplier shall develop and agree their quality audit programme with the Buyer during the Mobilisation Period. The programme shall show registration body inspection visits, the Buyer audits, internal Supplier assessor visits and audits delivered by independent bodies.
- 11.14. The Supplier shall allow the Buyer to attend third party surveillance visits by its registration body throughout the Service Period.
- 11.15. The results, findings and actions arising from audits and inspections (third party and internal Supplier audits) shall be summarised in the next available monthly report following the audit. Full audit reports shall be made available to the Buyer within four (4) weeks of completion of the audit, with the report made available on the via the Supplier's MIS within this timescale.
- 11.16. The Supplier shall appoint a quality management representative who will have the authority and responsibility to ensure that the quality management plan is properly operated in accordance with the requirements of EN ISO 9001. This individual will also be expected to attend quarterly service review progress / strategy meetings.
- 11.17. The quality management representative will liaise as necessary with external assessment third parties on matters relating to the quality management plan and will be responsible for reporting on systems for review and as a basis for improvement.
- 11.18. The quality representative's responsibilities will include but not be limited to:
- 11.19. Ensure that the quality management plan demonstrates compliance with statutory and contractual obligations;
- 11.20. Perform internal quality audits;
- 11.21. Initiate quality plans and encourage the development of new procedures;
- 11.22. Ensure Supplier Staff involved in the quality systems are issued with up-to-date information on quality issues;
- 11.23. Maintain quality records; and
- 11.24. Co-ordinate the implementation of appropriate quality and assurance systems and ensure the ongoing operation of the quality systems.
- 11.25. The Supplier shall note that the OHSAS 18001 standard is due for replacement by the ISO 45001 standard during the course of this Call-Off Contract. The Supplier shall agree with the Buyer an implementation plan for transition from OHSAS 18001 management systems to the new standard.
- 11.26. Within one year of Services Commencement the Supplier shall have obtained ISO 14001 accreditation for a multi-site, Contract wide Environmental Management System for the operations, activities and services delivered to the Buyer Premises. Such accreditation shall be maintained for the duration of the Services Period.

## **12. Service A:11 – Staff and Training**

- 12.1. In addition, the following Standards Ref apply to this Service SA: 11
- 12.2. The Supplier shall attract, recruit and retain sufficient Supplier Staff to deliver the required Services (including all planned and unplanned demands) and any future expansion of the required Services.
- 12.3. The Supplier shall ensure that:
  - 12.3.1. All Supplier Staff employed on the Contract are competent with regard to their assigned role and have been trained to prevailing industry recognised standards to undertake the tasks required of them. The Supplier shall not allocate Supplier Staff duties outside of their recognised skill sets. Supplier Staff shall receive appropriate training to ensure the successful and safe Delivery of the Services, these shall include the SDP, quality management plan, the health and safety (Safe System of Work) plan and sustainability management plan. The training shall be programmed such that it includes induction, refresher and awareness training.
  - 12.3.2. The Supplier shall ensure all Security Staff are highly trained in continuously applying active surveillance and natural observation techniques whilst carrying



out all duties, in order to detect and disrupt hostile reconnaissance. With the specific aims of denying anyone the opportunity to learn about security measures on site, detecting them while they are conducting research, and deterring them by showing effective security procedures. The Supplier shall be alert to new and emerging threats and techniques and be agile in adjusting training and awareness of all Security Staff in response. The Supplier and its staff have a specific responsibility to protect the Buyer, its staff, property and assets as well as a general responsibility to protect neighbours and the public at large.

- 12.4. The Supplier shall be responsible for the provision of training and refresher training to Buyer Staff including:
  - 12.4.1. Communication and interface between the Buyer and the Supplier, including the use of technology to be deployed to support this process and enhance the customer experience.
  - 12.4.2. Business processes;
  - 12.4.3. Health and Safety;
  - 12.4.4. Emergency systems and procedures; and
  - 12.4.5. Site Induction training for Buyer Staff.
- 12.5. The Supplier shall maintain appropriate staff records and training records for all Supplier Staff. The Supplier shall also maintain records of any training provided to the Buyer's Staff. The Supplier shall provide a summary of Supplier Staff training to the Buyer on a quarterly basis, and at such other periods as may be requested, for Health and Safety meetings.
- 12.6. The Supplier shall work collaboratively with the Buyer by employing the Buyer's Staff on a secondment basis to assist their personal development by:
  - 12.6.1. Gaining hands on work experience;
  - 12.6.2. Receiving training;
  - 12.6.3. Gaining professional qualifications; and
  - 12.6.4. Gaining experience of work in the private sector.
- 12.7. The Supplier shall ensure that all Supplier Staff provide evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act 2006. The cost of obtaining any such evidence shall be the responsibility of the Supplier.
- 12.8. Any Supplier Staff who has not received the clearance required by the Buyer, and who are required to be at the Buyer Premises must be accompanied and supervised at all times by an individual who has the appropriate level of clearance.
- 12.9. The Supplier shall provide an induction programme for all Supplier Staff and for any relevant Buyer Staff, and also participate in any relevant Buyer induction programme. The Supplier's induction programme for Supplier Staff shall be developed in accordance with the Buyer's current policy and procedures, the content and style of delivery for which shall be Approved by the Buyer on an annual basis (and at any time when circumstances change). The programme shall as a minimum include the items listed in Appendix A - Supplier induction programme of this Schedule. The Supplier shall ensure all new Supplier Staff involved in delivering the Services undertake the relevant components of the induction programme prior to their commencement of work at the Buyer Premises.
- 12.10. The Supplier shall investigate where more than one (1) substantiated complaint is made against any individual member of its Supplier Staff within any Month. The Supplier shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the Monthly performance reports as required through the Call-Off Contract with the Buyer.
- 12.11. Supplier Personnel shall be:
  - 12.11.1. suitably presented and wearing all required uniforms and/or appropriate work wear at all times (in line with the defined Standards). Uniforms shall be appropriate to the role undertaken and shall cater for all seasons, e.g. winter

- patrols as agreed with the Buyer. It is important that front of house Supplier Staff in particular shall present a welcoming image. This uniform for all disciplines will include the Supplier's logos. Where Supplier Staff are dedicated to the Buyer Premises the Buyer's logo should also be displayed alongside the Supplier's logo.
- 12.11.2. Approval of the aforementioned uniforms and logos shall be sought from the Buyer in advance of uniform manufacture during the Mobilisation Period.
- 12.11.3. Any changes to the agreed design of the uniforms must be Approved by the Buyer prior to implementation. The Supplier's Subcontractor shall be expected to wear the Supplier's uniforms at all times whilst working at the Buyer Premises. The Supplier shall be responsible for the provision of all equipment, workwear, uniforms and PPE for their personnel for use on the Contract. All uniforms purchased for the purpose of the Contract shall meet Government Buying Standards for textiles.
- 12.12. Supplier Staff shall wear visible identification at all times whilst on Buyer Premises. This identification will take the form of a the Buyer Approved name badge bearing the individual's first name and the team they form part of, along with Supplier specific uniforms and identification. Badge format shall be agreed by the Buyer and Supplier during the Mobilisation Period and will be consistent for all Services.
- 12.13. The Supplier shall demonstrate that it provides Supplier Staff access and opportunity to accredited training for nationally recognised scheme(s), for example National Vocational Qualifications (NVQs);
- 12.14. The Supplier shall release Supplier Staff as may be required from time to time to attend obligatory training in accordance with an agreed programme. The Supplier shall at its own expense provide suitably trained replacement Supplier Staff so as not to compromise the level or quality of service delivery.
- 12.15. The Supplier shall liaise with the relevant Area Hard FM Supplier to ensure that Staff are adequately trained on the operation of all Electronic Security Systems installed at the Buyer Premises. It is anticipated that the Hard FM Supplier, as the maintainer of these systems, will provide initial and subsequent refresher training to Supplier Staff to familiarise the Supplier with the systems. For the avoidance of doubt the Supplier shall collaborate with and support the Hard FM supplier in the training of staff on the Electronic Security Systems.
- 12.16. To ensure there is a continuity of Services holiday cover is to be provided for planned absences from site at all times.
- 12.17. All Supplier Staff and Subcontractors must conform to and uphold the Buyer's policies and procedures in undertaking their duties and whilst on the Buyer Premises. This includes but is not limited to: behavioural standards, smoking policy and equal opportunities and diversity policy. The Buyer's policies and procedures shall be made available from time to time.
- 12.18. The Supplier shall ensure the Buyer is continuously updated with the names of Supplier Staff, including their Subcontractor and consultants, agencies and their staff who are permanently allocated to the Buyer Premises. This shall be included in the event of any changes by exception within the monthly service review report.
- 12.19. The Buyer shall retain the right (in its sole discretion) to refuse to accept any member of Supplier Staff proposed by the Supplier (including but not limited to the senior Key Personnel), if in its opinion such member of Supplier Staff is/are not appropriate or otherwise not acceptable. In such circumstances, the Supplier shall promptly provide replacement Supplier Staff at its own cost.
- 12.20. The Buyer requires the proposed Supplier Staff shifts at the Buyer Premises, to be presented for Approval during the Mobilisation Period and thereafter when shifts change. These shall be reviewed jointly between the Supplier and the Buyer no less frequently than annually to ensure shifts continue to meet service requirements.

- 12.21. The Supplier shall ensure and maintain the well-being of Supplier Staff allocated to the Contract at all times. The Supplier shall also ensure that Supplier Staff shift patterns are suitably structured to maintain performance Standards.
- 12.22. The Supplier shall submit to the Buyer at least quarterly an up to date training matrix for the year identifying the training which has taken place, the training due to take place as well as the in date training of each member of Supplier Staff.
- 12.23. The Supplier shall keep, for the duration of the Contract, an electronic record of the hours worked by all Staff in the provision of the Services and the total number of hours worked during the week/month for the Supplier, including hours worked for other customers of the Supplier. The Supplier shall ensure that staff deployed on the Contract have a minimum rest period of 11 hours between shifts whether for the Buyer or other customers. In the case of night shift workers the Supplier shall ensure that staff average normal hours of work do not exceed an average of 8 hours within each 24-hour period. The average to be calculated over a period of 17 weeks.
- 12.24. The following information shall be recorded and made available to the Buyer for inspection as part of regular assurance.
  - 12.24.1. The name of the Staff attending;
  - 12.24.2. Actual attendance dates and times;
  - 12.24.3. Total hours worked for the Buyer in the week/month/reporting period
  - 12.24.4. Total hours worked for the Supplier in the week/month/reporting period.
  - 12.24.5. Where the Supplier wishes to Sub-Contract elements of the Services all Staff employed by the Sub-Contractor shall be deemed to be employees of the Supplier for the purposes of delivery of the Services, and such Sub-Contracting shall not relieve the Supplier of any of its responsibilities to the Buyer under the Contract.
- 12.25. The Supplier's Staff shall:
  - 12.25.1. Be courteous and professional at all times to Building Users, public and other persons with whom their duties bring them into contact and present a professional image appropriate to the business use of the Buyer Premises. The Supplier is required to uphold the necessary behaviours and service standards at all times to reflect and enhance the image of the Buyer and the training and calibre of the Supplier's Staff shall reflect this requirement;
  - 12.25.2. Be medically fit for the work that they are required to undertake. The Supplier shall ensure that all Supplier Staff undertake a mandatory health screening upon commencement of duty on the Contract, and annually thereafter. Health screening shall consider all physical aspects of the role and shall be applied to all Supplier Staff working on the Contract. In the event that a member of Supplier Staff does not meet the physical standards requirements two (two) re-tests will be permitted within one month of the initial fitness test or annual test as appropriate. If, following two re-tests, a member of Supplier Staff does not meet the physical standards requirements the Supplier shall remove this individual from service. Screening requirements will be confirmed by the Buyer during the Mobilisation Period but shall include:
    - 12.25.2.1. completion of a multi stage fitness test (MSFT) or 'beep test' (in line with current National Police Standards – Supplier Staff are required to achieve four running shuttles of a 15m track at level 5);
    - 12.25.2.2. manual handling /strength test assessing and demonstrating the ability of Supplier Staff to continuously lift, carry then place 40 x 5kg weights along a 15m track;
  - 12.25.3. Not be on duty if under the influence of alcohol or drugs (with the exception of prescribed medication where this does not impinge upon their ability to fulfil their role) or other debilitating substances; and
  - 12.25.4. Display valid identification.

- 12.26. The Supplier shall provide appropriate mobile communications devices to all Supplier Staff as required in order to maintain proactive and responsive service standards.
- 12.27. Where devices such as mobile phones, tablets or PDAs are used to deliver the Services, the Supplier must give consideration to their environment, and such devices must be used discreetly.
- 12.28. The Supplier shall ensure that no Supplier Staff undertake work at the Buyer Premises without confirmation of the following (Authority to Work):
  - 12.28.1. Individual is an employee of the Supplier;
  - 12.28.2. Individual is an employee of an Approved Subcontractor;
  - 12.28.3. Individual has provided evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act 2006.
  - 12.28.4. Individual is checked and vetted in accordance with the requirements of the role;
  - 12.28.5. Individual has attended site induction; and
  - 12.28.6. Individual has signed in and wears suitable Supplier / visitor identification.
- 12.29. The Buyer shall reserve the right to refuse access by any individual to the Buyer Premises or have any member of Supplier Staff removed from the Buyer Premises without notice.

### **13. Service A:12 - Selection and Management of Subcontractors**

- 13.1. In addition, the following Standards Ref apply to this Service SA: 12
- 13.2. The Supplier is required to actively manage all aspects of Sub-Contract involvement in the Call-Off Contract to ensure that all Services received reflect that required under the Call-Off Contract, and specifically that which is paid for. Key aspects of the role include the Services set out below:
  - 13.2.1. Protecting the Buyer's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Call-Off Contract;
  - 13.2.2. Ensuring that all Subcontractors operate a Safe System of Work and that all activities at the Buyer Premises are delivered in compliance with the Supplier's Health & safety policy statement and Management Plan;
  - 13.2.3. Performance monitoring against agreed KPIs;
  - 13.2.4. Benchmarking and market testing of Services against the provision from other Service providers;
  - 13.2.5. Problem solving and Dispute (prevention and) resolution where issues exist;
  - 13.2.6. Auditing and inspecting the Subcontractors' work, ensuring that they comply with the contractual requirements on quality, Health and Safety, environmental and legislative requirements;
  - 13.2.7. Establish and maintain appropriate records and information management systems to record and manage the performance of the Subcontractors;
  - 13.2.8. Receiving, checking and authorising invoices for payment for additional Services (Billable Works);
  - 13.2.9. Supporting the Buyer in checking payment for additional Services;;
  - 13.2.10. As far as practicable, ensure that all materials used by any Sub-Contractors or items transferring to the Buyer ownership, meet or exceed Good Industry Practice;
  - 13.2.10 Managing communication between the Buyer and Subcontractors working at the Buyer Premises.
- 13.3 The Supplier shall warrant that all Subcontractors carry adequate insurance and that they are legally and professionally compliant in all activities whilst undertaking works at the Buyer Premises. The Supplier shall demonstrate unequivocally the acceptance of these issues.

- 13.3.1 The Supplier shall submit for prior Approval to HMRC a list of companies it proposes to employ as Sub-Contractors, detailing their scope. The Supplier shall maintain an Approved Subcontractors list which has been agreed with and is specific to the Buyer.
- 13.3.2 The Supplier shall develop, implement and maintain an appropriate supply chain management system which shall be part of their ISO 9001 QMS including procedures for validating and accepting new service suppliers using as a minimum the following criteria:
  - 13.3.2.1 Previous experience, technical skills / competence and appropriate qualifications;
  - 13.3.2.2 Capability of providing the Services required;
  - 13.3.2.3 Understanding of the Services requirements;
  - 13.3.2.4 Ability to meet response priorities;
  - 13.3.2.5 Number of Supplier Staff involved in undertaking the Services;
  - 13.3.2.6 Any work to be Subcontracted;
  - 13.3.2.7 Policy for ensuring continuity of Supplier Staff;
  - 13.3.2.8 Proposed management and operation structure;
  - 13.3.2.9 Materials and spares acquisition procedures;
  - 13.3.2.10 Health and Safety (including any prior or pending prosecutions by the Health and Safety executive);
  - 13.3.2.11 Finance;
  - 13.3.2.12 Insurance;
  - 13.3.2.13 References;
  - 13.3.2.14 Periodic service supplier performance review; and
  - 13.3.2.15 Feedback of performance back to person responsible for the procurement of external services.
- 13.3.3 The Supplier will monitor performance to ensure Subcontractor capability matches specific work requirements (technical, quality and financial) and maintain records of all performance monitoring and auditing activity.
  - 13.3.3.1 The Supplier shall be responsible for the day-to-day management, administration and supervision of all Subcontractors including but not being limited to:
    - 13.3.3.2 Planned, periodic, scheduled and reactive visits (during and outside of Operational Working Hours);
    - 13.3.3.3 Review, management and control of risk assessments;
    - 13.3.3.4 Review, management and control of method statements; and
    - 13.3.3.5 Management of access and PTW processes.
- 13.3.4 Before any work to be carried out by Sub Contractors or other agencies is commenced, the Supplier shall ensure:
  - 13.3.4.1 All tasks and actions have been made subject to risk assessment and method statements and these are reviewed to ensure that the documents are suitable for the task(s) at hand and are compliant with all Health and Safety and the Buyer requirements.
  - 13.3.4.2 Supplier Staff engaged in the work possess the relevant skills, qualifications and accreditations to undertake the works.
  - 13.3.4.3 The Supplier shall ensure that each Subcontractor appoints a competent person who will be responsible for the management and performance of each Subcontract.
  - 13.3.4.4 For each Subcontract, the Supplier shall on request by the Buyer, report on the following:
    - 13.3.4.5 Planned, scheduled and periodic works undertaken;
    - 13.3.4.6 Reactive works undertaken;
- 13.3.5 Standards achieved;
- 13.3.6 Details of audits undertaken;

- 13.3.7 Details of re-occurring failures; reasons for failure, actions taken to reduce the incidents of failure and any future works required;
- 13.3.8 Details of relevant insurances; and
- 13.3.9 Attendance records verses scheduled dates.
- 13.3.10 The Supplier's suppliers and Subcontractors shall have the same or better payment terms as the Supplier has with the Buyer.
- 13.3.11 The Supplier shall ensure that the Buyer have the ability to carry out audits of the Supplier's Subcontractors. The Supplier shall provide all necessary assistance as and when required by the Buyer when planning and undertaking these audits including participation at these audits.

#### **14. Service A: 13 – Social Value**

- 14.1. In addition, the following Standards Ref apply to this Service SA: 13
- 14.2. The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental wellbeing in connection with public Services contracts and for connected purposes as well as allowing for National and local strategies around this area. The Buyer recognises the training and employment opportunities that the delivery of the Services can create for the wider community, including the use of SMEs, and beyond and throughout the Contract Period. In line with the Buyer's strategic objectives, the Contract also has the potential to drive significant initiatives relating to regeneration, sustainability and social benefits. The Supplier is therefore required to work in partnership with the Buyer to deliver community benefits where possible.
- 14.3. Social Value requirements are expressed in general terms. The Supplier shall be given freedom to provide proposals that best fit their delivery structure and procedures. The Supplier shall be responsible for recording and reporting performance against agreed Social Value scorecards. These initiatives shall include but not be limited to:
  - 14.3.1. Creating supply chain opportunities for SME's The Supplier shall note the requirements for SMEs set out in Call-Off Schedule 4 – Facilities Management and shall propose initiatives in accordance with these requirements;  
Appointment of apprenticeships;
  - 14.3.2. Providing additional opportunities for individuals or groups facing greater social or economic barriers;
  - 14.3.3. Supporting work placements to school children and young adults;
  - 14.3.4. Recruitment of locally engaged labour;
  - 14.3.5. Recruitment of long-term unemployed labour;
  - 14.3.6. Recruitment of NEET's labour;
  - 14.3.7. Recruitment of local supply chain partners;
  - 14.3.8. Procurement and sourcing of sustainable Services and products;
  - 14.3.9. Encouraging ethical and fair trade procurement; and
  - 14.3.10. Encouraging community engagement.

#### **Community benefits**

- 14.4. The Supplier shall ensure that they adopt a positive stance on delivering community benefits throughout the life of the Framework Contract Period and any Call-Off Contracts.

#### **The public sector in the UK**

- 14.5. The public sector in the UK is committed to the Delivery of high quality public services, and recognises that this is critically dependent on a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.

- 14.6. Public bodies in the UK are adopting fair work practices, which include:
- 14.6.1. A fair and equal 'pay policy' that includes a commitment to supporting the Living Wage, including, for example being a 'Living Wage Accredited Employer';
  - 14.6.2. Clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to apprenticeships and the development of the UK's young workforce;
  - 14.6.3. Promoting equality of opportunity and developing a workforce which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
  - 14.6.4. Support for learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;
  - 14.6.5. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance; and
  - 14.6.6. Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice.
- 14.7. In order to ensure the highest Standards of service quality in this Contract the public bodies in the UK expect Suppliers to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

#### **15. Service A: 14 Generic Statutory Obligations and Requirements**

In addition, the following Standards Ref apply to this Service SA: 14

- 15.1. The Supplier shall at all times ensure that:
- 15.1.1. Service Delivery to the Buyer Premises are undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the Buyer's premises as defined at Call Off, Good Industry Practice, manufacturer's recommendations and where appropriate the requirements specified by the Buyer as defined at Call-Off stage;
  - 15.1.2. It provides any training required by the procedures and statutory provisions in respect of all Staff (whether Buyer or Supplier Staff) at the Buyer Premises;
  - 15.1.3. It operates a Safe System of Work in accordance with their Health and Safety Policy and ensures that all risk assessments are current and accurately reflect the works and risks associated with the Services being undertaken; and
- 15.2. The Supplier shall provide paper copies of all Documentation associated with Statutory Compliance reports or Documentation for retention at the Buyer Premises. These requirements will be defined at Call-Off stage.

