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# **Framework Schedule 1 (Specification)**

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# **Security Services – Physical, Technical and Support Services**

# **(RM6257)**

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## Introduction

* 1. This Schedule sets out what Services Crown Commercial Service (CCS) and our Buyers want. It details the Goods and Services that the Supplier shall be required to deliver to Buyers.
  2. This agreement will be available for Buyers from Central Government (CG) including Arm’s Length Body (ALBs), Executive Agencies, Non-Departmental Public Bodies, Non Ministerial Departments. The Devolved Administrations of Northern Ireland, Scotland and Wales and the Wider Public Sector (WPS).
  3. The Goods and Services will be provided across the United Kingdom (UK); there may be some requirements for Goods and Services to be delivered internationally.
  4. The Supplier must only provide the Goods and Services for the Lot(s) that they are appointed to.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Work Package** | Lot 1  Total Security Services | Lot 2  Guarding Services | Lot 3  Technical and Physical Services | Lot 4  Additional  Services |
| A - Contract Management and Mobilisation | X | X | X | X |
| B - Guarding Services | X | X |  |  |
| C - Physical and Technical Security Services | X |  | X |  |
| D - Maintenance of security systems | X |  | X |  |
| E - Alarmed Response Centre | X | X | X |  |
| F - Helpdesk Services | X | X | X |  |
| G - Consultancy Services | X |  |  | X |
| H - Risk Assessment | X |  |  | X |
| I - Security Assessment | X |  |  | X |
| J - Security awareness/training | X |  |  | X |
| K - Management of Billable Works | X | X | X | X |

* 1. For all Lots and/ or Goods and Services the Supplier must help Buyers comply with any specific applicable standards to meet their needs.
  2. The Goods and Services and any standards set out in this Framework Schedule 1 (Specification) may be refined to the extent permitted and set out in the Order Form. Framework Schedule 6 (Order Form Template) and appropriate Call-Off Schedules are completed by the Buyer to reflect its statement of requirements at Call-Off.

## Structure

* 1. The Goods and Services required under this Framework are divided into four (4) Lots.
     1. Lot 1 Total Security Services
     2. Lot 2 Guarding Services
     3. Lot 3 Technical and Physical Services
     4. Lot 4 Additional Services
  2. Within each Lot, the Goods and Services are divided into Work Packages.
  3. Each Work Package is split into Goods and Services; it is detailed in Appendix 1.
  4. The Goods and Services within the Work Packages is not an exhaustive list. Buyers may require other similar Goods and Services, which will be detailed at Call-Off. However, the scope of the Goods and Services remains as described in this Specification.
  5. Relevant Standards and accreditation for the Goods and Services within the scope of this Framework are listed under Section 17.
  6. The Supplier shall maintain up to date accreditation throughout the Framework and shall provide CCS with evidence upon request at any time during the Framework period.
  7. Buyers may require additional standards or certification which will be detailed at Call-Off.
  8. Suppliers shall hold [UK Accreditation Service](https://www.ukas.com/) (UKAS) accreditation for the Goods and Services delivered to the Buyer. Appendix 2 details standards which Buyers may require Suppliers to adhere to aligned to the Goods and Services across the Lots; it is not an exhaustive list.
  9. Suppliers shall ensure that the Goods and Services delivered comply with the standards specified by the Buyer at all times.
  10. Suppliers shall, when requested provide evidence of accreditation to the Buyer.
  11. The Supplier shall develop and agree their ISO quality Audit programme with the Buyer during the Contract Mobilisation Period, in accordance with Call-Off Schedule 13 (Mobilisation Plan and Testing). The programme shall show registration body inspection visits, Buyer audits, internal Supplier assessor visits, reviews and audits delivered by independent bodies.

## 

## Social Value - all Lots

* 1. This Framework Agreement requires the Supplier to embed Social Value into all Call-Off Contracts, in line with the Social Value Act 2012, the [Policy Procurement Note 06/20](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts) and/ or subsequent government initiatives to enable the effective implementation of the Act.
  2. As a condition of participating in this Framework Agreement, CCS requires Suppliers on this Framework to demonstrate they are committed to reporting the impact of Social Value throughout the lifetime of the Framework. Reporting requirements are detailed in Framework Schedule 4 (Framework Management).
  3. Suppliers must provide evidence of their commitment to Social Value and demonstrate an ability and willingness to work with Buyers to identify and help further their Social Value requirements in all Call-Off Contracts. To satisfy this requirement, Suppliers must agree to provide or deliver reasonable and proportionate Social Value benefits within all Call-Off Contracts.

Suppliers should consider the following policy themes

* COVID-19 recovery
* Tackling economic inequality
* Fighting climate change
* Equal opportunity
* Wellbeing
  1. Suppliers are expected to act with these priorities in mind, and CCS will discuss these priorities as part of Supplier Review Meetings as detailed in Framework Schedule 4 (Framework Management).
  2. The Buyer’s requirements will be set out at Call-Off. The Supplier shall comply with and/ or identify proposed Social Value initiatives, proportionate and relevant to each Call-Off Contract.
  3. Suppliers shall deliver measurable benefits and impacts in respect of the Social Value priorities, when identified at Call-Off.
  4. Suppliers shall record and report performance against the Social Value requirements, when detailed at Call-Off.
  5. The Supplier shall ensure all appointed sub-contracted and supply chain Staff comply with the agreed Social Value policies, initiatives and procedures.

## Carbon Net Zero requirement - all Lots

* 1. The Climate Change Act as amended 2019, commits the UK to carbon net zero by 2050. Some Buyers may commit to an earlier deadline. Suppliers shall support Buyers in achieving their own deadline.
  2. This Framework Agreement provides a means of embedding carbon net zero policies and processes to meet these targets through enabling improvements such as, use of smarter technology and reductions in greenhouse gas emissions.
  3. The Supplier shall:
     1. Maintain and embed their corporate carbon net zero principles, policies and procedures as they apply to the Goods and Services requested at Call-Off;
     2. Develop, deploy and maintain appropriate management and Staffing levels to ensure all carbon net zero policies, principles and practices as they apply to the Goods and Services are in place;
     3. Ensure compliance with all of HM Government and Buyer’s carbon net zero policies, targets and procedures and act upon the instructions of the Buyer should there be a change in the carbon net zero requirements;
     4. Support Buyers to reduce their impact on the environment, aligned to the [Greening Government Commitments 2021 to 2025.](https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025)
     5. Ensure all Supplier appointed subcontractors and supply chain Staff comply with the agreed carbon net zero policies, initiatives and procedures.
  4. Suppliers appointed to the Framework shall be required to sign up to the [Driving for Better Business](https://www.drivingforbetterbusiness.com/) programme and to use the resources available to work through the seven (7) steps to Better Driver Management.
  5. Suppliers shall be required to discuss progress during Supplier Review Meetings with CCS, as per Framework Schedule 4 (Framework Management).
  6. The Supplier shall work to reduce the amount of travel undertaken by Supplier Staff and third party Suppliers by combining deliveries of goods and services to Buyer Premises and/ or by allocating their Staff to roles closer to their home location, where practicable.
  7. The Supplier shall work to reduce greenhouse gas emissions from transport by adopting the use of environmentally friendly transport solutions.
  8. The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of providing the Goods and Services are in compliance with the [Government Buying Standards](https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-transport-vehicles/government-buying-standards-for-transport-2017) for transport.

## Mandatory requirements - all Lots

* 1. The Supplier shall comply with all Relevant Schedules within RM6257 Security Services - Physical, Technical and Support Services Framework and any appropriate UK legislation, guidance, Approved Codes of Practices (APoC), Industry Standards, Government Guidelines and appropriate Public Procurement Notices (PPN).
  2. The Supplier shall meet the following requirements in their entirety in order to provide the Goods and Services under each Lot defined during the Framework term and until expiry of the Buyer’s Call-Off Contracts from this Framework.
     1. The Supplier shall advise the Buyer of current appropriate best practices, the most efficient and cost effective methods of delivering their requirements.
     2. The Supplier must consider the quality, cost-effectiveness and efficiency of any proposed solution, and shall work to review and improve its systems with regard to these elements on an ongoing basis throughout the duration of the Framework and any Buyer’s Call-Off Contract.
  3. The Supplier shall ensure that information held relating to the Buyer's Call-Off Contract is maintained securely to ensure it cannot be accessed by unauthorised third parties and avoid any security breaches as detailed in Joint Schedule 11 (Processing Data).