## **Work Package B – Contract Mobilisation**

### **Introduction**

Given the phased nature of the Buyer's programme, each individual Buyer Premises will require its own distinct local Mobilisation Period(s) and Mobilisation Plan(s) to accommodate Buyer Premises coming on stream at different times.

In addition to this there is a requirement for the Supplier to mobilise their overarching contract management systems, processes and procedures, which are not necessarily specific to individual Buyer Premises.

It is anticipated that the first Buyer Premises(s) to mobilise will:

- Establish the overarching contract management technology, systems, processes, procedures Documentation etc. to be implemented at National and, where appropriate, Regional level; and
- Establish the operational baseline technology, systems, processes, procedures Documentation etc. to be implemented at each Buyer Premises which can subsequently be rolled out and/or scaled to accommodate new Buyer Premises as they come on line. For example it is anticipated that mobilisation of the Supplier's MIS and integration with the Area Hard FM Suppliers' Helpdesk Systems will be primarily established during the first wave of mobilisation. These systems / services will need to be scaled, configured, populated and made bespoke for each Buyer Premises in future Mobilisation Periods but it is anticipated that this will be done by extension of processes, systems and services which are already operational.

Every effort shall be made by the Supplier not to duplicate effort and work across the various Mobilisation Periods. The Supplier is required to implement a cost effective and efficient approach to National, Regional and individual Buyer Premises level mobilisation planning, management and implementation.

The Buyer recognises that mobilisation will be a challenging time for the Supplier and the Buyer alike to effectively mobilise the Services required to meet the Buyer's requirements and objectives. The Buyer is committed to working collaboratively with the Supplier at all levels of the Buyer's business to support the Supplier to effectively deliver the mobilisation requirements outlined in this Specification. The Buyer therefore requires the Supplier to adopt an open and collaborative approach to mobilisation to realise the benefits associated with the successful delivery of these phases of the Contract and to maximise the potential for the successful delivery of the Services and achievement of the Buyer's key objectives.

The following sections for Work Package B are written in general terms but shall apply to each individual Buyer Premises at each mobilisation phase and period as outlined in the Matrix of Deliverables (Deliverables Matrix).

### **Programme Management**

In addition to the individual Buyer Premises specific mobilisation requirements, the Supplier shall be required to provide to the Buyer and continuously update a National Mobilisation Programme which summarises the timings, activities and status of the individual Buyer Premises specific Mobilisation Plans at each individual Buyer Premises over the life of the Call-Off Contract. This Mobilisation Programme will be developed within ten (10) Working Days from the commencement of the Call-Off Contract and updated no less frequently than monthly or in response to changing programme requirements throughout the Call-Off Contract. A current and up to date copy of the Mobilisation Programme shall be available at all times to the Buyer via the Supplier's MIS.

## **16. Service B:1 – Contract Mobilisation**

16.1. In addition, the following Standards Ref apply to this Service SB



- 16.2. The Mobilisation Period is anticipated to be a period of between three (3) Months (minimum) to six (6) Months (maximum) prior to Service Commencement for Regional Centres. For all other Buyer Premises (non-Regional Centres) the Mobilisation Period will be a maximum three (3) month period prior to Service Commencement. The Supplier shall be aware that the specific Mobilisation Period timescales will be confirmed by the Buyer for each Buyer Premises. The legal rights and obligations of the Supplier during this period are those stipulated in the Call-Off Contract. The aim of the Mobilisation Period is for the Supplier to:
- 16.2.1. Establish a partnering approach to working with the Buyer;
  - 16.2.2. Establish governance requirements for the management of the Call-Off Contract;
  - 16.2.3. Establish and test the systems and processes required to deliver the Services;
  - 16.2.4. Familiarise themselves with the Buyer Premises;
  - 16.2.5. Ensure a seamless handover of services from incumbent suppliers (where applicable);
  - 16.2.6. Recruit and train Supplier Staff and Subcontractors required to deliver the Services;
  - 16.2.7. Procure the necessary equipment, materials and consumables required to deliver the Services; and
  - 16.2.8. Establish performance management and monitoring systems and processes required to measure and report upon the performance of the Services.
- 16.3. During the mobilisation period, the incumbent Supplier (where there is an incumbent in place) shall retain full responsibility for all extant Services until the Service Start Date or as otherwise formally agreed with the Buyer. The incoming Supplier's full service obligations shall formally be assumed on the Service Start Date as set out in Call-Off Schedule 22 - Call-Off Tender.
- 16.4. The Supplier shall work cooperatively and in partnership with the Buyer, incumbent Suppliers, and other security services supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services. The Buyer recognises that the Mobilisation Period will be challenging and one of flux and is committed to providing hands-on assistance and engagement at all levels of the Buyer's business, where necessary, to assist the Supplier in the assumption of its duties.

#### **Mobilisation Plan**

- 16.5. The Supplier shall in accordance with Call-Off Schedule 13 – Mobilisation Plan, provide a valid and live Mobilisation Plan, incorporating a programme of activities, within ten (10) working days of Contract Award to Deliver the Services at each Buyer Premises throughout the duration of the Call-Off Contract. The Supplier shall comply with the requirements of Call-Off Schedule 13 at all times.

#### **Interaction with stakeholders**

- 16.6. The Supplier shall conduct site visits where weaknesses in Asset data have been identified, to reassess the accuracy of the data.
- 16.7. The Supplier shall familiarise itself with the Buyer Premises and the needs of the Building Users.
- 16.8. The Supplier shall ensure that it is appropriately equipped and resourced to deal with the level of liaison and stakeholder management, including:
- 16.8.1. Liaison;
  - 16.8.2. Reporting;
  - 16.8.3. Co-ordination and provision of Services;
  - 16.8.4. Attendance at meetings;
  - 16.8.5. Management and resolution of stakeholder issues; and
  - 16.8.6. Adopting a partnership approach to working with the Buyer.

- 16.9. The Supplier shall ensure that all the necessary arrangements to allow continuous operations by the building users are in place by the end of the mobilisation period.
- 16.10. During the mobilisation period the Supplier shall undertake the routine examinations and inspections of the premises and Services necessary to assume its duties. This shall include completing all operational risk assessments and management plans required to deliver the Services and ensuring staff are adequately trained and qualified for their duties. The Supplier shall be required to:
- 16.10.1. Produce and keep updated a programme for carrying out the requirements within the Mobilisation Period issuing updated versions weekly as a minimum and on a regular basis to be agreed between the Supplier and the Buyer;
- 16.10.2. Develop and establish in consultation with the Buyer an initial training matrix for the forthcoming year for each member of Supplier Staff.
- 16.10.3. Liaise with the Hard and Soft FM Suppliers to enable the full completion of mobilisation activities; and
- 16.10.4. Produce a mobilisation report for the Buyer Premises to encompass programmes that will fulfil all the Supplier's obligations. The format of reports and programmes is to be agreed with the Buyer.
- 16.11. The Supplier shall not underestimate the level of liaison that will be involved during this period; this may include, but is not necessarily limited to, liaison with incumbent suppliers (where applicable), CAT B Works Contractors (where applicable), Hard and Soft FM Suppliers and the Buyer. The Supplier shall work cooperatively and in partnership with all parties where applicable, to understand the scope of Services to ensure a mutually beneficial mobilisation and handover of the Services.
- 16.12. The Buyer will require the Supplier to:
- 16.12.1. Establish and maintain a mobilisation steering group;
- 16.12.2. The Supplier shall prepare and hold induction workshops for all the Buyer Staff that shall as a minimum describe the proposed delivery of Services affecting the Building User; and
- 16.12.3. For the avoidance of doubt it is the Supplier's responsibility to ensure that all appropriate information required for a successful mobilisation and transition of Services is obtained from the relevant party prior to the Service Start Date.

#### **Security during the mobilisation period**

- 16.13. The Supplier shall comply with the requirements for security during the mobilisation period in accordance with Call-Off Schedule 13 – Mobilisation Plan.

#### **Planned services during the mobilisation period**

- 16.14. The Supplier shall comply with the requirements for planned services during the mobilisation period in accordance with Call-Off Schedule 13 – Mobilisation Plan.

#### **Benchmarking**

- 16.15. The Supplier shall establish, during the Mobilisation Period, robust systems for commencing or continuing the process of producing benchmarking data, for all Services provided under this Contract. The Supplier shall continue to demonstrate on an open book basis (based on the provision of Open Book Data), using the data provided for the various Services in their tender return that Services deliver "best practice" against Good Industry Practice in their area and all costs provide value for money for the Buyer.
- 16.16. The benchmarking statistics shall influence all areas of service and the accuracy of this information is significant. The Supplier shall recognise these facts and

be prepared to fully explain all open book disclosures. The Supplier recognises and accepts the Buyer's right to utilise external support with regard to benchmarking.

**Information technology**

- 16.17. For the avoidance of doubt the Buyer does not intend for there to be any direct integration between the Suppliers' IT systems and the Buyer's IT Systems. However, the Supplier may be provided with access to the building systems for the Buyer Premises via a segregated LAN. The Supplier shall liaise in detail with the Buyer during the Mobilisation Period, in order to agree any required access to these systems required in order to facilitate delivery of the Services. The Supplier shall further Agree with the Buyer and subsequently implement and manage appropriate governance arrangements for the management of these systems for the duration of the Contract.
- 16.18. The Supplier is required to comply with the Buyer's Cyber Security Requirements at all times.

**De-mobilisation & Exit Management**

- 16.19. In accordance with Call-Off Schedule 10 – Exit Management, the Supplier shall maintain, and implement when required, an Exit Management Plan to facilitate exit and re-tendering of Deliverables at each Buyer Premises throughout the duration of the Call-Off Contract.

## **Work Package C – Security Services**

### **Introduction**

The Supplier is required to deliver the Services in response to the individual requirements of each Buyer Premises. The extent to which Services are required will be identified in the Matrix of Deliverables. This shall include identification of whether a particular service is required at each Buyer Premises and, where a service is required, whether this is required both during and after Operational Working Hours. Where services are required outside Operational Working Hours this will comprise an extension of the Supplier's obligations during Operational Working Hours as well as additional duties set out in the sections below. The Supplier should note that the Buyer expects the Supplier to implement appropriate resource and delivery models outside Operational Working Hours in response to these requirements, at all times taking into account that this is likely to vary from the Operational Working Hours delivery models due to the nature of building use and the associated risk profile during these hours. Where services are required outside Operational Working Hours the Supplier is required to work collaboratively with the Buyer during the Mobilisation Period to confirm these requirements and develop an appropriate delivery model specific to the requirements of each individual Buyer Premises.

### **17. Service C:1 - Manned Guarding Service**

- 17.1. In addition, the following Standards Ref apply to this Service SC: 1
- 17.2. Generic Security Services requirements
- 17.3. The General Requirements for Security Services shall apply.
- 17.4. The Supplier shall provide a professionally managed, high quality Security and Guarding service across the Buyer's wider portfolio which is consistent, reliable and responsive in support of the Buyer's Security requirements and delivers information, insight and solutions that inform strategic decision making across both the Buyer's wider portfolio and at specific Buyer Premises level. The Supplier shall be a member of the Security Industry Authority (SIA) approved contractor scheme and will deliver the Service using SIA licenced and accredited individuals.
- 17.5. The Supplier shall adopt and support the implementation of Government strategy through the duration of the Contract where applicable to the Services. This shall include the recommendations from the policy development initiatives being carried out by the Government Security Secretariat, led by the Cabinet Office, which will be adopted as the Standard for the delivery of Security Services across the Government and public estate. This will include a common pass system for the Civil Services, opportunities for sharing guarding contracts and other shared security services.
- 17.6. Compliance with Data Protection Legislation and other relevant legislation shall be maintained throughout Framework period.
- 17.7. Guidance should be sought from the various trade and governing bodies for the sector including:
  - 17.7.1. Security Systems and Alarms Inspection Board (SSAIB);
- 17.8. All Supplier Staff delivering Security Services must have SIA or equivalent accreditation appropriate to their specific role and duties for example monitoring of CCTV and physical intervention.
- 17.9. All Supplier Staff delivering Security Services shall be able to communicate fluently in oral and written English, as a minimum, at Common European Framework of Reference (CEFR) B2 level.
- 17.10. Screening measures should be implemented in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).

- 17.11. Vehicle screening should be implemented in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 17.12. Clear procedures and processes shall be in place for responding to incidents as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 17.13. The Supplier shall ensure that the Services are delivered in line with BS 25999 – Business Continuity Management and the requirements of Call-Off Schedule 8 - Business Continuity and Disaster Recovery.
- 17.14. The Supplier shall conform to the Buyer's Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer's Business Continuity and Disaster Recovery planning for each Business Unit and as described in the relevant BDCR Plan.
- 17.15. The Supplier shall ensure that regular reporting of the Service shall be captured as part of the Monthly reporting requirements. Incidents should be notified to the Buyer Security Representative immediately and details of the incident recorded by the Supplier. The daily occurrence book is to be available in electronic format for inspection at any time by the Buyer.
- 17.16. All Supplier Staff delivering Security Services shall be competent and trained in the response to and use of the fire alarm system and the protocols and procedures to be followed in the event of an alarm sounding. In the event of a fire alarm the Supplier shall respond in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 17.17. The Supplier shall provide a guarding Service that will include the operation and management of CCTV within a controlled environment such as a control room. This service will be delivered in accordance to Buyers requirements, including all relevant Buyer policies. Which will include but not be restricted to :-
  - 17.17.1. Data that might be offered as evidence is received, stored, reviewed or analysed.
  - 17.17.2. Monitoring of local traffic and parking regulations and restrictions where applicable.
- 17.18. The Supplier shall provide a guarding Service that will include the duties set out below:
  - 17.18.1. The operation of building access control systems for people and vehicles, into Buyer Premises to prevent unauthorised access;
  - 17.18.2. Responding in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols) to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the Buyer;
  - 17.18.3. Supplier Staff (conducting searches) and their visitors according to the current response level for the Buyer Premises and in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols);
  - 17.18.4. Develop a system, to be Approved by the Buyer during the Mobilisation Phase, to carry out, and maintain records of, operational tests of security systems and report faults to the Buyer. The Supplier shall subsequently conduct routine operational tests and daily checks on all security and searching equipment including all Electronic Security Systems installed at the Buyer Premises and any equipment provided by the Supplier, to ensure effective operation prior to use. The Supplier shall take appropriate action in response to any known or suspected faults or defects found in the equipment and shall report these immediately to the Buyer Authorised Representative for the Buyer Premises. Where a defect or fault

- associated with equipment not owned by the Supplier requires a maintenance response the Supplier shall report the issue to the relevant Area Hard FM Supplier's Helpdesk as soon as practicable;
- 17.18.5. Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols);
- 17.18.6. Patrol exterior including car park areas where appropriate and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols);
- 17.18.7. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys. Where replacement locks are required the Supplier shall liaise with the Buyer and Hard FM Supplier to agree and request the replacement of locks. For the avoidance of doubt lock replacement will be undertaken by the Hard FM Supplier;
- 17.18.8. Support the Buyer where required with the processing and enabling of building passes using the Buyer's own systems, and operate the Automated Access Control System (Security System Enterprise), following authorisation from the Buyer and only when possessing the required level of Security Clearance;
- 17.18.9. Security breach patrols within the Buyer Premises are to be conducted outside of Operational Working Hours and managed to identify offenders and return any confiscated materials in accordance with the Buyer's requirements;
- 17.18.10. Participate in fire alarm testing in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols). For the avoidance of doubt the operation of fire alarm testing is the responsibility of the Hard FM Supplier;
- 17.18.11. Secure perimeter of the Buyer Premises, including fire exits and ensure only authorised access into the Buyer Premises in the event of evacuation in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 17.18.12. Immediate reporting of security incidents and accidents to the Authorised Buyer Representative (including the fire and incident authorised control officer) where appropriate and in the format Approved by the Buyer during the Mobilisation Phase ;
- 17.18.13. Operate barrier control systems in accordance with the Buyer's requirements for rights of access;
- 17.18.14. Manage car parking security;
- 17.18.15. Order taxis during non-Operational Working Hours for Buyer staff and their Visitors;
- 17.18.16. Liaison with the Area Hard FM Suppliers' Helpdesks for Operational and non-Operational Working Hours Service Calls;
- 17.18.17. Control all radio battery charging;
- 17.18.18. Issue and receipt of fire alarm pagers daily;
- 17.18.19. Open and lockup of Buyer Premises;
- 17.18.20. Search baggage and vehicles on entry, dependent on the response level in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols);
- 17.18.21. Secure any lawfully held items surrendered or seized in accordance with the Approved strategies and protocols agreed with the Buyer as set out in

- 4.38 – 4.42 (Development of operational strategies and protocols), provide receipts and return to the owners on leaving. For the avoidance of doubt the Supplier is required to provide secure storage at the Buyer Premises to facilitate this requirement;
- 17.18.22. Handle lost property;
- 17.18.23. Inform the police when any unlawfully held item or offensive weapon is surrendered or seized in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols);
- 17.18.24. Record and report statistics on items surrendered and seized to the Buyer; and
- 17.18.25. Provide a staff and visitor escort service in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 17.19. The Supplier shall maintain a physical security provision required by the Buyer to meet the requirements of Call-Off Schedule 22 - Call-Off Tender.
- 17.20. The Supplier shall comply with the required Security Standards as detailed in the Security Service Standards.
- 17.21. The Supplier shall be responsible for the production and regular updating of assignment instructions that cover all the Buyer's requirements at each Buyer Premises. The assignment instructions shall be consistent with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols), taking into account any local requirements, and shall be Approved by the Buyer Security Representative. The Supplier shall comply with any assignment instructions as requested by the Buyer via the Variation Procedure as set out in clause 24 of the Core Terms.
- 17.22. The security Service of the Supplier shall meet the requirements of the Buyer for guarding, use of technology and procedures. The Supplier shall liaise directly with the Buyer security Representative as required by the Buyer and shall at all times ensure that access to Supplier Staff is granted on request by the Buyer.
- 17.23. The Buyer reserves the right to conduct its own spot checks of the arrangements laid down by the Supplier in order to satisfy itself of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during the Call-Off Contract without any prior notice.
- 17.24. The Supplier shall maintain a comprehensive list of the Supplier Staff / Buyer Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Subcontractors for items of plant, equipment or fabric that may affect the security of each Buyer Premises and this list shall be made available to all appropriate staff and to the Area Hard FM Suppliers' Helpdesks.
- 17.25. The Supplier shall be responsible for the provision of appropriate communications devices as required by Supplier Staff to deliver the services at Buyer Premises and must ensure they are sanctioned in writing by the Buyer. The Supplier shall supply and maintain all mobile communications equipment required by Supplier Staff for the supply of the Services.
- 17.26. The Supplier shall be responsible for the provision of gender appropriate security staff and shall provide an appropriate gender mix on each shift to meet the Buyer's security requirement

#### **18. Service C:2 - CCTV / Alarm Monitoring**

- 18.1. In addition, the following Standards Ref apply to this Service SC: 2
- 18.1.1. The Supplier shall:
- 18.1.2. Proactively operate and monitor the Buyer Premises Closed Circuit Television ("CCTV") systems and building alarm systems from the security control room located at Buyer Premises in accordance with CPNI guidelines and all legislation

- e.g. the General Data Protection Regulations 2018. The primary aim of CCTV monitoring is to deter, detect, delay or prevent crime and/or undesirable behaviours and provide an appropriate response in the event of an incident.;
- 18.1.3. Watch and monitor all on-site CCTV displays for security incidents/breaches as part of the overall security requirements at each Buyer Premises with static guarding, unless the security measures in place at the Buyer Premises determine that the CCTV system is in place to provide an evidential record only and that real-time monitoring is not necessary;
- 18.1.4. Ensure that Supplier Staff viewing CCTV displays are changed at sufficiently regular intervals to maintain alertness as defined in recognised industry guidelines and in compliance with Health and Safety legislative requirements. The Supplier shall ensure that at least one (1) guard (Security Industry Authority ("SIA"), CCTV certified or equivalent) monitors the CCTV screens at all times and that cameras are intelligently tasked in accordance with the Buyer's operational requirements; and
- 18.1.5. Ensure that any Supplier Staff viewing CCTV displays have received training on the system and have immediate access to other staff, including emergency/incident control staff, at all times, to ensure the safe and secure functioning of each Buyer Premises and its building users and to facilitate the instigation of action as appropriate. It shall be the responsibility of the Supplier to publish guidelines to Suppliers and the Buyer's Staff and update these as required, including all liaisons with and instructions from the Buyer.
- 18.2. The Supplier shall manage any digital recording system in line with procedures stipulated by the Buyer.
- 18.3. The Supplier shall keep the CCTV systems under continuous review, in order to recommend to the Buyer any revisions to the systems that may be advantageous.
- 18.4. It shall be the Supplier's responsibility to ensure that any incidents of breakdown of the systems which require a maintenance response are reported to the relevant Area Hard FM Supplier's Helpdesk.
- 18.5. The Supplier shall ensure that Supplier Staff are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Buyer Premises to cover each Buyer Premises with a guarding Service.
- 18.6. The Supplier shall ensure that an electronic log is kept of any incidents requiring investigation/intervention by the staff delivering the security Services and this log shall be available at all times to the Buyer. All incidents shall additionally be reported to the relevant Area Hard FM Suppliers' Helpdesk. The Supplier shall present any information on incidents / security breaches uncovered by their CCTV monitoring to the Buyer as part of their reporting on performance.
- 18.7. The Supplier shall be responsible for instigating any liaison with the Buyer's security Representative as required to ensure security is at all times uncompromised.
- 18.8. CCTV footage shall only be released to third parties in accordance with prevailing law, legislation, General Data Protection Regulation (GDPR) and the Buyer Policy including but not limited to a specific court order or to assist police with an investigation and with the agreement of the appropriate Buyer Security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the Information Commissioner's Office, shall be followed and the Supplier shall maintain and provide to the Buyer details of all disclosure and subject access requests and responses
- 18.9. The Supplier shall monitor critical building alarms which are co-located in the security control room. Critical alarms shall be agreed between the Buyer and the Supplier during the Mobilisation Period but is anticipated to include but not necessarily be limited to lift alarms, fire panels, disabled toilet alarms and other BMS alarms. In the event of an alarm sounding the Supplier shall notify the relevant parties and take appropriate actions in accordance with procedures agreed with the Buyer. The



Supplier shall be aware that in some instances alarms will generate an automatic Police response. The Supplier shall be aware where this is the case and act in accordance with agreed procedures regarding liaison with the Police. There are specific Security Services required at a number of Buyer Premises. These Buyer Premises require the monitoring of proprietary remote alarm systems and panic alarm systems.

- 18.10. The Supplier shall take note that any systems outages are regarded as requiring an emergency response due to the potential implications on health and safety for the staff, Buyer's Staff and building users.

#### **19. Service C:3 - Control of Access and Security Passes**

- 19.1. In addition, the following Standards Ref apply to this Service SC: 3
- 19.2. The Supplier shall not be responsible for the provision of consumables necessary for the production access and security passes including access cards, lanyards and pass-holders, these shall be provided by the Buyer at the Buyer's own cost.
- 19.3. The Supplier shall not be responsible for the provision of hardware necessary for the production of passes: these shall be provided by the Buyer for the Supplier's use at the cost of the Buyer.
- 19.4. It shall be the sole responsibility of the Supplier to control pedestrian ingress and egress to each Buyer Premises at all times. At no time shall the Supplier allow the entrance of unauthorised individuals into the Buyer Premises and it shall be the Supplier's sole responsibility to manage the Service so that there is no incident of unauthorised access at any time. The Supplier shall:
- 19.4.1. Provide a permanent manned presence at the pedestrian security barriers during Operational Working Hours to monitor the access control (barrier) system. The numbers of staff required to be agreed on a site basis and following consultation and agreement with the Buyer. Outside Operational Working Hours there is no specific requirement to provide a manned presence at the security barriers, however the Supplier shall remain responsible for the control of access and egress to the Buyer Premises during this time and shall use their best judgement to implement an appropriate delivery model to meet this requirement;
- 19.4.2. Be responsible for politely challenging any person not wearing a valid pass at any time, including recognised staff of the Buyer, to assure themselves that any and every person has a valid reason for being at the Buyer Premises. In addition to this the Supplier shall routinely undertake a 5% stop and check of staff and visitor passes;
- 19.4.3. Monitor and control access for deliveries to each Buyer Premises in accordance with the local delivery schedule, logging and maintaining such records in accordance with the Buyer's requirements. Deliveries shall be monitored by the Supplier in accordance with the individual Buyer Premises Service Yard Strategy and Transport Risk Assessments. At no time shall the Supplier allow access to the Buyer Premises for any deliveries not previously notified by appropriately authorised persons;
- 19.5. The Supplier shall work collaboratively with the Soft FM Supplier to optimise the management of access to and egress from the Buyer Premises through the main reception area, taking into account the Soft FM Supplier's obligations to provide a reception service during Operational Working Hours. During Operational Working Hours the main reception (operated by the Soft FM Supplier) shall serve as the primary point of contact for Building Users entering and leaving the Buyer Premises. During Operational Working Hours the Supplier's primary responsibility shall therefore be to prevent unauthorised access to the Buyer Premises. Whilst Supplier Staff shall at all times act in a professional and courteous manner and offer proactive assistance to Building Users where possible, it is generally expected that Supplier Staff will refer

Building Users to the main reception in the event that Building Users require assistance entering and/or leaving the Buyer Premises during Operational Working Hours. Outside Operational Working Hours the Supplier shall be required to provide additional assistance to Building Users entering and leaving the Buyer Premises whilst the main reception is not operational. Whilst this is not required to extend to the full provision of an out of hours reception service, the Supplier shall be responsible for managing staff and visitor access during this period and providing proactive assistance to Building Users in a courteous and professional manner. This may include but is not necessarily limited to providing Building Users with assistance with onward travel when leaving the Buyer Premises and calling taxis on behalf of Building Users. The Supplier shall therefore work with the Soft FM Supplier and the Buyer to implement appropriate protocols for the management of staff and visitor access during and after Operational Working Hours, including staff who arrange to work during non-Working Days such as Saturdays, Sundays and/or public bank holidays or on any other public or civil Service privilege holidays. This shall include effective hand-over protocols between the Supplier and the Soft FM Supplier at the commencement and end of Operational Working Hours to effectively and seamlessly manage visitor and Buyer Staff access to and egress from the Buyer Premises and maintain a log of all visitors escorted and unescorted passes issued and undertaking a daily audit to ensure that all passes are returned. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report. The Buyer may on occasion notify the Supplier to disable lost or unreturned passes; the Supplier shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable. For the avoidance of doubt the Supplier is required to ensure that they have knowledge of who remains in the Buyer Premises at the commencement of, and for the duration of, those hours outside Operational Working Hours (including any Building Users entering the Buyer Premises outside Operational Working Hours) to ensure the effective management of site security and the health and safety of Building Users. The Supplier shall greet in a friendly and polite manner all Building Users to the Buyer Premises and ensure that their passage into and exiting from the Buyer Premises is as smooth as possible, whilst complying with procedural and security requirements.

- 19.6. Audible alarm activation on automated access control systems shall be responded to immediately and effectively by Supplier Staff. The Supplier shall ensure procedures including manual override of automated systems are in place should Supplier Staff be required to respond to unusual incidents.
- 19.7. Supplier Staff may come into contact with senior officials and members of the public. The Buyer shall provide the Supplier with the name and photograph of senior officials who regularly use each Buyer Premises. Staff shall remain fully briefed of this information at all times in order to recognise and respond appropriately to such individuals in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 19.8. Where card access systems are in use, the Supplier shall provide the Buyer with regular transaction reports and ad hoc reports as required by the Buyer. The Supplier shall manage the provision of access control transaction reporting information to the Buyer as part of the monthly reporting cycle or on an ad-hoc basis where requested. The Supplier shall agree the format and content of these reports with the Buyer during the Mobilisation Period and shall be responsible for the extraction of the required data, compilation and provision of these reports in the required format at the required frequency. The Buyer will work collaboratively to allow the Supplier to access, but not to edit, Buyer system data to meet this requirement.
- 19.9. The Supplier shall, if required, undertake random searches of staff vehicles and Goods vehicles upon entry and exit from each Buyer Premises. Searching may include a full visual check inside to confirm Goods are bona fide and mirror search

around perimeter including underneath vehicles. The Supplier shall be responsible for providing all search equipment.

- 19.10. A policy for random stop and search of baggage shall, if required, be implemented by the Supplier in line with the Buyer's guidance/procedures with a minimum of two security staff present in order to provide corroborative evidence in the event of an incident or raised security threat. The Supplier shall provide an appropriate gender mix on each shift to facilitate required searches. Logs shall be confirmed with a possible need for escalation at a higher Response Level.
- 19.11. The Supplier shall put procedures in place to ensure that its security staff are notified in advance of visitors arriving at each Buyer Premises outside Operational Working Hours or where a security escort is required. Supplier Staff shall contact the appropriate Buyer Staff member on the arrival of a visitor and ensure that the Buyer Staff member has the appropriate pass to escort a visitor around the Buyer Premises.
- 19.12. The Supplier may from time to time be requested to escort visiting subcontractor(s) on behalf of the Buyer or the Buyer's supply chain. Where requested, the Supplier shall verify the identity of visiting subcontractor(s) and the nature of works to be carried out in accordance with the Buyer's requirements and ensure that the visiting subcontractor(s) are escorted around the Buyer Premises by staff holding an appropriate escort status pass.
- 19.13. The Supplier shall develop and implement, in collaboration with the Soft FM Supplier, Buyer and other Government departments where necessary, a registration procedure to log the arrival and departure of each visitor to the Buyer Premises outside Operational Working Hours. It shall be incumbent on the Supplier to ensure that all visitors to the Buyer Premises have a valid reason for gaining access. Registration shall include verification of visitor identity and shall also include recording of:
  - 19.13.1. Visitor's full name;
  - 19.13.2. Visitor's organisation;
  - 19.13.3. The name of the person being visited;
  - 19.13.4. Time of arrival; and
  - 19.13.5. Time of departure.
- 19.14. Supplier Staff shall ensure that all visitors are made aware of the Buyer's emergency/incident management procedures.
- 19.15. With regard to the production and encoding of Building User passes, the Buyer's strategy is still evolving. Current plans are to install an auxiliary LAN in each Regional Centre or specialist/transitional site providing connectivity across the estate through Secondary Access Servers (SAS) and a Master Access Server (MAS). It is envisaged that CCSP (common civil service passes) pass production and visitor pass production will be managed via the MAS which will then have the ability to communicate to a SAS in each major location. Access to the Buyer Premises is therefore via a programmed card system linked to the main security system. This card will permit access through the security barriers and, dependant on the security levels allocated, will permit entry to the rest of the Buyer Premises.
- 19.16. The Buyer will produce and supply CCSPs and visitor passes for Buyer Premises based upon an encoding protocol which will provide access to areas of the Buyer Premises based upon need and clearance level. At the request of the Buyer the Supplier may be required to re-code passes under direction from the local Buyer Representative where local variation is required. This may include, but is not necessarily limited to recoding for time limited visitor and contractor passes, providing bespoke access to secure areas or denied access to floors or areas within a Buyer Premises or maintaining and removing access for staff as directed by the Buyer. Upon request, the Supplier shall encode any passes within 1 working day of receipt of passes from the Buyer, although urgent cancellation of passes shall be actioned within

1 hour of notification. The Supplier shall at all times act under the direction of the local Buyer Representative in accordance with Buyer policies and procedures.

- 19.17. The Supplier is responsible for the issue, collection and management of temporary visitor passes outside Operational Working Hours. Temporary visitor passes shall be issued by the Supplier and the Supplier shall ensure that passes are returned and relevant Building Users and visitors are signed out outside Operational Working Hours. For the avoidance of doubt, the management of temporary visitor passes during Operational Working Hours is not part of the Security Service and will be the responsibility of the Soft FM Supplier as part of the reception service.

## **20. Service C:4 - Emergency Response**

- 20.1. In addition, the following Standards Ref apply to this Service SC: 4
- 20.2. For each Buyer Premises with an on-Site guarding Service, the Supplier shall respond to alarm activations including lift or panic alarms, within one (1) minute and act in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 20.3. The appropriate Supplier Staff shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury, in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols). In response to any accidents directly reported to them or any incident reported by the Area Hard FM Suppliers' Helpdesks, the Supplier shall complete and retain appropriate accident records in electronic format. All security staff shall be adequately and thoroughly trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Supplier Staff shall at all times be aware of, and act in accordance with, the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 20.4. In the event of an actual, suspected or imminent security incident or emergency whether detected and/or notified by the Supplier, the Area Hard FM Suppliers' Helpdesks, the Buyer, other Building User, the Police, neighbourhood partner or any other person), the Supplier shall provide an immediate response and shall be responsible for informing other members of the Supplier's Staff, Subcontractor(s) and the Buyer. In the case of any emergency arising the Supplier shall act in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 20.5. The Supplier shall ensure that appropriately trained Security Staff take necessary action that is reasonable lawful and proportionate in the circumstances to apprehend, restrain, detain and or take other reasonable action, in respect of any person who is in the act of committing or is about to commit an offence or any type of disruption or disturbance as outlined in Section 3 of the Criminal Law Act 1967.
- 20.6. In responding to incidents and emergencies the Supplier shall comply with the Buyer's BCDR plans.

## **21. Service C:5 - Patrols (fixed or static guarding)**

- 21.1. In addition, the following Standards Ref apply to this Service SC: 5
- 21.2. The Supplier shall undertake routine and ad hoc patrols at the Buyer Premises. The primary aim of patrols is to deter, detect, delay or prevent crime and/or undesirable behaviours and provide an appropriate response in the event of an incident in accordance with, the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols). The Patrols shall be set at irregular intervals for each Buyer Premises with a security guarding Service and shall cover the interior and exterior of each Buyer Premises according to the specific requirements of each Buyer Premises. The frequency may

be increased if the response level or local threat increases. The Supplier shall develop and agree with the Buyer during the Mobilisation Period a programme of frequent but random security patrols of the Buyer Premises. The Supplier shall subsequently review and agree the programme with the Buyer annually or as changing circumstances dictate.

- 21.3. The patrolling Schedule shall include, but shall not be limited to the following:
  - 21.3.1. Checking of suspicious activity, packages, persons, identification of hazards, areas unsecured, clear desk policy compliance, malfunctioning or broken lighting, security and searching equipment, barriers, doors and windows;
  - 21.3.2. Identifying and recording potential health and safety, fire issues and hazards identified in the Buyer Premises; and
  - 21.3.3. Checking of external areas and car parks.
- 21.4. The Supplier shall report incidents immediately to the Buyer and maintain a record in electronic format. The Supplier shall immediately respond and investigate alarm activations at the Buyer Premises and report and record all instances of these events to the Buyer. The Supplier shall indicate the seriousness of the hazard and seek advice from the Buyer on the appropriate remedial action. Where it is appropriate to do so, the Supplier shall take immediate remedial action to reduce risk. The primary objective at all times shall be to ensure the security of each Buyer Premises and the health and safety of its building users.
- 21.5. The Supplier shall:
  - 21.5.1. Maintain a comprehensive list of locations and Assets to be overseen as part of the security Service in accordance with the Buyer's requirements;
  - 21.5.2. Provide, implement and subsequently maintain an auditable patrol monitoring process and systems during the Mobilisation Period;
  - 21.5.3. Maintain electronic auditable patrol records which shall be made available to the Buyer as part of regular assurance. The Supplier shall advise on the preferred method of delivery and assurance. This record shall include the times of patrols and inspections at each patrol point and exception reports where points are missed, any incidents noted by staff, thefts and any faults to each Buyer Premises requiring further attention by the Supplier. Problems or faults shall be reported to the relevant Area Hard FM Supplier Helpdesk on identification. The Supplier shall report thefts in accordance with the Buyer's requirements;
  - 21.5.4. Be responsible for delivering security reports to the Buyer in line with the Buyer's requirements; and
  - 21.5.5. Collate these reports so that Monthly figures can be provided to the Buyer in a format to be agreed.

## **22. Service C:7 - Reactive Guarding**

- 22.1. In addition, the following Standards Ref apply to this Service SC: 7
- 22.2. The Supplier shall provide a reactive guarding Service to meet the Buyer's requirements.
- 22.3. Where a twenty four (24) hour or other permanent guarding arrangement is in place, the Buyer may request additional ad hoc guarding. This shall be managed as per the Billable Works and Approval Process.
- 22.4. The Supplier shall take account of the fact that the duration of the required reactive guarding may be undetermined, and shall ensure that the reactive guarding Service is maintained until such time as the Buyer informs the Supplier that the guarding is no longer required, or the Supplier satisfies the Buyer that the Buyer Premises it has been sent to secure no longer requires its presence.

## **23. Service C:8 - Additional security Services**

- 23.1. In addition, the following Standards Ref apply to this Service SC: 8

- 23.2. The Supplier shall provide additional Services as directed by the Buyer for specific Sites where specific operational circumstances dictate a specialist security requirement.
- 23.3. The Supplier will provide Specialist Security Officer Requirements, in accordance with the Billable Works and Approval Process.

**National Planning and Support Team**

- 23.4. The Supplier shall provide adequate specialist resource in the form of a National Planning and Support Team who will work collaboratively with and ensure effective ongoing communication so the Buyer remains fully informed across the following areas:
  - 23.4.1. The Supplier shall work collaboratively with the Buyer to establish and operate a governance structure related to the oversight and operation of the Contract. This shall include the following:
    - 23.4.1.1. National level monthly meetings with Buyer Security Representatives (including the Buyer National Senior Lead);
    - 23.4.1.2. Quarterly meetings with Senior Buyer Representatives (Buyer Service Delivery Deputy Director).
  - 23.4.2. Support proactive management and continuous improvement of the Contract including highlighting to the Buyer on an ongoing basis perceived areas of improvement based upon wider market knowledge, best practice and practical experience;
  - 23.4.3. Research, recommend and facilitate the introduction (where Approved) of innovation and new ways of working with regard to the Services;
  - 23.4.4. Support the Buyer with the planning, testing and deployment of new technology regardless of whether such technology is the responsibility of the Buyer or the Supplier;
  - 23.4.5. Develop and continuously improve security strategies (including but not limited to supporting the development and refinement of the Buyer's National security, incident control and counter terrorism strategies), future planning and threat response by providing expert analysis and advice regarding both external market intelligence, knowledge and trends as well as the management, interpretation and application of internal intelligence and data including but not necessarily limited to Security System Enterprise data. This shall include the provision of real time threat analysis and intelligence to support an effective and responsive planning and response function. Where access to Buyer system data is required, the Buyer shall work collaboratively with the Supplier to allow the Supplier to access, but not to edit, Buyer system data where this is necessary to meet this requirement;
  - 23.4.6. Provide analysis and recommendations for improvement of the Services and wider Buyer security and occupancy requirements (to include supporting the development of wider Buyer strategies where appropriate) of the Buyer Premises based on Security System Enterprise report data at National, Regional and local level.
  - 23.4.7. Deliver ongoing assurance regarding the security of Buyer Premises and manage and coordinate ongoing operational testing of Buyer Premises security arrangements, including but not necessarily limited to those requirements set out in 10.6 – 10.12 (scenario testing) of this Specification;
  - 23.4.8. Coordinate security incident response at National and Regional level including follow up investigations and incorporation of lessons learned;
  - 23.4.9. Provide National operational support in managing major incidents in support of wider Buyer major incident response plans;
  - 23.4.10. Provide support, planning and coordination in the event of VIP visits.
  - 23.4.11. The National Planning and Support Team will provide senior representation at the Buyer's Quarterly Physical Security Working Group

meetings. The scope of this meeting includes, but is not limited to, the following elements:

- 23.4.11.1. Strategically integrate the Physical Security aspects of design and delivery of Buyer Premises and services;
- 23.4.11.2. Review and manage Physical Security risks;
- 23.4.11.3. Refine assurance of all aspects of Buyer Estates Physical Security responsibilities; and
- 23.4.11.4. Communicate Physical Security responsibilities and issues.

#### **24. Service C:9 - Enhanced security requirements**

- 24.1. In addition, the following Standards Ref apply to this Service SC: 9
- 24.2. The Supplier shall comply with all of the Buyer's policies and procedures on security and act upon the instructions of Buyer Security Representative, should there be a change in the Response Level associated with the Buyer Premises.
- 24.3. The Supplier shall ensure that all staff delivering the enhanced security requirements Services shall be conversant with the varying response levels and associated changes in security procedures required by the changes in the response level for the Buyer Premises. The Buyer shall instruct the Supplier which level is in force. The Supplier shall provide security measures appropriate to this level.
- 24.4. The Supplier shall be required to implement and enforce all extra security measures (including any associated additional security equipment requirements) that may be required during a major security alert, for example, to follow a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival.
- 24.5. The Buyer shall instruct special security arrangements that may be necessary to protect senior officials or visiting persons. In these cases the Supplier shall co-operate with the police, special branch, diplomatic protection group and any National security Service as directed by the Buyer security Representative. The Supplier shall form part of the overall security arrangements and shall report as appropriate.
- 24.6. The Buyer may require the Supplier to provide additional security staff in circumstances including demonstrations, riots or other events which may require Services to be provided in common parts of shared areas. The Supplier shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. The Supplier may be required to provide extra guards at evenings or weekends to supervise Subcontractors who have insufficient security clearance to work unsupervised.
- 24.7. The Supplier shall provide advice and support to the Buyer in planning for short-term increased threat (for example: VIP visit, event or incident in the vicinity of the Buyer Premises, significant equipment failure affecting building security, whether planned or unplanned, targeted received threat, heightened alert state).
- 24.8. The Supplier shall comply with all of the Buyer's policies and procedures on security and act upon the instructions of the Buyer's Security Representative, should there be a change in the Response Level associated with the Buyer Premises. For the avoidance of doubt enhanced security requirements shall only be required following request from the Buyer. Where additional Security Services are required this shall be charged in accordance with the Billable Works and Approval Process.
- 24.9. The Supplier shall ensure that all Staff, both those regularly deployed at the Buyer Premises and those brought in temporarily, delivering services in response to increased threats shall be conversant with the varying Response Levels and associated changes in security procedures required by the changes in the Response Level for the Buyer Premises. The Buyer shall instruct the Supplier which level is in force. The Supplier shall agree with the Buyer security measures appropriate to this level and provide these measures for the required duration.

- 24.10. The Supplier shall be required to implement and enforce all extra security measures that may be required during an increased threat including but not necessarily limited to:
  - 24.10.1. Following a strict procedure as designated by the Buyer in response to all incidents, including counter terrorism;
  - 24.10.2. Search individuals, baggage and vehicles on entry and exit (the Supplier shall maintain accurate records of all such searches);
  - 24.10.3. Provide agreed enhanced patrols; and
  - 24.10.4. Provide other enhanced controls as instructed.
- 24.11. The Buyer may require the Supplier to provide additional security Staff in circumstances of increased threat. The Supplier shall take into account the requirements for increased manning, increased patrols, police liaison and extra perimeter and door security.
- 24.12. For these purposes, the Supplier shall be required to maintain a pool of security cleared Staff and other back-up arrangements. The number of staff within the pool shall be agreed with the Buyer on a site specific basis. Wherever possible, at least three (3) Working Days' notice of such a requirement shall be provided by the Buyer. In the event of a short-notice/immediate increase in the Response Level, the Supplier shall deliver additional security Staff within three (3) hours of notice being provided.
- 24.13. In responding to increased threats the Supplier shall comply with the Buyer's BCDR plans.
- 24.14. Following the conclusion of each short term increased threat the Supplier shall participate in a full review of the processes and procedures adopted and any incidents which occurred in order to improve future planning and response.