## Work Package A - Contract Management and Mobilisation - All Lots

**Service A1 - Integration**

* 1. The Supplier shall ensure that the Goods and Services they deliver integrate with the Buyer’s third party Suppliers and service providers to ensure a seamless and coordinated delivery at all times.
  2. The Supplier shall work collaboratively with the Buyer to promote excellence, innovation and value for money and to enhance the reputation of the Buyer amongst Key Stakeholders across HM Government and within local communities.
  3. The Supplier shall:
     1. focus on cross/ multi-skilling of their Staff to allow for efficiencies when delivering the required Goods and Services;
     2. work with the Buyer to identify efficiencies and innovation to deliver lower cost and higher quality services achieving maximum value for the Buyer whilst ensuring the quality of the Goods and Services are not compromised
     3. implement innovation and efficiencies during the Call Off Contract, which deliver lower cost and higher quality services achieving maximum value for the Buyer whilst ensuring the quality of the Goods and Services are not compromised,
     4. ensure the most advantageous deployment of their Staff to deliver the required Goods and Services in the most efficient, cost effective and sensible manner.
     5. procure Billable Works Services only with the sanction of the Buyer and use pan-Government Frameworks approved by CCS wherever possible. The Supplier shall be invited to review the use of such Frameworks and make proposals for alternative procurement routes if these can be demonstrated to provide greater value for money for the Buyer;
     6. ensure that all opportunities identified that have the potential to deliver performance, economic and Social Value improvements are presented to the Buyer for consideration as detailed in Call-Off Schedule 3 (Continuous Improvement).
  4. The Supplier shall ensure that the initiatives agreed with the Buyer are:
     1. Captured within the Service Delivery Plan where appropriate;
     2. Recorded within the Supplier's Management Information (MI) System and reported as part of the agreed reporting regime.

**Service A2 - Health and Safety**

* 1. The Supplier shall at all times ensure that:
     1. Delivery of the Good and Services complies with all applicable UK legislation and appropriate Good Industry Practice requirements.
        1. they provide all training required by the procedures and statutory provisions in respect of Staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures;
        2. they produce detailed procedures for a variety of emergency situations in conjunction with the Buyer’s requirements. These procedures shall be continually updated and reviewed as specified by the Buyer at Call- Off;
        3. they develop and maintain fire and emergency procedures, systems, equipment and Staff training in order to produce a safe environment for the designated site and its Users.
        4. they carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site;
        5. they programme and implement Health and Safety inspections of the Goods and Services delivery annually, and provide evidence to the Buyer on request, which will be detailed by the Buyer at Call-Off.
        6. they conduct and review risk assessments relevant to the delivery of the Goods and Services in accordance with current [statutory health and safety legislation](https://www.hse.gov.uk/legislation/index.htm);
        7. they undertake a monthly review of accidents occurring at the Buyer Premises for the Goods and Services delivered. The review shall include accidents to Supplier or Buyer’s Staff. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation;
        8. they review Health and Safety policies and associated documentation for the Goods and Services delivered annually, and provide evidence of the review on request by the Buyer;
        9. they provide and maintain first aid kits and other safety equipment used by Supplier Staff on the Buyer Premises;
        10. they provide the required number of Staff with the appropriate first aid responder qualification and training for emergency responses in accordance with Health and Safety legislation, risk assessment and the Buyer’s specific requirements.