## **25. Service C:10- Key Holding**

- 25.1. In addition, the following Standards Ref apply to this Service SC10.
- 25.2. The Supplier shall provide a professional key holding Service at individual Buyer Premises specified by the Buyer, being the custodian of building access keys and alarm system codes, ensuring compliance with security industry authority and its licensing requirements.
- 25.3. In the event of a break-in or attack at a Buyer Premises, the Supplier shall respond, secure and make safe in accordance with the Buyer's requirements.
- 25.4. The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend Buyer Premises twenty four (24) hours a day, seven (7) days a week, fifty two (52) weeks a year. These shall include provision of access for the Buyer Authorised Representative, responses to fire alarms, lift alarms and security alarms.
- 25.5. Supplier Staff shall only issue keys to the Buyer Authorised Representative. Master key usage shall be limited in accordance with the Buyer's requirements and shall not be removed from the Buyer Premises.
- 25.6. The Supplier shall provide an effective system to manage and control the issue and retrieval of keys.
- 25.7. The Supplier shall keep all keys secure, and accounted for, at all times. The Supplier shall maintain accurate and auditable records which shall be made available to the Buyer as part of regular assurance. The Supplier shall issue keys only to appropriately authorised Buyer personnel, including master keys.
- 25.8. The Supplier shall undertake daily end-of-day reconciliation of keys and take immediate action in the event of any discrepancy. Discrepancies and action taken shall be immediately reported to the Buyer and a record maintained.
- 25.9. The Supplier shall keep all access codes secure at all times and maintain accurate records. The Supplier shall issue codes only to appropriately authorised Buyer personnel. The Supplier shall change the access codes every six months and advise authorised Buyer personnel of the changes.



- 25.10. The Supplier shall take immediate action on identification of, or potential, compromise of the access codes. Compromises and action taken shall be immediately reported to the Buyer.

**26. Service C:11 - Lock Up / Open Up of Buyer Premises**

- 26.1. In addition, the following Standards Ref apply to this Service SC: 11
- 26.2. On attendance at each Buyer Premises as key holder for the Buyer, the Supplier shall provide assistance to the emergency Services on arrival to ensure the Buyer Premises is fully secured and alarms reset as necessary. The Supplier shall liaise with the relevant Area Hard FM Supplier Helpdesk with reference to any reactive maintenance required in order to secure each Buyer Premises.
- 26.3. The Supplier shall be required to unlock and lock up to fully secure the Buyer Premises as part of their daily security duties in accordance with the agreed building opening hours.

**27. Service C:12 - Patrols (mobile via a specific visiting vehicle)**

- 27.1. In addition, the following Standards Ref apply to this Service SC: 12
- 27.2. The Buyer may require the Supplier to provide an ad hoc mobile security patrol service to vacant and surplus Buyer Premises and on occasion at an occupied Buyer Premises. This additional requirement shall be managed as per the – Billable Works and Approval Process.
- 27.3. A Mobile Security Patrol Service shall be required to make regular visits to each Buyer Premises and check that the security of the Buyer Premises and its perimeter has not been compromised.
- 27.4. The Supplier shall also be required to provide a defect and incident reporting procedure as part of the Mobile Security Patrol Service in accordance with the Buyer's requirements. Where requested by the Buyer, the Supplier shall conduct a specific security assessment of each Buyer Premises prior to commencing the mobile security patrol Service.
- 27.5. The Supplier shall make a copy of the security assessment report available to the Buyer.

**28. Service C:16 - Voice announcement system operation**

- 31.2 In addition, the following Standards Ref apply to this Service SC: 16
- 28.1. The Supplier will be required to use the voice announcement system, where available at each Buyer Premises, on occasions requiring broadcasts or announcements to be made to the Buyer's Staff, as requested by the Buyer or in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols).
- 28.2. The Supplier shall ensure that Supplier Staff using the voice announcement system are trained in its use and in the making of announcements.

**29. Service C: 19 – Canine Detection.**

In addition, the following Standards Ref apply to this Service SC: 19

- 29.1. The Supplier may potentially be required to provide a canine detection service on an ad-hoc basis, as requested by the Buyer, with the ability to deliver, mobile and real-time search and detection capability and the ability when requested by the Buyer to screen people at Crowded Places and other high footfall locations.
- 29.2. The ability when required to be trained to detect firearms, as well as a wide variety of other contraband, such as narcotics. The combining of capabilities to be avoided unless a common operational response is acceptable to the buyer.
- 29.3. The Service shall cover but not be limited to the following:-
- 29.3.1. Tracking
  - 29.3.2. Trailing
  - 29.3.3. Hard Surface Tracking

- 29.3.4. Multi Environmental Body Search
- 29.3.5. Individual Trouble Shooting – Detection
- 29.3.6. Individual Trouble Shooting – Security
- 29.3.7. General Security – Protection
- 29.3.8. General Security – Site Body Search
- 29.3.9. Detection Dog Handler Certification & Accreditation
- 29.3.10. Detection Dog Instructor Certification & Accreditation
- 29.4. Where this service is requested then the responsibility for kennelling, standardised training, accreditation, annual licensing and welfare of the animals is the sole responsibility of the supplier, such that they are maintained at the required standard for operational deployment.
- 29.5. Canine Detection shall be managed as per the Billable Works and Approval Process.

## **Work Package D – Technical Security.**

### **30. Work Package D.1 – Risk Assessment**

- 30.1. In addition, the following Standards Ref apply to this Service SD: 1
- 30.2. The Supplier shall produce physical security risk assessments for sites, as requested by the appropriate Authorised Buyer Representative. These risk assessments are to have a menu driven approach which may include but not be limited to; general threat and risk assessment, vehicle dynamic assessment and blast effect studies. Physical security risk assessments shall be provided where requested by the Buyer at additional cost and managed via the Billable Works and Approval Process. Physical security risk assessments shall be developed in accordance with a format and template specified in advance by the Buyer. The Supplier shall be cognisant when producing a risk assessment relating to the need for a security-minded approach to digital engineering, where data and information about the site or assets is gathered, processed or stored in electronic form – as requested by the Buyer.
- 30.3. The Supplier shall ensure that where the Buyer requests the Supplier to produce or assist in the production of a Physical Security Risk Assessment or a risk assessment relating to the need for a security-minded approach to digital engineering, that this is undertaken by a registered member of the following accreditation bodies:-
- 30.4. Register of Security Engineers (RSES) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA).
- 30.5. Register of Chartered Security Professionals ([charteredsecurityprofessional.org](http://charteredsecurityprofessional.org)).
- 30.6. Association of Security Consultants (ASC) ([securityconsultants.org.uk](http://securityconsultants.org.uk)).
- 31. Certified Professional Scheme – National Cyber Security Centre (NCSC) ([www.ncsc.gov.uk/articles/about-certified-professional-scheme](http://www.ncsc.gov.uk/articles/about-certified-professional-scheme)).
- 31.1. Where the Buyer directs the supplier not to use the above accreditation bodies, the Buyer will be responsible for accessing any relevant threat or security information and provide appropriate briefing to the consultant retained.
- 31.2. The Physical security Risk Assessment will include the proportionate, appropriate and cost effective deployment of security measures and will include but not be limited to:
  - 31.2.1. An assessment of site profile
  - 31.2.2. The importance of the site/operation to the continuity of Buyer Organisation
  - 31.2.3. The prevailing Security Response Level
  - 31.2.4. As a minimum the Supplier shall comply with the CPNI Guidance the production of Physical Security Assessments.
- 31.3. The risk assessment relating to the need for a security-minded approach to digital engineering shall comply with PAS 1192-5 and any updates to this Standard

## **32. Work Package D.2 – Electronic Security Systems**

- 32.1. In addition, the following Standards Ref apply to this Service SD: 2
- 32.2. The Supplier will be required to have early involvement in the design of the Electronic Security Systems for the Buyer's Regional Centres where the programme allows and may therefore be required to liaise with the Buyer before the formal Mobilisation Period commences. For the avoidance of doubt the Supplier is expected to provide input and significantly influence the design of the Electronic Security Systems in order to ensure that the systems installed at the Buyer Premises are fully suited to the requirements of the Service. The Buyer is to have final approval over the Security System design.
- 32.3. The supplier shall keep the effectiveness and efficiency of Electronic Security Systems at all Buyer Premises under continuous review as part of ongoing delivery of the Services and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate. For the avoidance of doubt where the Supplier identifies an issue with the Electronic Security Systems which requires a maintenance response the Supplier shall report the issue to the relevant Area Hard FM Supplier's Helpdesk as soon as practicable.
- 32.4. The Buyer may require the Supplier to support the upgrade and/or replacement of Electronic Security Systems. Where this is required this will be managed via the Billable Works and Approval Process. Any upgrades to Electronic Security Systems carried out by the Supplier must be undertaken using Buyer approved technologies and protocols and full design authority shall remain with the Buyer. In the event that equipment is replaced, any changes to technologies must be approved by the Buyer. The Supplier shall ensure that a full testing and commissioning process is in place for each installation. All such equipment must meet the Buyer's Electronic Security Specification.

### **Perimeter intrusion detection systems**

- 32.5. The Supplier shall operate the Perimeter Intrusion Detection Systems (PIDs) installed at the Buyer Premises to maximise system functionality. The Supplier shall keep the effectiveness and efficiency of these systems under continuous review and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate.

### **Intruder detection systems (IDS)**

- 32.6. The Supplier shall operate the intruder detection systems (IDS) installed at the Buyer Premises to maximise system functionality. The Supplier shall keep the effectiveness and efficiency of these systems under continuous review and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate.

### **Alarm signalling**

- 32.7. The Supplier shall monitor and operate the Alarm Signalling systems installed at the Buyer Premises to maximise system functionality. The Supplier shall keep the effectiveness and efficiency of these systems under continuous review and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate: (these lists are not exhaustive)
- 32.7.1. Speech dialler or auto (GSM) dialler system
  - 32.7.2. Monitored systems
  - 32.7.3. Digital communications (Digicom)
  - 32.7.4. Monitored signalling systems
  - 32.7.5. Dual-Path signalling systems

- 32.7.6. IP (Internet Protocol) signalling
- 32.8. To support the following:
  - 32.8.1. Personal alarm systems
  - 32.8.2. Affray alarm systems
  - 32.8.3. General alarm systems
  - 32.8.4. Disabled call systems

### **Security lighting**

- 32.9. The Supplier shall operate security lighting installed at the Buyer Premises to maximise system functionality. The Supplier shall keep the effectiveness and efficiency of these systems under continuous review and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate including but not necessarily limited to:
  - 32.9.1. Minimum illumination
  - 32.9.2. Lamp type
  - 32.9.3. Mounting arrangement
  - 32.9.4. Power and control arrangement

### **Closed circuit television systems (CCTV)**

- 32.10. The Supplier shall operate CCTV systems installed at the Buyer Premises to maximise system functionality. The Supplier shall keep the effectiveness and efficiency of these systems under continuous review and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate.

### **Network Video Recorders (NVR) and Digital Video Recorders (DVR)**

- 32.11. The Supplier shall operate the NVR and/ or DVR systems installed at the Buyer Premises to maximise system functionality. The Supplier shall keep the effectiveness and efficiency of these systems under continuous review and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate.

### **Security System Enterprise Contract**

- 32.12. The Supplier will engage with the Buyer to discuss and agree support services (including routine administration, software updates etc.) for the Security System Enterprise Contract. At minimum the Supplier will be provided read only access to specific fields within Security Systems at the discretion of the Buyer. Supplier Staff must be at a senior level (as Approved with the Buyer) and trained on relevant Security System Hardware and Software functions and be CTC cleared to undertake this role.

### **Security Management Systems (SMS)**

- 32.13. The Supplier shall operate the Security Management System installed at the Buyer Premises to maximise system functionality. The Supplier shall keep the effectiveness and efficiency of these systems under continuous review and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate. The Security Management System shall facilitate the integration of, but is not restricted to the following systems:
  - 32.13.1. Intruder Alarm Systems, IDS
  - 32.13.2. Automatic Access Control, (Security System Enterprise)
  - 32.13.3. Closed Circuit Television, CCTV

- 32.13.4. Perimeter Intruder Detection Systems, PIDS
- 32.13.5. Security Lighting
- 32.13.6. Alarm Signalling
- 32.13.7. Locking Systems
- 32.13.8. User Interface
- 32.14. The Supplier shall operate the individual systems autonomously in the event the Security Management System fails.

#### **IT equipment - Operating base for security systems**

- 32.15. Where security systems operate on IT equipment, where requested by the Buyer Suppliers shall design, supply and install such systems
  - 32.15.1. Networking,
  - 32.15.2. Cisco switches,
  - 32.15.3. Network servers
  - 32.15.4. Microsoft application programs
  - 32.15.5. SQL databases

#### **Electronic Locking Systems**

- 32.16. The Supplier operate the Electronic Locking Systems, which can be integrated with other electronic systems, installed at the Buyer Premises to maximise system functionality. The Supplier shall keep the effectiveness and efficiency of these systems under continuous review and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate.

#### **Security Screening Applications**

- 32.17. The Supplier shall provide applications for the checkpoint security screening of people, and their bags and possessions including but not limited to where requested by the Buyer or required in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols):
  - 32.17.1. permanent and temporary installations at Buyer Premises
- 32.18. The applications shall include but not be restricted to the following applications:
  - 32.18.1. X Ray
  - 32.18.2. Walkthrough metal detector (WTMD)
  - 32.18.3. Hand-held metal detector (HHMD)
  - 32.18.4. Body scanners, e.g. millimetre wave imagers and portals, X-ray backscatter imagers
  - 32.18.5. Explosives trace detection (handheld or desktop) (ETD)
  - 32.18.6. Mail screening

#### **Biometric Technologies**

- 32.19. Where installed, the Supplier shall operate applications for Biometric verification installed at the Buyer Premises to maximise system functionality. The Supplier shall keep the effectiveness and efficiency of these systems under continuous review and identify perceived weaknesses in system performance and/or capability and make recommendations for improvement of the systems where appropriate. This shall include systems with the functionality to identify persons by the following unique identifiers, including but not limited to:-
  - 32.19.1. Fingerprints
  - 32.19.2. Retina and iris pattern
  - 32.19.3. Face recognition
  - 32.19.4. Finger/palm vein
  - 32.19.5. Hand geometry
  - 32.19.6. Earlobe geometry

- 32.19.7. Signatures
- 32.19.8. Voice pattern
- 32.19.9. DNA

### **Design, Supply and Install**

- 32.20. The Supplier may be required to support the future reconfiguration or replacement of Electronic Security Systems during the Contract Period in full consultation with the Buyer. The scope of any future requirement for design, supply and / or installation would be agreed with the Buyer and managed via the Billable Works and Approval Process. .
- 32.21. The systems shall include but not be limited to the following Electronic Systems.
- 32.21.1. Perimeter intrusion detection systems (PIDS)
  - 32.21.2. Intruder detection systems (IDS)
  - 32.21.3. Alarm signalling
  - 32.21.4. Security lighting
  - 32.21.5. Closed circuit television systems (CCTV)
  - 32.21.6. Network Video Recorders (NVR)
  - 32.21.7. Automatic Access Control System (Security System Enterprise)
  - 32.21.8. Security management systems (SMS), fully integrated electronic security solutions.
  - 32.21.9. IT equipment - Operating base for security systems
  - 32.21.10. Electronic Locking Systems
  - 32.21.11. Security Screening Applications
  - 32.21.12. Biometric technologies
- 32.22. The Supplier shall ensure that where they design the system that the design is undertaken by a registered member of the following accreditation bodies:-
- 32.22.1. Register of Security Engineers (RSES) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA).
  - 32.22.2. Register of Chartered Security Professionals ([charteredsecurityprofessional.org](http://charteredsecurityprofessional.org)).
  - 32.22.3. Association of Security Consultants (ASC) ([securityconsultants.org.uk](http://securityconsultants.org.uk)).
  - 32.22.4. Certified Professional Scheme – National Cyber Security Centre (NCSC) ([www.ncsc.gov.uk/articles/about-certified-professional-scheme](http://www.ncsc.gov.uk/articles/about-certified-professional-scheme)).
- 32.23. Where the Buyer directs the supplier not to use the above accreditation bodies, the Buyer will be responsible for accessing any relevant threat or security information and provide appropriate briefing to the consultant retained.
- 32.24. This service will be priced via the billable works process at Call Off.
- 32.25. Prior to commencing any work, the Supplier shall ensure a current Systems based Risk Assessment is in place, in line with CPNI Guidance and PAS 127:2014 Guidance.
- 32.26. The Supplier shall ensure that where they supply systems and equipment that they hold relevant and current accreditation to support the system and / or equipment, including holding valid certification for such manufacturers.
- 32.27. The Supplier shall provide open protocol systems, unless requested otherwise by the Buyer.
- 32.28. The Supplier shall provide data storage capacity.
- 32.29. The Supplier shall provide where requested training on Supplier provided systems to Buyers staff which shall include but not be limited to:-
- 32.29.1. Retrieval of data, to include downloading and copying for evidential purposes;
  - 32.29.2. Emergency Response;
  - 32.29.3. Security Procedures; and
  - 32.29.4. System operation

### **33. Work Package D 3 – Physical Security System**

- 33.1. In addition, the following Standards Ref apply to this Service SD: 3
- 33.2. The Supplier shall be required to:
  - 33.2.1. Have early involvement in the design of the Physical Security Systems for the Buyer's Regional Centres where the programme allows and may therefore be required to liaise with the Buyer before the formal Mobilisation Period commences. For the avoidance of doubt the Supplier is expected to provide input and significantly influence the design of Physical Security Systems in order to ensure that the systems installed at the Buyer Premises are fully suited to the requirements of the Service. The Buyer is to have final approval over the Security System design. The infrastructure shall include but not be limited to:
    - 33.2.1.1. Perimeter Fences (and gates),
    - 33.2.1.2. Automatic barriers, gates, rising bollards and blockers,
    - 33.2.1.3. Windows and glazing,
    - 33.2.1.4. Security doors and door furniture,
    - 33.2.1.5. Strong and secure rooms.
  - 33.2.2. Keep the integrity and effectiveness of Physical Security Systems at all Buyer Premises under continuous review as part of ongoing delivery of the Services and identify perceived weaknesses in condition or performance and make recommendations for improvement of the systems where appropriate. For the avoidance of doubt where the Supplier identifies an issue with the Physical Security Systems which requires a maintenance response the Supplier shall report the issue to the relevant Area Hard FM Supplier's Helpdesk as soon as practicable.
  - 33.2.3. The Buyer may require the Supplier to support the upgrade and/or replacement of Physical Security Systems. Where this is required this will be managed via the Billable Works and Approval Process. Any upgrades to Physical Security Systems carried out by the Supplier must be undertaken using Buyer approved products and protocols and full design authority shall remain with the Buyer. In the event that assets are replaced, any changes to must be approved by the Buyer. The Supplier shall ensure that a full testing and commissioning process is in place for each installation. All such equipment must meet the Buyer's design requirements and specifications.

#### **Perimeter Fences (and gates)**

- 33.3. In addition, the following Standards Ref apply to this Service SD: 3
- 33.4. The Supplier shall keep the effectiveness of Perimeter Fences (and Gates) under continuous review and identify perceived weaknesses in suitability, performance and/or condition and make recommendations for improvement of the elements where appropriate.
- 33.5. The Supplier shall ensure that this considers all security components associated with these elements, including but not limited to:
  - 33.5.1. Gates and other access points;
  - 33.5.2. Topping;
  - 33.5.3. Burrow resistance measures;
  - 33.5.4. Detection systems, integrated with other security systems where required;
  - 33.5.5. Internal release mechanisms;
  - 33.5.6. Locking requirements;
  - 33.5.7. Turnstiles;
  - 33.5.8. Integration with Vehicle barriers;
  - 33.5.9. Associated Ground Works.

#### **Automatic barriers, gates, rising bollards and blockers**

- 33.6. In addition, the following Standards Ref apply to this Service SD: 3

- 33.7. The Supplier shall operate Automatic barriers, Automatic Number Plate Recognition (ANPR) systems, gates, rising bollards and blockers installed at the Buyer Premises to maximise system functionality. The Supplier shall keep these elements under continuous review and identify perceived weaknesses in suitability, performance and/or condition and make recommendations for improvement of these elements where appropriate.
- 33.8. This shall include Vehicle Security Barriers (VSB's) where installed (incorporating ANPR systems where appropriate) including active, passive, and retractable, rising, sliding and swinging including but not limited to the following types:
- 33.8.1. Blocker
  - 33.8.2. Bollard
  - 33.8.3. Door
  - 33.8.4. Gate
  - 33.8.5. Perimeter
  - 33.8.6. Portal
  - 33.8.7. Planter

### **Glazing (Windows)**

- 33.9. In addition, the following Standards Ref apply to this Service SD: 3
- 33.10. The Supplier shall keep the effectiveness of Glazing and associated window components under continuous review and identify perceived weaknesses in suitability, performance and/or condition and make recommendations for improvement of the elements where appropriate. This shall include but is not necessarily limited to:
- 33.10.1. Glass
  - 33.10.2. Seals and/or anchorage to the support structure/frame
  - 33.10.3. Supporting structure/frame
  - 33.10.4. Anchors connecting the support structure to the building frame/walls
  - 33.10.5. Hardware associated with openable windows, e.g. hinges and locking systems
  - 33.10.6. Anti-shatter film
  - 33.10.7. Bomb blast net curtains.

### **Security Doors and Door Furniture**

- 33.11. In addition, the following Standards Ref apply to this Service SD: 3
- 33.12. The Supplier shall keep the effectiveness of Security doors and associated door furniture under continuous review and identify perceived weaknesses in suitability, performance and/or condition and make recommendations for improvement of the elements where appropriate. This shall include but is not necessarily limited to:
- 33.12.1. Door leaf
  - 33.12.2. Door furniture
  - 33.12.3. Locking hardware
  - 33.12.4. Door frame
  - 33.12.5. Frame fixings
  - 33.12.6. Supporting structure
  - 33.12.7. Side and overhead panels.
- 33.13. The Supplier shall monitor whether the Security doors provided are integrated with sensors for intrusion detection and access control systems as intended. For the avoidance of doubt the Buyer will retain control of setting and re-setting all security codes for security doors across the Buyer Premises.



- 33.14. The Supplier shall consider whether doors remain capable of providing protection from the following where required:
- 33.14.1. Blast
  - 33.14.2. Ballistic
  - 33.14.3. Manual forced entry
  - 33.14.4. Surreptitious entry

**Security Walling System.**

- 33.15. In addition, the following Standards Ref apply to this Service SD: 3
- 33.16. The Supplier shall keep the effectiveness of Security walling systems under continuous review and identify perceived weaknesses in suitability, performance and/or condition and make recommendations for improvement of the elements where appropriate. This shall include systems designed to meet a range of threats including but not limited to:
- 33.16.1. Resistance to forcible entry
  - 33.16.2. Ballistic resistance
  - 33.16.3. Blast protection (either external or internal)
  - 33.16.4. Evidence of attempted surreptitious entry
- 33.17. The Supplier shall ensure that this considers all security components associated with these elements, including but not limited to::
- 33.17.1. Doors;
  - 33.17.2. Locks;
  - 33.17.3. Floors;
  - 33.17.4. Ceilings;
  - 33.17.5. Walls;
  - 33.17.6. Glazing

**Physical Systems Design, Supply and Install**

- 33.18. In addition, the following Standards Ref apply to this Service SD: 3
- 33.19. The Supplier may be required to support the future reconfiguration or replacement of Physical Security Systems during the Contract Period in full consultation with the Buyer. The scope of any future requirement for design, supply and / or installation would be agreed with the Buyer and managed via the Billable Works and Approval Process.
- 33.20. The infrastructure shall include but not be limited to:
- 33.20.1. Perimeter Fences (and gates),
  - 33.20.2. Automatic barriers, gates, rising bollards and blockers,
  - 33.20.3. Windows and glazing,
  - 33.20.4. Security doors and door furniture,
  - 33.20.5. Strong and secure rooms.
- 33.21. The Supplier shall ensure that where they design the system that the design is undertaken by a registered member of the following accreditation bodies:-
- 33.21.1. Register of Security Engineers (RSES) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA).
  - 33.21.2. Register of Chartered Security Professionals ([charteredsecurityprofessional.org](http://charteredsecurityprofessional.org)).
  - 33.21.3. Association of Security Consultants (ASC) ([securityconsultants.org.uk](http://securityconsultants.org.uk)).
- 33.22. Where the Buyer directs the supplier not to use the above accreditation bodies, the Buyer will be responsible for accessing any relevant threat or security information and provide appropriate briefing to the consultant retained.
- 33.23. This service will be priced via the billable works process at Call Off.

- 33.24. Prior to commencing any work, the Supplier shall ensure a current Systems based Risk Assessment is in place, in line with CPNI Guidance and PAS 127:2014 Guidance.
- 33.25. The Supplier will provide open protocol systems, unless requested otherwise by the Buyer.

#### **Work Package D 4 – Maintenance of Security Services.**

**34.** In addition, the following Standards Ref apply to this Service SD: 4

##### **Statutory Obligations**

##### **Generic Statutory Obligations and Requirements**

- 34.1. The Supplier shall at all times ensure that:
  - 34.1.1. The Technical Security operation of the Buyer Premises and Delivery of the Technical Security are undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the Buyer's premises as defined at Call Off, Good Industry Practice, manufacturer's recommendations and where appropriate the requirements specified by the Buyer as defined at Call-Off stage;
  - 34.1.2. It provides any training required by the procedures and statutory provisions in respect of all Staff (whether Buyer or Supplier Staff) at the Buyer Premises;
  - 34.1.3. It operates a Safe System of Work in accordance with their Health and Safety Policy and ensures that all risk assessments are current and accurately reflect the works and risks associated with the Services being undertaken; and
  - 34.1.4. It ensures all activities relating to Statutory Compliance is managed through their Supplier MIS and that the Buyer has access to the data, via electronic interface or direct access to the Supplier's MIS.
- 34.2. For the avoidance of doubt the Hard FM Supplier is responsible for maintenance of the installed access control systems (except where these are provided by the Supplier for the provision of the Services). This shall include all statutory and mandatory maintenance requirements in accordance with SFG20.
- 34.3. The Supplier shall provide paper copies of all Documentation associated with Statutory Compliance for retention at the Buyer Premises.

##### **Management Information System (MIS)**

- 34.4. The Supplier shall provide their own MIS and associated software required to deliver the services for the Buyer and should include Costs in the Charges.
- 34.5. The Supplier shall be responsible for recording data within their MIS, which is aligned with the Buyers information requirements.
- 34.6. At the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract and for any reason, ownership of the Buyer's data contained within the MIS shall remain with the Buyer.
- 34.7. The Supplier shall ensure that all managerial quality monitoring, complaints, planned, scheduled and reactive activities, Billable Works and Projects and additional activities are managed, executed and monitored through the MIS. As far as is reasonably practical, the Supplier's MIS shall contain all information to provide a full audit trail for the planning, undertaking and completion of all planned service activity in addition to all reactive service requests, complaints, compliments or queries relating to the Services.
- 34.8. The Supplier shall ensure that the Buyer has full access to the live (real time) MIS data at all times and be responsible for ensuring that the data can be accessed electronically via the Buyers internal network i.e. a web based application which can be accessed via a web browser. The Supplier shall be responsible for the provision

of thirty (30) licences for Buyer Staff to allow access to the MIS and shall provide initial and ongoing refresher training on the use of the Supplier's MIS. The final number shall be agreed with the Buyer during the Mobilisation Period, and shall remain subject to regular review. The Supplier should note that the Buyer will determine, in part, the Supplier's performance by regularly and routinely querying the data held on the Supplier MIS and it is in the interests of the Supplier to ensure the feedback information associated with its activities is promptly and accurately entered into the Supplier's MIS. It is the Supplier's responsibility to regularly, at least daily, update the information on the MIS.

- 34.9. An application programming interface or export function for the systems data should be available at all times to the Buyer. This may be required to provide a method for interface with the Buyer's proposed Building Users Customer Services App.
- 34.10. The Supplier shall ensure that all feedback information associated with its activities and information relating to the completion of Service requests is promptly and accurately entered into the Supplier's MIS.
- 34.11. The Supplier shall provide the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the Supplier's MIS to the mutual benefit of both itself and the Buyer.
- 34.12. The Supplier shall ensure that:
  - 34.12.1. All notification, response and completion periods required by the Buyer are maintained within the Supplier's MIS and the MIS has the capability to produce alerts as reactive or planned tasks are about to breach their KPI agreement.
- 34.13. The Supplier shall ensure that the Supplier's MIS has the capability to link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion.
- 34.14. All parent and child relationships should be codified and recorded within any data or information exchange from the Supplier's MIS.
- 34.15. The Supplier shall provide to the Buyer all information required by the Buyer's Master Data Set. The Buyer have implemented Concerto management information (MI) software (MERLIN). The Supplier shall provide all data required by the Buyer's Master Data Set in a common file format (for example CSV or Excel) on a regular basis which shall be no less frequently than monthly. The Supplier and the Buyer will work collaboratively and agree during the Mobilisation Period suitable data structures and file formats for the provision of this data. The Supplier shall review with the Buyer on a regular basis which shall be no less frequently than quarterly the Master Data Set requirements and the associated data structures and file formats to ensure that these remain appropriate for the Buyer's needs. This may result in additional data requirements being added to the Master Data Set and the Supplier shall collaborate fully in ensuring the provision of additional required information. The Supplier shall subsequently provide all required data in the agreed data structures and file formats at the agreed frequencies.
- 34.16. The Supplier shall ensure that they are capable of interacting with the relevant Area Hard FM Suppliers' Helpdesk Systems to meet the requirements set out in Work Package F (Helpdesk Services).
- 34.17. The Supplier shall have the capability to operate its MIS in a way that integrates data with the relevant Area Hard FM Suppliers' Helpdesk Systems to meet the requirements set out in Work Package F (Helpdesk Services).
- 34.18. The Supplier's MIS shall have the capability to:
  - 34.18.1. Record and report by each Buyer Premises or location;

- 34.18.2. Review work assignment to both Supplier Staff and Subcontractors;
- 34.18.3. Track Services activity, status updates and the provision of on-screen alerts;
- 34.18.4. Provide search and visibility of calls and activities;
- 34.18.5. Provide automatic associated hazard warnings, for example asbestos alerts;
- 34.18.6. Provide status reports and updates on the level of Statutory Compliance at the Buyer Premises;
- 34.18.7. Allocate and schedule appointment dates and times with Buyer's representatives;
- 34.18.8. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;
- 34.18.9. Provide clear and proactive management of KPI agreements;
- 34.18.10. Automatically prioritise work and job escalation when appropriate.
- 34.19. The cost control functionality shall have the capability to:
  - 34.19.1. Track costs through multi-level hierarchy of budgets, contracts and projects;
  - 34.19.2. Provide transparency of full facilities spend and generation of single or multi-line purchase Orders;
  - 34.19.3. Discount purchase Orders or individual line items;
  - 34.19.4. Provide purchase Order receipt acknowledgement;
  - 34.19.5. Navigate, search and view all budget information;
  - 34.19.6. Link trade rates to the contractual resource rates agreed with the Buyer;
  - 34.19.7. Provide costs for all Billable Works;
  - 34.19.8. Easily distribute information to stakeholders;
  - 34.19.9. Ensure financial reports are available for ad hoc reporting or scheduled generation basis;
  - 34.19.10. Navigate data tree to ensure simple management and retrieval of all facilities information; and
  - 34.19.11. Manage health and safety equipment and Service requests.
- 34.20. The report functionality shall have the capability to:
  - 34.20.1. Report on performance management;
  - 34.20.2. Automatically generate reports;
  - 34.20.3. Provide direct email distribution to stakeholders;
  - 34.20.4. Produce specific corporate reporting requirements;
  - 34.20.5. Analyse data;
  - 34.20.6. Provide extensive reports as standard;
  - 34.20.7. Provide measured performance benchmarking;
  - 34.20.8. Provide cost control and monitoring; and
  - 34.20.9. Enable effective trend analysis
- 34.21. The Supplier shall ensure that that:
  - 34.21.1. in line with best practice, the Supplier's MIS has its own Business Continuity and Disaster Recovery Plan in place to enable continuity of service without degradation; and
  - 34.21.2. the Supplier's MIS shall contain a full audit trail of all performance monitoring activity undertaken, including sufficient information to calculate the performance against Contract KPIs.

### **35. Work Package E – Alarm Response Centre.**

- 35.1. In addition, the following Standards Ref apply to this Service SE
- 35.2. The Buyer requires the Supplier to centrally receive alarm notifications, monitoring CCTV images, radio and any other communication, controlling response to emergency incidents and providing a 24/7 helpdesk function to ensure continuous

monitoring of Buyer Premises where there is no Supplier Staff on site. Ultimately the Buyer intends for this facility to be based at the Regional Centre closest to the individual Buyer Premises by geographic location. However, due to the phased opening of the Regional Centres this may not be possible at the Services Commencement and therefore the Supplier is required to implement an alternative interim solution for remote monitoring in the form of a central monitoring facility. The facility implemented as an interim solution shall not be located on the Buyer's Premises and may be a shared facility.

- 35.3. The Service shall cover but not be limited to the following:-
- 35.3.1. Alarm Receiving Centre (ARC) for intruder and fire alarms,
  - 35.3.2. CCTV monitoring, including Remote Video Response Centre (RVRC) for detector-activated CCTV,
  - 35.3.3. Alarm Receiving Centre for the monitoring of Lone Worker Devices (LWD)
- 35.4. The Monitoring activity, where required, is to be accredited by a Third Party and shall comply with the Buyer requirements including CPNI guidelines and all legislation e.g. the General Data Protection Regulations 2018.
- 35.5. The service will be delivered in accordance with the Standards, Legislation and Good Industry Practice.
- 35.6. In the event of alarm or CCTV activation the Supplier shall act in accordance with the Approved strategies and protocols agreed with the Buyer as set out in 4.38 – 4.42 (Development of operational strategies and protocols). Depending on the situation and the nature of the Buyer Premises this may require the Supplier to:
- 35.6.1. Contact and liaise (initial and ongoing until the incident has been resolved) with the relevant Emergency Services;
  - 35.6.2. Contact and liaise (initial and ongoing based upon active monitoring of the situation until the incident has been resolved) with the relevant Buyer Representatives; and/or
  - 35.6.3. Despatch a manned response to attend the Buyer Premises to respond to and rectify the situation.

[REDACTED]

- 35.8. [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
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### **Work Package F – Helpdesk Services**

36. In addition, the following Standards Ref apply to this Service SF

- 36.1. The Hard FM Supplier for each Area shall provide a Helpdesk Service to act as the single point of contact for all service requests, complaints, compliments and queries relating to the provision of Security Services in that Region. For the avoidance of doubt the Hard FM Supplier will be required to deal directly with all service requests, complaints, compliments and queries relating to Security Services. The Hard FM Suppliers' Helpdesks will not therefore redirect or transfer callers to the Supplier under any circumstances. The Hard FM Suppliers' Helpdesks shall be provided, operated and maintained by the Hard FM Suppliers, and will be operational 24 hours per day 365 (6) days per year. The Supplier shall:
- 36.1.1. Work closely with the Area Hard FM Suppliers to establish appropriate and robust processes, procedures and systems to allow the Hard FM Suppliers' Helpdesks to receive, record and manage subsequent updates and interaction with Building Users for service requests, complaints, compliments and queries relating to the provision of the Services. This shall include appropriate two way communication and data exchange between the systems and personnel of both the Supplier and the Hard FM Suppliers to provide a seamless single point of contact for Building Users;
  - 36.1.2. Establish, test, operate and maintain data connections and/or data exchange between the Area Hard FM Suppliers' Helpdesks and/or CAFM Systems and the MIS operated by the Supplier; and
  - 36.1.3. Undertake training offered by the Area Hard FM Suppliers on the interface requirements and use of the Hard FM Suppliers' Helpdesk systems where required.
- 36.2. The Area Hard FM Suppliers shall, at the point of contact by a Building User with their Helpdesk, log all service requests, complaints, compliments and queries and shall record all relevant details required to allow the Supplier to respond effectively. This shall include but is not necessarily limited to, the following information:
- 36.2.1. Requester's/reporter's name;
  - 36.2.2. Date and time received;
  - 36.2.3. Location within the Buyer Premises to which the service request or fault applies;
  - 36.2.4. Nature of the service request, complaint, compliment or query;
  - 36.2.5. Service and nature of response required;
  - 36.2.6. Categorisation (priority) where relevant;
  - 36.2.7. Service Notification, Response, Interim Solution and Completion Time (where relevant);
  - 36.2.8. Unique request reference;

- 36.2.9. Service provider and contact name to which the service request, complaint, compliment or query was passed;
  - 36.2.10. Date and time the service request, complaint, compliment or query was passed to the relevant service provider;
  - 36.2.11. Action taken; and
  - 36.2.12. Actual Notification, Response, Interim Solution and Completion Time achieved (where relevant).
- 36.3. The Supplier shall work with the Area Hard FM Suppliers during the Mobilisation Periods, and throughout the Service Period as necessary, to ensure that appropriate call receipt and handling systems, processes and protocols are established and remain sufficient to allow the Supplier to respond effectively to all service requests, complaints, compliments and queries following initial reporting to the Helpdesk. The Hard FM Suppliers' Helpdesks are required to generate and proactively manage all service requests associated with the Services. It is the Supplier's responsibility to ensure that the relevant Hard FM Supplier Helpdesk remains fully informed as to the status of all Services activities, tasks, requests and complaints associated with the Region which it serves. The Helpdesk will monitor, update and close down these service requests, complaints, compliments and queries. All associated data shall be held within and made accessible via the Supplier's MIS.
- 36.4. It will be the Supplier's responsibility to ensure that the Area Hard FM Suppliers' Helpdesks have access to sufficient information to provide real time updates to Building Users on the status of service requests, complaints, compliments and queries being responded to by the Supplier, in particular when service requests are close to breaching the relevant Response or Completion Time.
- 36.5. All tasks shall be left open and active on the Supplier's MIS until each individual task has been successfully completed in accordance with the Contract.
- 36.5.1. The Supplier shall work in conjunction with the Buyer to promote the benefits of using the Area Hard FM Suppliers' Helpdesks across the Building Users.

#### **Work Package G – Management of Billable Works**

In addition, the following Standards Ref apply to this Service SG

- 36.6. The Supplier shall comply with the requirements contained within Call-Off Schedule 4A - Billable Works and Projects and Standard SA7 when delivering all new works on behalf of the Buyer.
- 36.7. The Buyer may request the Supplier undertakes Small Works and Projects to the Electronic and Physical Security Systems as set out in Work Package D.2 (Electronic Security Systems) and Work Package D.3 (Physical Security Systems). These shall be managed in accordance with the Billable Works and Approval Process, the requirements of Work Package D.2 and D.3 (as appropriate) and the following standards.
- 36.8. All Billable Works remain subject to the Supplier's safe systems of work where these apply. Where appropriate, all method statements, risk assessments and permits to work shall be produced by the Supplier and passed to the Buyer for Approval before works commence.
- 36.9. The Supplier shall communicate fully and effectively with Building Users regarding Small Works and Projects where these have the potential to cause disruption. This shall include, although shall not necessarily be limited to:
- 36.9.1. Advance notification, in the form agreed with the Buyer, of forthcoming works within various areas of the Buyer Premises;
  - 36.9.2. Communication of the planned commencement, duration and completion of works;
  - 36.9.3. Regular status updates throughout the works period.

- 36.10. Following completion of such works the Supplier shall agree with the Buyer a process for requesting customer feedback on the management and completion of the works. The Supplier shall subsequently gather and report on customer feedback in line with the agreed process.
- 36.11. Upon completion of Small Works and Projects, the Buyer Authorised Representative shall inspect the works and sign off as satisfied and completed. All completed works must be reported in the Supplier's monthly service review report.
- 36.12. Where works are deemed to be a Project:
  - 36.12.1. The Buyer will provide a written brief to the Supplier to price and carry out any Project Work.
- 36.13. The Supplier shall provide suitably qualified project management resource to take overall responsibility for each project where requested by the Buyer. The project manager's responsibilities shall include but not be limited to the following:
  - 36.13.1. Project management;
  - 36.13.2. Producing project plans / programmes;
  - 36.13.3. Supporting the Buyer where requested in ensuring full legislative compliance, including Construction Design Management (CDM) and building regulations;
  - 36.13.4. Submitting planning applications in advance of the works where necessary;
  - 36.13.5. Ensuring method statements and risk assessments are in place and are adequate for the task(s);
  - 36.13.6. Provision and management of permit to work submissions;
  - 36.13.7. Ensuring all appropriate licences are in place;
  - 36.13.8. Managing and escorting of Subcontractors;
  - 36.13.9. Attending meetings, taking minutes of those meetings and distributing minutes to relevant parties;
  - 36.13.10. Obtaining the Buyer's sign off / Approval on completion of the project;
  - 36.13.11. Ensuring all items identified on the snagging list are dealt with in a timely manner;
  - 36.13.12. Project handover;
  - 36.13.13. Defect liability - All works are to be inspected and signed off by the Supplier and the Buyer and if required, manage the resolution of all defects;
  - 36.13.14. Compilation of the project O&M files or updating of existing building O&M's.
  - 36.13.15. Ensuring all new Assets and associated information are up-loaded and updated on the relevant Area Hard FM Suppliers' CAFM Asset registers and the BIM / AIM;
  - 36.13.16. Warranty management; and
  - 36.13.17. Administration and invoicing - details of all completed project work must be recorded, reported and invoiced independently.
- 36.14. The Supplier shall provide all additional personnel required to deliver Minor Works and Projects.
- 36.15. The names of all personnel undertaking Project works must be supplied to the Buyer before work is commenced.
- 36.16. The Supplier shall ensure that their Quality Management System incorporates processes and procedures required to undertake Small Works and Projects where this is requested by the Buyer.



- 36.17. The Supplier's MIS shall support the delivery of Projects and provide projects functionality which enables tracking of project spend, progress against key Milestone Dates and stakeholders.

**Work Package H –Building information Modelling ("BIM") and Government Soft Landings ("GSL") to include Digital Engineering.**

- 36.18. The Supplier shall support the Authority and individual Buyer requirements for Delivery of a number of strategic priorities related to the wider Government policy by the adoption of measures to improve efficiency and value for money.
- 36.19. These shall include:
- 36.19.1. Delivering projects in line with Government's Common Minimum Standards where applicable;
  - 36.19.2. Implementation of the principles and requirements associated with the Government Soft Landings ("GSL") Policy supported by Building Information Modelling ("BIM") Level 2.
- 36.20. The Supplier will be required to work closely with GSL Champions from the Buyer, the main construction contractor(s) and other parties and make available sufficient resource to participate in and undertake where appropriate relevant Government Soft Landings activities.
- 36.21. In the event that the Supplier undertakes any works or projects which impact upon the Asset Information Model at a Buyer Premises the Supplier shall comply with the requirements of the Information Management Process (IMP) and provide the Buyer and/or the relevant Area Hard FM Supplier with the relevant information required to update the Asset Information Model within the prescribed timescales. This shall ensure that the integrity of the Asset Information Model remains an accurate representation of the building and shall not to be more than 7 days out of date at any time.
- 36.22. The Supplier shall ensure that where other forms of digital engineering (for example, computer-based technologies including off-site, factory-based fabrication, on-site automation, and sophisticated cyber-physical systems) are being used to deliver a part or the whole of the work or will be used to deliver future services, the Supplier shall follow the Buyer's requirements in relation to the security-minded approach to be adopted.

## **Appendix A – Supplier induction programme**

The Supplier's induction programme shall include but not be limited to the following:

- Explicit knowledge and understanding of the Buyer, its values, core services and the wider Security Services delivery structure;
- Supplier site specific induction and other key policies including Health & Safety;
- Geography of the Buyers Premises and familiarisation with local security procedures;
- Tasks and responsibilities of their job role
- Knowledge of Law that falls within the scope of the individual's role including first aid training;
- Hazards and risks associated with each individuals role;
- Fire risks, precautions and evacuations;
- Lifting, handling, storage and use of equipment, and any necessary PPE;
- Use of relevant Supplier and the Buyer computer systems;
- Appropriate dress, personal hygiene standards and rules of conduct while on sites and within Buyer Premises;
- Interaction with, lines of communication between and decision making hierarchy;
- Customer Service Excellence; and
- Appropriate data protection training.

The final induction programme shall be agreed with the Buyer and reviewed on an annual basis or following a significant change in Law.

## **PART B - ANNEXES**

### **ANNEX A – SECURITY SERVICE STANDARDS**

### SECURITY SERVICE STANDARDS

1. These Standards have been developed by CCS in relation to the requirements set out in this Call-Off Schedule 28 Attachment 3 - Specification.
2. The Buyer should utilise and adhere to each required Standard when procuring their own Security Services via the Workplace Services (FM Marketplace Phase 2) RM6089
3. The Supplier shall, in addition to complying with the Standards as outlined below, comply with the standards required by Buyers as set out by those Buyers during the Call Off Stage
4. The Supplier shall comply with future Government requirements, Standards and any Standing Instructions issued by CCS in accordance with any Government guidance issued during the Framework Period and as developed and updated, from time to time.
5. The document will be reviewed annually and updated by CCS. Suppliers will be notified of any changes through CCS' web portal.
6. Security Service Standards table:

WORK PACKAGE A: CONTRACT MANAGEMENT		
Service Reference	Service Description	Service Standard
A:1	Integration	SA1
A:2	Health & Safety	SA2
A:3	Management Services	SA3
A:4	Service Delivery Plans	SA4
A:5	Risk Management	SA5
A:6	Customer Satisfaction	SA6
A:7	Reporting	SA7
A:8	Performance Self-Monitoring	SA8
A:9	Business Continuity and Disaster Recovery ("BCDR") Plans	SA9
A:10	Quality Management System	SA10
A:11	Staff and Training	SA11
A:12	Selection and Management of Subcontractors	SA12
A:13	Social Value	SA13
A:14	Generic Statutory Obligations and Requirements	SA14
WORK PACKAGE B: CONTRACT MANAGEMENT		
Service Reference	Service Description	Service Standard
General Requirements		
B:1	Contract Mobilisation	SB
WORK PACKAGE C: SECURITY SERVICES		

Service Reference	Service Description	Service Standard
	General Requirements	
C:1	Manned Guarding Service	SC1
C:2	CCTV / Alarm Monitoring	SC2
C:3	Control of Access and Security Passes	SC3
C:4	Emergency Response	SC4
C:5	Patrols (Fixed or Static Guarding)	SC5
C:7	Reactive Guarding	SC7
C:8	Additional Security Services	SC8
C:9	Enhanced Security Services	SC9
C:10	Key Holding	SC10
C:11	Lock Up / Open Up of Premises	SC11
C:12	Patrols (Mobile via specific visiting vehicle)	SC12
C:16	Voice Announcement System Operation	SC16
C:19	Canine Detection	SC19

#### WORK PACKAGE D: TECHNICAL SERVICES

Service Reference	Service Description	Service Standard
	General Requirements	
D:1	Risk Assessment	SD1
D:2	Electronic Security Systems	SD2
D:3	Physical Security Systems	SD3
D:4	Maintenance of Security Services	SD4

#### WORK PACKAGE E: ALARM RESPONSE CENTRES

Service Reference	Service Description	Service Standard
S	Alarm Response Centre	SE

#### WORK PACKAGE F: HELPDESK SERVICES

Service Reference	Service Description	Service Standard
SF	Helpdesk Service	

#### WORK PACKAGE G: MANAGEMENT OF BILLABLE WORKS

Service Reference	Service Description	Service Standard
SG	Management of Billable Works	SG

WORK PACKAGE H: BUILDING INFORMATION MODELLING ("BIM")AND GOVERNMENT SOFT LANDINGS ("GSL")		
Service Reference	Service Description	Service Standard
SH	Building information Modelling ("BIM") and Government Soft Landings ("GSL")	

<b>WORK PACKAGE A – CONTRACT MANAGEMENT</b>	
<b>Service A:1</b>	<b>SA1: Integration</b>
Standard	The Supplier shall provide an innovative and professional Security Service that recognises advances in technology, operational efficiencies, workforce synergies and operational improvements that will deliver improved performance and value for money for the Buyer.
<b>Service A:2</b>	<b>SA2: Health And Safety</b>
Legislation, ACoP or similar industry or Government guidelines	The Supplier shall be compliant with Annex B including: Legislative Standards; UK Legislation; BS/ISO/EN Standards; Guidance Notes / Codes of Practice; and Building Regulations (England & Wales only).
Standard	As a minimum, the Supplier shall produce and comply with the following documents: Accident/Incident reports (RIDDOR); Fire evacuation drill reports; Statutory inspection reports, assessments and reviews; Risk assessment reports and reviews; Compliance certificates; Security incident reports; Disability discrimination assessments and reports;

	<p>Method statements for meeting the Buyer's requirements; Health and safety policies and procedures; and Scope and Services objectives.</p> <p>The Supplier shall at all times ensure that:</p> <p>The operation of the Buyer Premises and delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements;</p> <p>It provides any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures;</p> <p>It produces detailed procedures for a variety of emergency situations in conjunction with Buyer. These procedures shall be continually updated and reviewed as circumstances demand and at least annually;</p> <p>It develops and maintains fire and emergency procedures, systems, equipment and staff training in order to produce a safe environment for the designated site and its users. Systems will be unobtrusive where possible to assist in creating a positive building atmosphere for all users;</p> <p>It shall carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site;</p> <p>It programmes and implements Health and Safety inspections of the Buyer Premises and Service delivery annually, and provides evidence to the Buyer on request;</p> <p>It conducts and reviews all risk assessments relevant to the operation of the Buyer Premises and the delivery of Services in accordance with current statutory health and safety legislation;</p> <p>It undertakes a Monthly review of all accidents occurring at the Buyer Premises whether relating to the Supplier's or Buyer's staff using the Buyer Premises or to the Supplier's delivery of Services. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation;</p>
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	<p>It reviews all policies and associated documentation on a regular basis and at least annually and provide evidence of such on request by the Buyer;</p> <p>It complies with all health and safety obligations including at all the Buyer's Premises which are occupied under leasehold arrangements;</p> <p>It shall at all times provide and maintain the first aid kits and other safety equipment and all related consumables issued to and used by Supplier staff on the Buyer Properties; and</p> <p>It provides the required numbers of staff with an appropriate first aid responder qualification and training for emergency responses in accordance with health and safety legislation, as required by legislation and risk assessment (as a minimum) and any Buyer's specific requirements.</p>
<b>Service A:3</b>	<b>SA3: Management Services</b>
Legislation, ACoP or similar industry or Government guidelines	<p>ISO 9001: 2008 Quality Management Plan (and replacement ISO 9001:2015 when published).</p> <p>Call-Off Schedule 7 - Key Staff.</p> <p>Call-Off Schedule 3 - Continuous Improvement.</p> <p>Call-Off Schedule 15 - Contract Management.</p>
Standard	<p>The Supplier shall manage the Contract in accordance with the personnel and processes as detailed in the Service Delivery Plan as agreed with the Buyer.</p> <p>The Supplier shall manage the customer satisfaction, complaint and key performance indicator measurement processes to ensure agreed performance standards are fully met.</p> <p>The Supplier shall produce and issue the agreed management reports and attend meetings as requested by the Buyer to maintain the agreed contractual performance standards.</p>
<b>Service A:4</b>	<b>SA4: Service Delivery Plans</b>
Standard	Call-Off Schedule 13 - Mobilisation Plan and Testing.

<b>Service A:5</b>	<b>SA5: Risk Management</b>
Legislation, ACoP or similar industry or Government guidelines	ISO 31000: Risk Management where requested by the Buyer.
Standard	<p>The Supplier shall produce and maintain a contract risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks.</p> <p>The Supplier shall produce and comply with any and all risk assessments pertaining to all Services undertaken at the designated Buyer Premises. This includes risk assessments and statutory compliance required by or produced by third parties such as landlords.</p>
<b>Service A:6</b>	<b>SA6: Customer Satisfaction</b>
Standard	<p>Call-Off Schedule 3 - Continuous Improvement.</p> <p>The Supplier shall develop the customer satisfaction process with the Buyer and shall deliver it in accordance with the specific Buyer requirements as defined in line with the agreed Service Delivery Plan.</p> <p>The Supplier shall deliver a complaints management process which manage and maintain the Buyer's customer satisfaction targets.</p> <p>The Supplier shall participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the Buyer.</p>
<b>Service A:7</b>	<b>SA7: Reporting</b>

Standard	<p>The Supplier's Management Information system will be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the Buyer.</p> <p>The Supplier shall be responsible for the provision of all interfaces between their own and third-party Management Information systems to facilitate the real-time transfer of data.</p> <p>The Buyer's data contained within the Supplier's Management Information system shall be able to be uploaded to third-party Management Information systems where required by the Buyer.</p> <p>The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements in line with the agreed Service Delivery Plan.</p>
<b>Service A:8</b>	<b>SA8: Performance Self-Monitoring</b>
Legislation, ACoP or similar industry or Government guidelines	ISO 9001:2015 Quality Management System.
Standard	<p>The Supplier will deliver services and manage performance in line with the agreed key performance indicator (KPI) model.</p> <p>The Supplier will manage performance using their own internal performance management systems and processes which shall align with the Buyer's internal performance monitoring and auditing regimes as agreed within the Service Delivery Plan (SDP).</p> <p>The Supplier shall provide a system to manage, control and record and report on the delivery of all Services provided as part of any Call-Off Contract.</p> <p>The Supplier shall also provide a support service available twenty-four (24) hours per day for the Buyer to request the deployment of the Supplier to rectify any non-provision of accommodation or Service(s) embraced by the scope of the Security Framework Contract and within specified response times.</p>

	The Supplier will develop and agree with the Buyer the management reporting regimes for recording statutory compliance, performance against social value targets and balanced scorecard returns.
<b>Service A:9</b>	<b>SA9: Business Continuity And Disaster Recovery Plans</b>
Legislation, ACoP or similar industry or Government guidelines	<p>Call-Off Schedule 8 - Business Continuity and Disaster Recovery.</p> <p>Centre for the Protection of the National Infrastructure (CPNI).</p> <p>BS 25999: Business Continuity Management.</p> <p>ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).</p> <p>ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).</p> <p>ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).</p> <p>ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.</p> <p>ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).</p> <p>ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.</p>
Standard	<p>The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each business unit and as described in the relevant BCDR Plan.</p> <p>The Supplier’s Management Information System shall be able to provide and support any Business Continuity scenario without any degradation in performance.</p>

	<p>The Supplier will have its own Business Continuity and Disaster Recovery (BCDR) contingency plan in place to enable continuity of their Services without degradation.</p> <p>The Supplier's Management Information System facilities will have its own Business Continuity and Disaster Recovery contingency plan in place to enable continuity of the Services without degradation.</p>
<b>Service A:10</b>	<b>SA10: Quality Management System</b>
Legislation, ACoP or similar industry or Government guidelines	The Supplier shall hold and maintain valid ISO9001, ISO14001 and OHSAS 18001 accreditation or equivalent at all times for the duration of the Call-Off Contract.
Standard	The Supplier shall create a quality management plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems. The plan shall be in place within sixty (60) days of the Call-Off Start Date.
<b>Service A:11</b>	<b>SA11: Staff And Training</b>
Standard	<p>The Supplier shall manage and deliver the Services in line with the staffing profiles agreed with the Buyer within the Service Delivery Plan.</p> <p>Where the Buyer has nominated management roles and/or positions as key roles on the Contract, the Supplier shall ensure their recruitment and business continuity processes comply with Buyer requirements as defined within the Service Delivery Plan.</p> <p>The Supplier shall provide any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures.</p>
<b>Service A:12</b>	<b>SA12: Selection And Management Of Subcontractors</b>
Standard	The Supplier is responsible for ensuring that all appointed Subcontractors are eligible to work in the UK.

	<p>The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills.</p> <p>The Supplier is responsible for ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements.</p> <p>The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate levels of security clearances to enable access into the Buyer Properties.</p> <p>The Supplier is responsible for ensuring that all Subcontractor performance is managed via use of the KPI, customer satisfaction and complaints management processes.</p>
<b>Service A:13</b>	<b>SA13: Social Value</b>
Legislation, ACoP or similar industry or Government guidelines	Public Services (Social Value) Act 2012.
Standard	<p>The Supplier will develop a Social Value initiatives and objectives with the Buyer.</p> <p>The Supplier will meet the requirements of the Buyer's Social Value requirements.</p> <p>The Supplier will meet the reporting requirements to measure Supplier performance and compliance.</p>
<b>Service A:14</b>	<b>SA14: General Statutory Obligations And Requirements</b>
Legislation, ACoP or similar industry or Government guidelines	The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.
Standard	<p>The Supplier shall manage compliance through their Management Information System (MIS).</p> <p>The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties.</p>

<b>WORK PACKAGE B – MOBILISATION</b>	
<b>SB: General Requirements</b>	
Standard	The Supplier will manage Mobilisation of the Contract in line with Call-Off Schedule 13 - Mobilisation Plan and Testing.
<b>WORK PACKAGE C: SECURITY SERVICES</b>	
<b>SC: General Requirements</b>	
Legislation, ACoP or similar industry guidelines	<p>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <ul style="list-style-type: none"> <li>Cyber Essentials</li> <li>ISO 27001</li> <li>BS EN ISO 9001;</li> <li>BS 7799 – Information Security Management;</li> <li>Centre for the Protection of the National Infrastructure (CPNI) PAS 97:2009 A Specification for Mail Screening and Security;</li> <li>BS 25999: Business Continuity Management;</li> <li>BS 7984;</li> <li>HMG Infosec Standard 5 (IS5);</li> <li>Centre for Protection of National Infrastructure (CPNI);</li> <li>Communications Electronic Security Group (CESG)</li> <li>Security Policy Framework;</li> </ul>

	<p>The Government Security Classifications Policy (2014);</p> <p>BS 7499-Static Guarding and Mobile Patrols;</p> <p>BS 7984-Key Holding and Response Services;</p> <p>BS 7958-CCTV Management and Operation; and</p> <p>BS7858-Security Screening.</p> <p>BS 7872:2011 Code of Practice for Operation of Cash-in-Transit Services (collection &amp; delivery)</p> <p>BS 8507-1:2008 Code of Practice for Close Protection Services. Services within the United Kingdom</p> <p>BS 8507-2:2009 Code of Practice for close protection services. Services outside the United Kingdom</p> <p>BS 8517-1:2009 Security Dogs – Code of Practice for the use of general purpose security dogs</p> <p>BS 8517-2:2010 Security Dogs – Code of practice for the use of detection dogs</p> <p>BS 8484:2016 Provision of lone worker services – Code of practice</p>
Standard	<p>The Supplier shall comply with the prevailing version of the Buyer's Security Service Standards document.</p> <p>The General Requirements for Security Services shall apply.</p> <p>The Supplier shall provide a professionally managed, high quality Security and Guarding Services using Security Industry Buyer (SIA) or equivalent licensed staff.</p> <p>The recommendations from the policy development initiatives being carried out by the Government Security Secretariat, led by the Cabinet Office, will be adopted as the Standard for the delivery of Security Services across the Government and public estate. This will include a common pass system for the Civil Services, opportunities for sharing guarding contracts and other shared security services.</p>



	<p>Compliance with Data Protection Legislation and other relevant legislation shall be maintained throughout the throughout the Call-Off Contract.</p> <p>Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>Security Systems and Alarms Inspection Board (SSAIB);</p> <p>Security Industry Authority (SIA)</p> <p>All Supplier Staff delivering Security Services must have SIA or equivalent accreditation.</p> <p>All Supplier Staff delivering Security Services shall have a good comprehension of the English language and be able to follow direction and orders as necessary. Adequate written abilities shall also be expected (important when making reports in the daily occurrence book).</p> <p>Screening measures should reflect the risks the Buyer faces and consistent with other security measures in place.</p> <p>In relation to vehicle screening, similar principles to screening Supplier Staff should be applied when deciding whether, and at what level, to screen vehicles at entrances to Buyer Properties, though processes and equipment will differ from those used for personnel screening.</p> <p>In relation to screening mail, screening measures should be proportionate to the risks the Buyer faces and consistent with other security measures in place. Processes and equipment will likely differ from those used for personnel and vehicle screening.</p> <p>Clear procedures and processes shall be in place for responding to incidents.</p> <p>The Supplier shall agree the Standards (7.1.15 &amp; 7.1.16) with the Buyer and/or the Departmental Security Officer as there will be specific requirements for each Buyer Premises.</p> <p>The Supplier shall ensure that the Services are delivered in line with BS 25999 – Business Continuity Management. This is as an integral part of any Service offering and will need to be considered and fully scoped by each Buyer Representative.</p> <p>The Supplier shall conform to the Buyer's Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer's Business</p>
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	<p>Continuity and Disaster Recovery planning for each Business Unit and as described in the relevant BDCR Plan.</p> <p>The Supplier shall ensure that regular reporting of the Service shall be captured as part of the Monthly reporting requirements. Incidents should be notified to the Buyer Security Representative within 24 hours or as soon as practicable. The daily occurrence book is to be available for inspection at any time by the Buyer.</p> <p>The Buyer shall agree the form of dress to be worn by Supplier Staff in each situation.</p> <p>Supplier may choose to have its own corporate uniform. Uniforms to cater for all seasons, e.g. winter patrols as agreed with the Buyer. Other styles will be by agreement with the Buyer.</p> <p>Purchase of uniforms for staff shall comply with relevant Government Buying Standards. The Supplier is responsible for the purchase and replenishment of uniform issued over the duration of the Call Off contract.</p>
Health and Safety (Buyer Properties that have manned guarding )	<p>All Supplier Staff delivering Security Services shall have successfully attended and possession of a first aid responder qualification. All and any relief staff must carry current certification in this first aid qualification.</p> <p>All Supplier Staff delivering Security Services shall be competent and trained in the response to and use of the fire alarm system and the procedures to be followed in the event of an alarm sounding.</p>
<b>Service C:1</b>	<b>SC1: Manned Guarding Services</b>
Legislation, AcoP or similar industry guidelines	<p>The following legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply:</p> <p>BS 7499-Static Guarding and Mobile Patrols</p>
Standard	<p>The General Requirements for Security Services shall apply.</p> <p>The Supplier shall provide a professionally managed, high quality Security and Guarding Service that has BS EN ISO 9001 or equivalent accreditation and complies with all legislation governing the security industry (BS 7799 – Information Security Management).</p>

	<p>The Supplier shall carry out and complete a security vetting and checking in accordance with the requirements of section 4.3.10 of Part A: Specification.</p> <p>The Supplier shall ensure that Supplier Staff delivering Guarding Services are SIA licensed (or subsequent approved industry or legal Standard) prior to deployment within each Buyer Premises.</p> <p>The Supplier shall keep a record on all areas of the Buyer Premises covered by this Service, showing times of inspections, any incidents noted by the Supplier security staff, thefts and any faults to the premises requiring further attention by the Supplier. Problems or faults shall be reported to the relevant Area Hard FM Supplier's Helpdesk on identification.</p>
<b>Service C:2</b>	<b>SC2: CCTV/ Alarm Monitoring</b>
Legislation, AcoP or similar industry guidelines	<p>The following legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply:</p> <p style="padding-left: 40px;">BS 7958-CCTV Management and Operation;</p> <p style="padding-left: 40px;">HMG Infosec Standard 5 ( IS5);</p> <p style="padding-left: 40px;">Centre for Protection of National Infrastructure (CPNI);</p> <p style="padding-left: 40px;">Communications Electronic Security Group (CESG);</p> <p style="padding-left: 40px;">Security Policy Framework;</p> <p style="padding-left: 40px;">The Government Security Classifications Policy (2014).</p>
Standard	<p>Compliance with the General Data Protection Regulations 2018 and other relevant legislation shall be maintained throughout the duration of any Call-Off Contract.</p> <p>The Supplier shall operate the Buyer's Closed Circuit Television (CCTV) systems, ensuring a SIA (CCTV Public Space Surveillance) license (or equal approved equivalent) held covering all guards operating CCTV systems.</p> <p>This Service shall be exclusively used at each Buyer Premises where Guarding Services are provided. Where no such Service is specified the Supplier shall ensure that any panic alarm system remains in</p>

	<p>operation at all times and should a failure of one of these systems occur, this shall be reported to the relevant Area Hard FM Supplier Helpdesk for repair.</p> <p>Guidance should be sought from the various trade and governing bodies for the sector including: Security Systems and Alarms Inspection Board (SSAIB).</p>
<b>Service C:3</b>	<b>SC3: Control of Access and Security Passes</b>
Legislation, AcoP or similar industry guidelines	<p>The following legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply:</p> <p>BS 7958:1999; HMG Infosec Standard 5 (IS5); Centre for Protection of National Infrastructure (CPNI); Communications Electronic Security Group (CESG) Security Policy Framework; and The Government Security Classifications Policy (2014).</p>
Standard	The General Requirements for Security Management shall apply.
<b>Service C:4</b>	<b>SC4: Emergency Response</b>
Standard	<p>The General Requirements for Security Management shall apply.</p> <p>Management and supervision of the Security Guarding Service shall form an essential component of the Buyer's emergency procedures and Supplier Staff delivering Security Services shall familiarise themselves fully with all the Buyer's emergency procedures and related equipment and participate fully in their testing..</p>
<b>Service C:5</b>	<b>SC5: Patrols (Fixed Or Static Guarding)</b>

Legislation, AcoP or similar industry guidelines	<p>The following legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply:</p> <p>BS 7984-Key Holding and Response Services; and</p> <p>BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>The General Requirements for Security Management shall apply.</p> <p>The Supplier shall provide and utilise an auditable patrol monitoring system which shall monitor frequency and location of patrolling. The Supplier shall report as required in relation to patrolling frequency and patterns.</p> <p>Patrols shall be recorded in the individual record for each Buyer Premises, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The Supplier shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the Buyer Premises.</p>
<b>Service C:7</b>	<b>SC7: Reactive Guarding</b>
Standard	<p>The General Requirements for Security Management shall apply.</p> <p>The Supplier shall ensure the appropriate rotation of Supplier Staff to deliver this Service, as required by the length of the reactive guarding requirements.</p>
<b>Service C:8</b>	<b>SC8: Additional Security Services</b>
Standard	The General Requirements for Security Services shall apply.

	The Supplier will provide Specialist Security Officer requirements where requested by the Buyer in accordance with the Billable Works and Approval Process:
<b>Service C:9</b>	<b>SC9: Enhanced Security Requirements</b>
Standard	<p>The General Requirements for Security Management shall apply.</p> <p>The Supplier shall comply with all of the Buyer's policies and procedures on security and act upon the instructions of the Buyer Security Representative, should there be a change in the Response Level.</p> <p>There are currently 5 levels of threat (Response Levels):</p> <ul style="list-style-type: none"> <li>low – an attack is unlikely;</li> <li>moderate – an attack is possible but not likely;</li> <li>substantial – an attack is a strong possibility;</li> <li>severe – an attack is highly likely; and</li> <li>critical – an attack is expected imminently.</li> </ul> <p>The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert including following a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival.</p>
<b>Service C:10</b>	<b>SC10: Key Holding</b>
Legislation, AcoP or similar industry guidelines	<p>The following legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply:</p> <ul style="list-style-type: none"> <li>BS 7984-Key Holding and Response Services; and</li> <li>BS 7499-Static Guarding and Mobile Patrols.</li> </ul>

Standard	<p>The General Requirements for Security Management shall apply.</p> <p>Keys to general and secure areas, managed by the Supplier Personal delivering Security Services, shall be in accordance with the Buyer's key management policy. This shall include:</p> <p style="padding-left: 40px;">Key numbering;</p> <p style="padding-left: 40px;">Key audits; and</p> <p style="padding-left: 40px;">Key logs maintained.</p>
<b>Service C:11</b>	<b>SC11: Lock Up / Open Up Of Premises</b>
Legislation, AcoP or similar industry guidelines	<p>The following legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply:</p> <p style="padding-left: 40px;">BS 7984-Key Holding and Response Services; and</p> <p style="padding-left: 40px;">BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>The General Requirements for Security Management shall apply.</p> <p>Security installations and measures recommended by the Supplier shall generally need to be CPNI accredited (Security Equipment Assessment Panel) unless otherwise advised by the Buyer Security Representative.</p> <p>The Supplier shall ensure that staff attending the Buyer Premises as a key holder are aware of the location of alarm control panels and sensors, the operation of alarm systems, the alarm codes and entry and exit routes once the alarm is set.</p>
<b>Service C:12</b>	<b>SC12: Patrols (Mobile Via A Specific Visit Using A Vehicle)</b>
Legislation, AcoP or similar industry guidelines	<p>The following legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply:</p> <p style="padding-left: 40px;">BS 7984-Key Holding and Response Services; and</p>

	<b>BS 7499-Static Guarding and Mobile Patrols.</b>
<b>Standard</b>	<p>The General Requirements for Security Management shall apply.</p> <p>The requirement and frequency will be determined by the Buyer and will be building specific and risk based. Mobile patrols could be required out of hours.</p> <p>Prior to commencement of the Mobile Security Patrol Service, the Supplier shall ensure that each Buyer Premises is fitted with electronic tagging systems adjacent to the identified weak points identified in the security assessment to ensure that these are checked and the Supplier can readily demonstrate that the checks have been carried out at the correct frequencies and within the required monitoring periods.</p>
<b>Service C:16</b>	<b>SC16: Voice Announcement System Operation</b>
<b>Standard</b>	<p>The Supplier shall ensure that Supplier Staff providing this Service have received training and are suitably skilled to operate the voice alarm systems at the Buyer Premises.</p> <p>Supplier Staff shall operate the voice alarm systems effectively and in accordance with Buyer requirements during emergency and security events.</p> <p>Supplier staff shall have good comprehension and understanding of the English Language.</p>



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<b>Service C:19</b>	<b>SC19: Canine Detection</b>
Legislation, AcoP or similar industry or Government guidelines	<p>BS 8517-1:2009 Security Dogs – Code of Practice for the use of general purpose security dogs</p> <p>BS 8517-2:2010 Security Dogs – Code of practice for the use of detection dogs</p> <p>BS 8484:2016 Provision of lone worker services – Code of practice</p>
Standard	<p>The Supplier is to provide a canine detection service with the ability to deliver, mobile and real-time search and detection capability.</p> <p>The Supplier is responsible for kennelling, standardised training, accreditation, annual licensing and welfare of the animals, such that they are maintained at the required standard for operational deployment.</p>

<b>WORK PACKAGE D – TECHNICAL SERVICES.</b>	
<b>Service D 1</b>	<b>SD 1: Risk Assessment</b>
Legislation, AcoP or similar industry or Government guidelines	<p>The Management of Health and Safety at Work (MHSW) <b>Regulations</b> 1999. Control of Substances Hazardous to Health <b>Regulations</b> 2002. BS 16000:2015 Security management. Strategic and operational guidelines BS ISO 18788:2015 Management system for private security operations. Requirements with guidance for use CPNI Level 1 Operational Requirements Process and the Guide to producing Operational Requirements for Security Measures. CPNI Level 2 Operational Requirements Process and the Guide to producing Operational Requirements for Security Measures. ISO 31010 Annex's A&amp;B ISO/IEC Guide 73:2009 <i>Risk management — Vocabulary — Guidelines for use in standards</i> ISO 31000, <i>Risk management — Principles and guidelines</i></p> <p>Industry Guidelines :</p> <ul style="list-style-type: none"> <li>• CPNI (Centre for the Protection of National Infrastructure),</li> <li>• CTSA (Counter Terrorism Security Advisor),</li> <li>• NaCTSO (National Counter Terrorism Security Office),</li> <li>• HoMER Holistic Management of Employee Risk (CPNI )</li> </ul> <p>As a minimum the CPNI Guidance shall be used in the production of Physical Security Assessments.</p>
Standard	<p>The Supplier shall manage and deliver Security risk assessments and security plans on behalf of the Buyer.</p> <p>The Supplier will be cognisant of the CPNI Operational Requirement process to create protective security mitigations, to address security risks.</p>

	<p>The Supplier shall provide a statement of the Buyers overall security need and include the site to be considered, asset description, perceived threat, consequence of compromise, perceived vulnerabilities, and success criteria</p> <p>The Supplier shall assess the risks to the Buyers organisation and its assets in terms of the likelihood of a threat taking place, and the impact that such an event might have.</p> <p>The Supplier shall identify and implement security measures to reduce the likelihood and impact of the threat to an acceptable level.</p> <p>The Supplier shall assess the effectiveness of the countermeasures and identify any necessary corrective action.</p>
<b>Service D 2</b>	<b>DC: 2 Electronic Security Systems</b>
Legislation, AcoP or similar industry guidelines	<p>The following legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply:</p> <p>HMG Infosec Standard 5 ( IS5);  Centre for Protection of National Infrastructure (CPNI);  Communications Electronic Security Group (CESG);  Security Policy Framework;  The Government Security Classifications Policy (2014).  Private Security Industry Act 2001  ICO CCTV code of practice 2014  General Data Protection Regulations 2018  The Health &amp; Safety at Work Act;  The Electricity at Work Act;  The EMC Regulations;  BS 7671 – IET Wiring Regulations;  BS EN 63205 – Protection against lightning.</p> <p><u>CCTV</u>  BS 8418:2015 Installation and remote monitoring of detector activated CCTV systems.</p>

	<p>BS 7958:2015 Closed Circuit Television. Management and Operation.</p> <p>BS EN 62676-3:2015 Video Surveillance Systems for use in security applications. Analog and digital video interfaces.</p> <p>BS EN 62676-4:2015 Video surveillance systems for use in security applications. Application guidelines.</p> <p>BS EN 62676-1-1:2014 Video surveillance systems for use in security applications. System requirements. General</p> <p>BS EN 62676-1-2:2014 Video surveillance systems for use in security applications. System requirements. Performance requirements for video transmission</p> <p>BS EN 62676-2-1:2014 Video surveillance systems for use in security applications. Video transmission protocols. General requirements</p> <p>BS EN 62676-2-2:2014 Video surveillance systems for use in security applications. Video transmission protocols. IP interoperability implementation based on HTTP and REST services</p> <p>BS EN 62676-2-3:2014 Video surveillance systems for use in security applications. Video transmission protocols. IP interoperability implementation based on Web services</p> <p><u>Access Control</u></p> <p>BS EN 60839-11-31:2017. Alarm and electronic security systems. Electronic access control systems. Core interoperability protocol based on Web services</p> <p>BS EN 60839-11-32:2017. Alarm and electronic security systems. Electronic access control systems. Access control monitoring based on Web services</p> <p>BS EN 60839-11-2:2015. Alarm and electronic security systems. Electronic access control systems. Application guidelines</p> <p>BS EN 60839-11-1:2013. Alarm and electronic security systems. Electronic access control systems. System and components requirements</p> <p><u>Installed Alarm Systems</u></p> <p>BS 9263:2016. Intruder and hold-up alarm systems. Commissioning, maintenance and remote support. Code of practice.</p> <p>BS EN 50131-2-2:2017. Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Passive infrared detectors</p> <p>BS EN 50131-5-3:2017. Alarm systems. Intrusion systems. Requirements for interconnections equipment</p>
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	<p>using radio frequency techniques</p> <p>PD CLC/TS 50131-9:2014. Alarm systems. Intrusion and hold-up systems. Alarm verification. Methods and principles</p> <p>PD CLC/TS 50131-2-10:2014. Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Lock state contacts (magnetic)</p> <p>DD CLC/TS 50131-7:2010. Alarm systems. Intrusion and hold-up systems. Application guidelines</p> <p>BS EN 50131-3:2009. Alarm systems. Intrusion and hold-up systems. Control and indicating equipment</p> <p>BS EN 50131-2-5:2008. Alarm systems. Intrusion and hold-up systems. Requirements for combined passive infrared and ultrasonic detectors</p> <p><u>Alarm Activation</u></p> <p>BS EN 50136-2:2013 Alarm systems. Alarm transmission systems and equipment. Requirements for Supervised Premises Transceiver (SPT)</p> <p>PD CLC/TS 50136-9:2013 Alarm systems. Alarm transmission systems and equipment. Requirements for common protocol for alarm transmission using the Internet protocol</p> <p>BS EN 50131-5-3:2017. Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques</p> <p>BS EN 50131-5-3:2005+A1:2008. Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques</p> <p>PD CLC/TS 50131-2-9:2016 Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Active infrared beam detectors</p> <p>BS 4737-3.30:2015 Intruder alarm systems in buildings. Specifications for components. Specification for insulated and sheathed cables for interconnecting wiring</p> <p><u>Management Systems Specifically for Security</u></p> <p>BS 16000:2015 Security management. Strategic and operational guidelines</p> <p>BS EN 16747:2015 Maritime and port security services</p> <p>BS ISO 18788:2015 Management system for private security operations. Requirements with guidance for use</p>
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<p>Standard</p>	<p>The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.</p> <p>The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p> <p>All Suppliers to meet the following standard or an industry recognised equivalent as a minimum, National Security Inspectorate accredited (NSI gold standard). Suppliers need to evidence all accretion is current and confirm renewal dates, confirmation and evidence from Suppliers that they have complied with external audits for non-compliance and addressed any points raised.</p> <p>The Supplier will need to demonstrate that where they supply systems and equipment that they hold relevant and current accreditation to support the system and / or equipment, this will involve the Supplier holding valid certification for such manufactures.</p> <p>Where security systems operate on IT equipment, Suppliers will need to demonstrate they have the relative expertise and experience to design, supply and install such systems.</p> <p>The Supplier will provide open protocol systems, unless requested otherwise by the Buyer.</p> <p>The Supplier will be required to provide data storage capacity.</p> <p>All design work will require a current Systems based Risk Assessment in line with CPNI Guidance.</p>
<p><b>Service D 3</b></p>	<p><b>SD: 3 PHYSICAL SECURITY SYSTEMS</b></p>
<p>Legislation, AcoP or similar industry or Government guidelines</p>	<p>The following legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply:</p> <p>Loss Prevention Council Standards (LPCB) 1175</p>

	<p>Centre for the Protection of the National Infrastructure (CPNI)</p> <p>British Standard Publicly Assessable Standard (PAS) 68,</p> <p>International Standardisation Organisation (ISO) International Workshop Agreement (IWA) 14-1 2013</p> <p>International Standardisation Organisation (ISO) 16933: 2007</p> <p>British Standard European Standard (BSEN) 1522: 1999 and 1523:1999</p> <p>Secured by Design (SBD)</p> <p>ISO 9001: 2008</p> <p>ISO 17025: 2005</p> <p>BS1722</p> <p>Occupiers' Liability Acts 1957 &amp; 1984 (England &amp; Wales)</p> <p>Disability Discrimination Act (DDA),</p> <p>ISO International Workshop Agreement (IWA) 14-1 'Vehicle security barriers – Part 1: Performance requirement &amp; Part 2: Application</p> <p>BSI Publicly Available Specification (PAS) 68 'Impact test specifications for vehicle security barrier systems'</p> <p>CEN Workshop Agreement (CWA) 16221 'Vehicle security barriers – Performance requirements, test methods and application guidance'</p> <p>Glass and Glazing Federation (GGF) Data Sheet 8.1.1: Security glazing – Definition and descriptions</p> <p>GGF Data Sheet 8.1.2: Security glazing – Manual attack resistance</p> <p>GGF Data Sheet 8.1.3: Security glazing – Bullet resistant glazing</p> <p>GGF Data Sheet 8.1.4: Security glazing – Explosion resistant glazing</p> <p>DHF 1053:06/12: Guidance for powered gates for the installer, manufacturer and owner</p> <p>BSI – PAS 69:2013 Guidance for the selection, installation and use of vehicle security barrier systems</p> <p>CEN – CWA 16221:2010 Vehicle security barriers. Performance requirements, test methods and guidance on application</p> <p>DfT-TAL 1/16: Influence of bollards on pedestrian evacuation</p> <p>DfT-TAL 2/13: Bollards and pedestrian movement</p> <p>DfT TAL 1/11 Vehicle security barriers within the streetscape</p> <p>NaCTSO – Crowded places guidance</p>
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Standard	<p>The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.</p> <p>The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p> <p>All Suppliers to meet the following standard or an industry recognised equivalent as a minimum, National Security Inspectorate accredited (NSI gold standard). Suppliers need to evidence all accretion is current and confirm renewal dates, confirmation and evidence from Suppliers that they have complied with external audits for non-compliance and addressed any points raised.</p> <p>All design work will require a current Systems based Risk Assessment in line with CPNI Guidance.</p> <p>The Supplier will provide open protocol systems, unless requested otherwise by the Buyer.</p>
<b>Service D 4</b>	<b>SD : 4 Maintenance of Security Systems</b>
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<b>STATUTORY OBLIGATIONS</b>	
<b>General Requirements</b>	
Legislation, AcoP or similar industry or Government guidelines	The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.



Standard	<p>The Supplier shall manage compliance through their Management Information System (MIS)</p> <p>The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties.</p>
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<b>WORK PACKAGE E – ALARM RESPONSE CENTRES</b>	
<b>SE General Requirements</b>	
Legislation, AcoP or similar industry or Government guidelines	<p>BS 8591:2014 Remote centres receiving signals from alarm systems. Code of practice</p> <p>BS EN 50136-3:2013 Alarm systems. Alarm transmission systems and equipment. Requirements for Receiving Centre Transceiver (RCT)</p> <p>PD CLC/TS 50136-9:2013 Alarm systems. Alarm transmission systems and equipment. Requirements for common protocol for alarm transmission using the Internet protocol</p> <p>BS 7499:2007; Requirements for organizations providing static site guarding and mobile patrol services.</p> <p>BS 7984:2008; Code of Practice for Key holding and Alarm Response Services</p> <p>BS 8484:2016. Provision of lone worker services. Code of Practice.</p> <p>OFCOM Requirements</p>
Standard	<p>The Supplier is to provide a central Alarm Response Centre for receiving alarm notifications, monitoring CCTV images, radio and any other communication, controlling response to emergency incidents and providing a 24/7 helpdesk function.</p>

	The Supplier is to ensure that Supplier Staff manning the helpdesk, irrespective of the time of day, are capable of handling all Service Requests across all Services likely to be required under the Framework Agreement.
<b>WORK PACKAGE F – HELPDESK SERVICES</b>	
<b>Service F</b>	<b>SF: Helpdesk</b>
Legislation, AcoP or similar industry or Government guidelines	<p>The Supplier shall note that the Helpdesk systems and service will be provided by the Area Hard FM Suppliers. However, the Supplier will ensure that all systems, processes and procedures required to deliver the requirements of the Buyer's SLR (Specification) are compliant with all relevant legislation, Approved Codes of Practise (AcoP) or similar industry or Government guidelines shall apply including but not limited to:</p> <p style="padding-left: 40px;">Waste and Resources Action Programme's (WRAP) Mobile Asset Management Planning.</p> <p style="padding-left: 40px;">OFCOM Requirements</p>
Standard	As set out in Part A – Specification.
<b>WORK PACKAGE G – MANAGEMENT OF BILLABLE WORKS</b>	
<b>General Requirements</b>	
Legislation, AcoP or similar industry or Government guidelines	Compliance with Call-Off Schedule 4a – Billable Works and Projects.
Standard	<p>The General Requirements for Management Services shall apply.</p> <p>The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>

<b>Service G</b>	<b>SG: Billable Works</b>
Legislation, AcoP or similar industry or Government guidelines	<p>Call-Off Schedule 4a – Billable Works and Projects.</p> <p>Further Government Buying Standards also apply to the design and installation of equipment and shall be adhered to where applicable.</p> <p>In addition, there are Government Buying Standards for a range of electrical goods.</p> <p>All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable:</p>
<b>WORK PACKAGE H – BUSINESS INFORMATION MODELLING (BIM) AND GOVERNMENT SOFT LANDINGS (GSL) to include design Engineering.</b>	
<b>Service H</b>	<b>SH: Business Information Modelling (BIM) and Government Soft Landings (GSL) to include Design Engineering.</b>
Standard	<p>The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.</p> <p>The supplier should be aware that for the purposes of this framework PAS 1192:2 relates to project delivery within the suite of BIM standards, PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001 and PAS 1192:5 relates to the specification for security minded building information modelling, digital built environments and smart asset management, as summarised in Annex E.</p>

## **ANNEX B – LEGISLATIVE STANDARDS**

This list of codes of practice is not exhaustive. These legislative standards must be complied with (under the “comply with applicable laws” Framework Contract provision) in any event and nothing in the Service Requirement or Standards absolve the Supplier from doing so.

**Table 1: Legislation**

No.	Title
1	Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR)
2	Health and Safety at Work Act 1974 (HSW)
3	Management of Health and Safety at Work Regulations 1999 (MHSWR)
4	Reporting of Injuries, Diseases and Dangerous Occurrences 2013 (RIDDOR)
5	Provision and Use of Work Equipment Regulations 1998 (PUWER)
6	Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
7	Work at Height Regulations 2005 (WAHR)
8	Waste Electrical and Electronic Equipment Regulations 2006 (WEEE)
9	Construction (Design and Management) Regulations 2015 (CDM)
10	Personal Protective Equipment Regulations 2002 (PPE)
11	Control of Substances Hazardous to Health Regulations 2002 (COSHH)
12	Pollution Prevention and Control (England and Wales) Regulations 2000
13	Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017
14	Modern Slavery Act 2015
15	Energy Act 1983
16	The Regulatory Reform (Fire Safety) Order 2015
17	The Wildlife and Countryside Act 1981
18	Boiler (Efficiency) Regulations 1993
19	Clean Air Act 1993
20	The Air Quality Standards Regulations 2010
21	The Air Quality Standards (Amendment) Regulations 2016

22	The Air Quality Standards (Wales) Regulations 2010
23	The Air Quality Standards (Scotland) Regulations 2010
24	The Air Quality Standards (Northern Ireland) Regulations 2010
25	The Air Quality Standards (Amendment) Regulations (Scotland) 2016
26	The Air Quality Standards (Amendment) Regulations (Northern Ireland) 2017
27	Construction (Design and Management) Regulations (CDM) 2015
28	Control of Asbestos at Work 2012
29	Confined Spaces Regulations 1997
30	L8 Approved Code of Practice: The Control of Legionella Bacteria in Water Systems.
31	HSG 274: Legionella Technical Guidance
32	Water Supply (Water Fittings) Regulations 1999
33	Control of Noise at Work Regulations 2005
34	Control of Pollution (Oil Storage) Regulations 2001
35	Electricity at Work Regulations 1989
36	Electrical Equipment (Safety) Regulations 1994
37	EU product regulation – guidelines on the appointment of UK notified bodies: 2016
38	Electromagnetic Compatibility Regulations 2005
39	Energy Performance of Buildings (Certificates and Inspections) Regulations 2007
40	Energy Performance of Buildings (Certificates and Inspections) (England and Wales) (Amendment) Regulations 2012
41	Pollution Prevention and Control Act 1999
42	The Environment Act 1995
43	The Environment (Wales) Act 2016
44	The Environmental Protection Act 1990

45	European F-Gas Regulation
46	F Gas Regulations 2015
47	Factories Act 1961
48	Food Safety Act 1990
49	The Food Safety and Hygiene (England) Regulations 2013
50	Fuel and Electrical (Heating) (Control) (Amendment) Order 1980
51	Gas Safety (Management) Regulations 1996 (as amended)
52	Gas Appliances (Safety) Regulations 1995
53	Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
54	Pipelines Safety Regulations 1996 (PSR)
55	Pressure Systems Safety Regulations 2000 (PSSR)
56	Pressure Equipment Regulations 1999
57	Simple Pressure Vessels (Safety) Regulations 1991
58	Health and Safety (Safety Signs and Signals) Regulations 1996 (SSR)
59	Dangerous Substances Explosive Atmospheres Regulations 2002 (DSEAR)
60	Sustainable and Secure Buildings Act 2004
61	Lift Regulations 1997
62	Notification of Cooling Towers and Evaporative Condensers Regulations 1992
63	Ozone Depleting Substances Regulations 2015
64	Energy Performance of Buildings Directive
65	Private Security Industry Act 2001
66	Courts Act 2003 Section 1 (1)
67	The Criminal Justice Act 1991

68	Controlled Waste (England & Wales) Regulations 2012
69	The Carriage of Dangerous Goods Regulations
70	The Safe Management of Healthcare Waste Memorandum (HTM 07-01)
71	Directive 2008/98/EC on Waste (Waste Framework Directive 2008)
72	Waste list Decision 2000/532/EC
73	The Hazardous Waste (England & Wales) Regulations 2005
74	The List of Wastes (England) Regulations 2005
75	The List of Wastes (Wales) Regulations 2005
76	The Hazardous Waste (Wales) (Amendment) Regulations 2009 SI 2861
77	The Hazardous Waste (England & Wales) (Amendment) Regulations 2009 SI 507
78	The Waste (England & Wales) (Amendment) Regulations 2012
79	Health & Safety Guideline (HSG) – HSG 33 (4 <sup>th</sup> Edition 2012) – Health & Safety in Roof Work
80	Health & Safety Guideline (HSG) – HSG 258 (3 <sup>rd</sup> Edition 2017) – Controlling airborne contaminants at work. A guide to LEV.
81	General Data Protection Regulations 2018

**Table 2: Guidance Notes and Codes of Practice:**

No.	Title
1	HSE Guidance Note PM5 1989 Automatically controlled steam and hot water boilers (and BS EN 61508)
2	Prevention and Control of Legionellosis (Including Legionnaires' Disease) HSE Approved Code of Practice L8 (ACOP L8)
3	Safe use of Pesticides for Non-agricultural Purposes Approved Code of Practice L9 AcoP L9
4	ACOP L22 & L33 – Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998

5	ACOP L122 – Safety of Pressure Systems
6	Statutory Instrument 2002 No. 2980, The Waste Incineration (England and Wales) Regulations 2002
7	NFPA25 – Standard for the Inspection, Testing and Maintenance of water-based fire protection systems
8	Food and Hygiene Regulations 2005
9	Food and Hygiene Regulations 2005
10	HSG 250 Guidance on Permit to Work Systems
11	Crown Premises Inspection Group [and their Scottish equivalent CIFRA (HM Chief Inspector of Fire and Rescue Authorities)] – responsible for fire safety on Crown property
12	HVCA Internal Cleanliness of Ventilation Systems TR/19
13	HSG 253 The Safe Isolation of Plant and Equipment
14	ACOP L101 Confined Space Regulations
15	ACOP L122 Pressure System Safety Systems 2000
16	ACOP L8 The Control of Legionella Bacteria in Water Systems 2013
17	ACOP L56 Safety in the installation and use of gas systems and appliances – 4 <sup>th</sup> Edition: 2013
18	UKPLG Code of Practice No. 7
19	The Horticulture Code of Practice 2011 / Horticultural Code for Scotland

**Table 3: BS / ISO / EN Standards:**

No.	Title
1	BS 5266 Part 1:2016 Emergency Lighting. Code of Practice for the Emergency Lighting of Premises Other than Cinemas and Certain Other Specified Premises used for Entertainment 2005
2	BS 5839-1:2013 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises



3	BS 5588 Fire Precautions in the Design, Construction and use of Buildings 1990-2004
4	BS 6173: 2009 (this Standard requires interlocking of mechanical ventilation systems and gas supplies for all types of appliances in commercial kitchens, preventing a gas appliance from being switched on before the ventilation system is operating)
5	BS 6700 Specification for Design, Installation, Testing and Maintenance of services supplying water for domestic use within buildings and their cartilages 2006 & A1: 2009
6	BS 7671 Requirements for Electrical Installations – IEE Wiring Regulations 17 <sup>th</sup> Edition 2009
7	BS 7430: Code of Practice for Earthing Protection of Electrical Systems 2011
8	BS EN 62305 (parts 1-5) Protection against lightning
9	BS 5306 Part 4: 2002 – Fire Extinguishing Installations – CO2 Systems
10	BS 5306 Part 3: Fire extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers 2009
11	BS EN 3 Portable Extinguishers
12	BS 5839 Part 1: Fire Detection and Alarm Systems for Buildings 2017
13	BS EN 671-1: Fixed Fire Fighting Systems 2012
14	BS EN 131 / BS 2037 / BS 1129 / BS EN 14183 / BS EN 1004 / PAS 250 Ladder and Access Equipment
15	BS 476 Fire Tests
16	BS EN 795 Personal Fall Protection Equipment
17	BS 7883:2005 – Code of practice for the design, selection, installation, use and maintenance of anchor devices conforming to BS EN 795:2012
18	BS 12094: Fixed Fire Fighting Systems 2003-2006
19	BS 9251: 2005 Sprinkler systems for residential and domestic occupancies
20	BS 750: Registered Homes Act 1984 (as a FIR1)
21	BS EN ISO/IEC 17020: 2012 General criteria for the operation of various types of bodies performing inspections
22	BS 7036 Part 1-5: 1996 Code of Practice for safety for powered doors for pedestrian use. Revolving doors.

23	BS 5871: parts 1-4 2005-2007 Specification for the installation and maintenance of gas fires, convector heaters, fire/back boilers and decorative fuel effect gas appliances. Inset live fuel effect gas fires of heat input not exceeding 15 kW, and fire/back boilers (2 <sup>nd</sup> and 3 <sup>rd</sup> family gases)
24	BS 5837: 2012 Trees in relation to design, demolition and construction – Recommendations
25	BS 6571 Part 4: Vehicle Parking Control Equipment 1989
26	BS5925: 1991 Code of Practice – Ventilation Principles and Designs for Natural Ventilation
27	BS EN 14175-2: 2003 – Fume Cupboards
28	BS 5726:2005 Microbiological safety cabinets. Information to be supplied by the purchaser to the vendor and to the installer, and siting and use of cabinets. Recommendations and guidance
29	BS 5726: 2005 & BS EN 12469: 2000 – Microbiological Safety Cabinets.
30	BS 9999:2008 – Fire precautions in the design, construction and use of buildings. Managing fire safety.
31	BS 9999:2017 – Fire safety in design, management and use of buildings. Code of practice.
32	BS 9991:2011 – Fire precautions in the design, construction and use of buildings. Code of Practice for residential buildings.
33	BS EN ISO 9999:2016 – Assistive products for persons with disability. Classification and Terminology.
34	BS 6173:2009 – Specification for installation and maintenance of gas-fired catering appliances for use in all catering establishments (2 <sup>nd</sup> & 3 <sup>rd</sup> family gases)
35	BS EN 795:2012 – Personal fall protection equipment. Anchor devices.
36	TR19: Internal Cleanliness of Ventilation Systems – Guide to Good Practice
37	TM46: Hygiene Maintenance of Office Ventilation Systems
38	NHS Estates HTM 2025
39	BS 7858 – Code of Practice for Security Screening of Personnel Employed in a Security Environment
40	BS 7499 – Code of Practice for Static Site Guarding and Mobile Patrol Services
41	BS 7984 – Code of Practice for Key-holding and Response Services
42	BS 7958 – Code of Practice for CCTV Management and Operation

43	BS 7960 – Code of Practice for Door Supervisors
44	BS 8406 – Code of Practice for Event Stewarding and Crown Safety Services
45	BS 7872 – Code of Practice for Operation of Cash-in-Transit Services (collection & delivery)
46	ISO 9001 – Quality Management
47	ISO 14001 – Environmental Management
48	BS EN 16636:2015 – Pest management Services
49 *	<i>ISO 27001 – Information Security Management System</i>
50 *	<i>ISO 44001 – Collaborative business relationship management systems – Requirements and framework</i>
51 *	<i>ISO 31000 – Risk Management</i>

\* Where required by the Buyer at Call Off.

**Table 4: Building Regulations (England & Wales Only):**

No.	Title
1	Building Act 1984
2	Building Regulations Act 1991 2000 Part B, Approved Document B (2006)
3	Building Regulations Act 2000 Approved Document F (2010)
4	Building Regulations Act 2000 Approved Document G (1992) incorp 2000 amendments
5	Building Regulations Act 2000 Approved Document H (2002)
6	Building Regulations Act 1991 2000 Approved Document J (2010)
7	Building Regulations Act 1991, 2000 Approved Part M (2004)
8	Building Regulations Act 2000 Approved Part L (2010)
9	Building Regulations Act 2000 Approved Document P (2006)

**Table 5: Miscellaneous:**

No.	Title
1	At request of Fire Officer
2	Local Act
3	SFG 20 Guidelines
4	Buyer specific work practices and standards
5	Cyber Essentials

(Regulations are continually being updated and amended and as such can only be considered valid prior to the day of issue)



## **ANNEX D- SERVICE DELIVERY RESPONSE TIMES**

### **1. OVER-ARCHING RESPONSE REQUIREMENTS**

- 1.1. It is required when sending a person to attend a reactive event that the person despatched is suitably trained and qualified to respond to the event.
- 1.2. For activities detailed in Tables below, the activity is defined to be closed or concluded when the Supplier's MIS receives confirmation from the person that the event is completed, thereby creating an electronic record of the completion.
- 1.3. When the activity in Annex D above is closed or concluded, within fifteen 15 minutes, an email/text/electronic communication is sent to the originator of the event advising that the job is closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.
- 1.4. For the purposes of notification, response and completion measurement, start times will be from the time that the activity is logged on the Supplier's MIS (this shall be the time that the call is logged by the Hard FM Suppliers' helpdesk where activity is logged via the helpdesk), corroborated by evidence from Buyer MI and Electronic Access Control Systems where possible. However, the Supplier is required to provide a proactive and responsive service and in the event of any incident or potential incident that presents an immediate threat to security, health, safety or wellbeing the Supplier's initial response shall be immediate. For the avoidance of doubt, 5 minutes is the absolute maximum allowable time and immediate means as soon as practicably possible; the required notification / response should not be delayed for any reason just to ensure compliance within the 5 minutes' maximum. To support this requirement the Supplier shall propose for Approval protocols for the management and measurement of response and completion measurement recognising the need to measure performance for contract management purposes, whilst not compromising the incident response process;
- 1.5. The Notification, Response, Interim Solution and Completion Times run concurrently;
- 1.6. Initial Response Times shall include attendance but not completion / resolution of the service request or reactive event, however the Supplier shall attend suitably prepared to deal effectively with each request/incident;
- 1.7. Completion Times assume full completion of the service request/incident response;

### **2. SERVICE DELIVERY RESPONSE TIMES – ON SITE**

- The following Table describes the reactive response time(s) for Service calls or events raised for Business Critical, Urgent and Routine service requests or events for those Buyer Premises where the Supplier has site based resource.
- The Supplier shall meet these reactive response times in relation to the Buyer requirements.

SLR Reference	Call Type	Description	Initial Response	Interim Solution	Completion Due
A1	Business Critical	Any incident or potential incident that presents an immediate threat to security, health, safety or wellbeing.	Immediate (maximum 5 Minutes)	N/A	30 Minutes
B1	Urgent	Any incident or request that requires prompt attention but does not present an immediate threat to security, health, safety or wellbeing.	15 Minutes	N/A	45 Minutes
C1	Routine	All other incidents or requests	30 Minutes	N/A	1 Hour

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### 3. SERVICE DELIVERY RESPONSE TIMES – OFF SITE

- The following Table describes the reactive response time(s) for Service calls or events raised for Business Critical, Urgent and Routine service requests or events for those Buyer Premises where the Supplier has no site based resource.
- This shall include Supplier response in the event of an alarm or CCTV activation at a remotely monitored site. For these circumstances an additional 'Police and/or Buyer Notification' category has been introduced within which the Supplier is required to notify the Emergency Services and/or relevant Buyer Representatives in accordance with the Approved operational strategy and protocol agreed with the Buyer for the relevant event / incident and Buyer Premises.
- The Supplier shall meet these reactive response times in relation to the Buyer requirements.

SLR Reference	Call Type	Description	Police and/or Buyer Notification	Initial Response (where required in accordance with Approved protocols)	Completion Due
A2	Business Critical	Any incident or potential incident that presents an immediate threat to security, health, safety or wellbeing.	Immediate (maximum 5 minutes)	30 Minutes	60 Minutes
B2	Urgent	Any incident or request that requires prompt attention but does not present an immediate threat to security, health, safety or wellbeing.	15 Minutes	45 Minutes	90 Minutes
C2	Routine	All other incidents or requests	30 Minutes	60 Minutes	2 Hours

### 4. SERVICE DELIVERY RESPONSE TIMES – ALL SITES



- The following Table describes the reactive response time(s) for Service calls and requests across all Buyer Premises.
- The Supplier shall meet these reactive response times in relation to the Buyer requirements.

SLR Reference	Call Type	Description	Initial Response	Interim Solution	Completion Due
D	Security and Health and Safety	Issue of Verbal notification to Highlight Security and Health and Safety issues identified from Security Service delivery.	N/A	N/A	24 Hours
E	Security and Health and Safety	Issue of Written Report to Highlight Security and Health and Safety issues identified from Security Service delivery.	N/A	N/A	5 Working Days
F	Security Advise/Update	Issue response to Employer request for advice/update	N/A	N/A	As agreed at the time of request. This shall be proportionate to the scale of the request but shall not exceed 5 Working Days in any case
G	Health and Safety	Issue of Security Incident Report in response to reported incidents	N/A	N/A	1 Hour
H	Management	Issue of all meeting documentation	N/A	N/A	5 Working Days
I	Management	Issue of Monthly Management and Monitoring Performance Information to Buyer or Buyers nominated representative at Month end.	N/A	N/A	5 working days from Month end.
J	Complaints	A failure to manage complaints in accordance with the agreed process and timeframes.	Acknowledgement 2 Hours	Update 24 Hours	Written Report (findings and recommendations) 3 Working Days

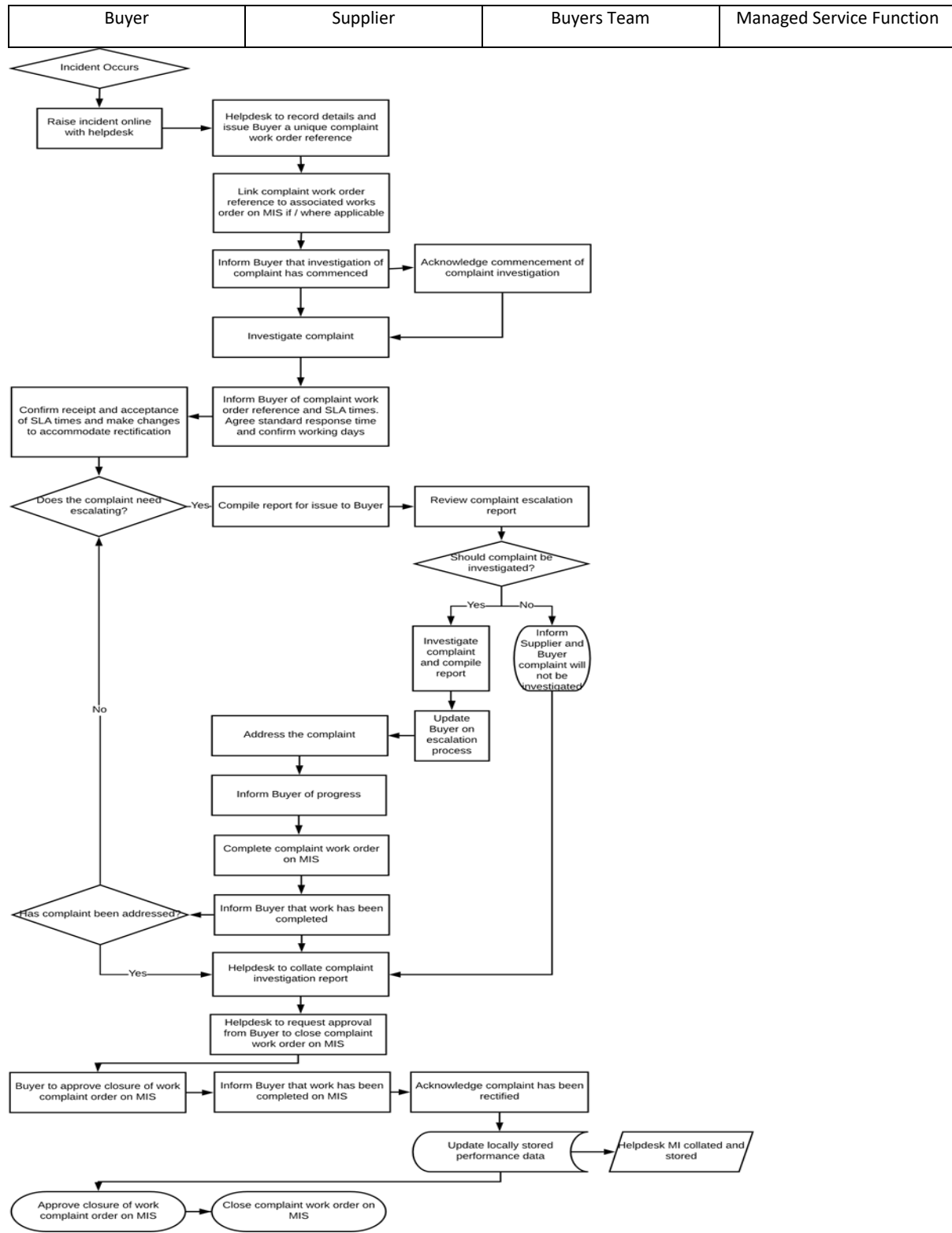
K	Ad Hoc	Compliance with all reporting requirements in accordance with the Reports Delivery Timetable.	N/A	N/A	Frequency as defined in Call Off Contract
L	Assignment Tasks	A scheduled task contained within the Assignment Instructions	N/A	N/A	Within 20 minutes of agreed start time
M	New Works / Billable Works	Request for Services that are not included in the Total Charges and become billable.	N/A	N/A	To be measured against the timescales set out in Schedule 4A Billable Works and Approval.

## **ANNEX E**

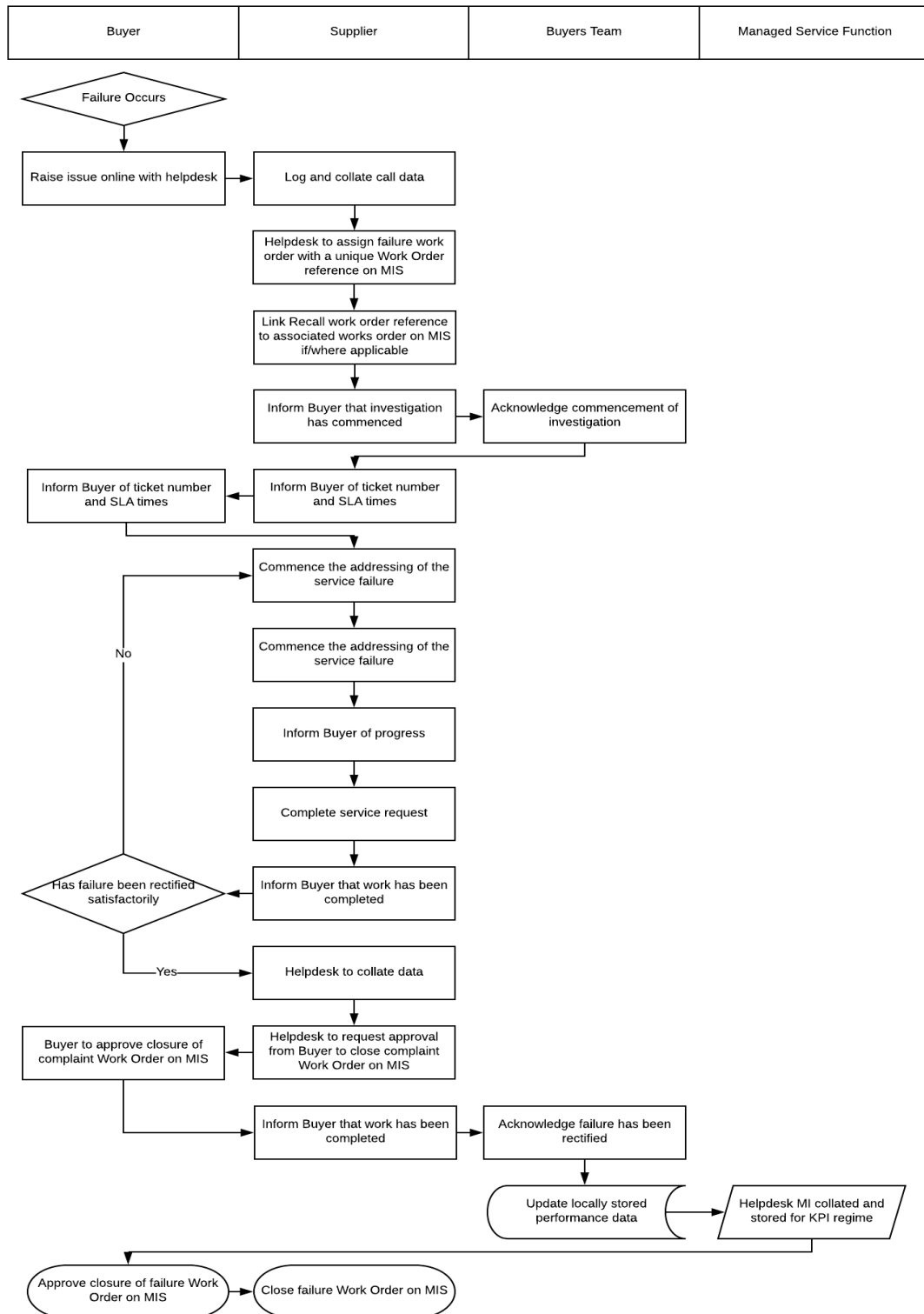
[Introduction to PAS 1192-5:2015](#)

## Appendix 1 – Complaints, Failure and Recall Process

### Appendix 1.1 – Process Map 1: Complaints



Appendix 1.2 – Process Map 2: Failure



Appendix 1.3 – Process Map 3: Recall