**Service A3 - Security Management Tool (SMT)**

* 1. The Supplier shall ensure that the Goods and Services delivered to Buyers are managed, executed and monitored through a SMT. The functionality of the SMT includes but is not limited to:
     1. resources required to deliver the Buyer’s requirements on site and at contract level;
     2. service requests - capability to link duplicate service requests, parent/ child service requests, provide an automated response to Service requests raised, automatically prioritise service requests and to track through the various stages to completion;
     3. Cost information and control - provide automated facilities for online invoicing, charging and payment processes. Track and report cost information including maintenance, direct and/ or Subcontractor labour, material Costs for each Asset and Billable Works.
     4. quality monitoring including Buyer satisfaction and complaint handling through to resolution;
     5. planned and reactive maintenance; including tracking maintenance activity, status updates, the provision of on-screen alerts and allows for suspension of activity where required, e.g. lead in time for replacement parts.
     6. provide a repository for all Buyer documents. Including but not limited to CAD drawings, schematic drawings, photographs, BIM drawings, statutory certificates in various formats including 2D, 3D and scanned documents
     7. Asset management; all Assets are individually referenced and capable of being identified to include service type, location, warranty, parts and maintenance records, NRM3 and Uniclass 2015 where required.
     8. performance management - monitoring performance against Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) agreed with the Buyer.
     9. reporting functionality as agreed with the Buyer including specific functionality regarding BIM data and documents.
  2. The Supplier shall ensure that the Buyer has full access to live and accurate data at all times and shall be responsible for ensuring that the data can be accessed electronically via the Buyers internal network, e.g. a web based application which can be accessed via a web browser.
  3. The Supplier shall be responsible for the provision of all Buyer licences. Costs for this provision should be included within the Supplier costs within the Charges. Further details of the Buyer’s requirements will be provided at Call-Off
  4. The Supplier shall ensure that an application programming interface or export function for the system's data will be available at all times to the Buyer. The SMT shall also support the ability for two-way communication, e.g. importing data from third party financial software or exporting to a data file.
  5. The Supplier shall take into account the appropriate data security considerations ensuring that the data within SMT is held securely and classified in line with [Government Security Classifications](https://www.gov.uk/government/publications/government-security-classifications).
  6. The Supplier shall work closely with the Buyer during the Mobilisation Period to produce and maintain a contract fixed Asset register, appropriate to the Services being delivered. The Asset register shall be transferred as agreed with the Buyer.
  7. The Supplier shall provide the necessary resources to maintain, extend and enhance the quality and depth of the information held in the system in agreement with the Buyer. This shall include but not limited to:
     1. The adoption of point cloud survey information;
     2. Building information models;
     3. Photogrammetry; and
     4. Telemetry
  8. The Supplier shall ensure that the SMT is capable of interacting with the Buyer’s IT systems, an independent helpdesk and/ or other systems as detailed by the Buyer at Call-Off.
  9. The Supplier shall collaborate with the Buyer and third parties to deliver innovative solutions to ensure full interoperability.
  10. At the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract or for any reason, ownership of the Buyer’s data contained within the system shall remain with the Buyer.
  11. The Supplier shall ensure that in line with best practice, the SMT has its own Business Continuity and Disaster Recovery Plan in place to enable continuity of service without degradation.

**Service A4 - Mobilisation**

* 1. The Supplier shall manage Mobilisation of the Contract in line with Call-Off Schedule 13 (Mobilisation Plan and Testing).

**Service A5 - Service Delivery Plans**

* 1. The Supplier shall prepare a Service Delivery Plan for each Buyer’s requirements within scope of the Call-Off Contract, describing its approach to providing the required Goods and Services.
  2. The Service Delivery Plan shall be prepared and submitted to the Buyer in line with their requirements and approved by the Buyer. It shall include but not limited to:
     1. scope and Services objectives;
     2. approach and methodology to delivery of Buyer’s Goods and Services;
     3. Buyer satisfaction;
     4. variation procedures and additional work requests;
     5. operational structure including, key roles, Supplier Staff, and resource proposals;
     6. operational management and liaison;
     7. SMT functionality;
     8. continuous improvement activities/ projects;
     9. management information reporting.

**Service A6 - Risk Management**

* 1. The Supplier shall produce and maintain a Contract risk register throughout the life of each Call-off. The risk register to include contract details, maintenance operational service, service continuity, Supplier management and Staffing risks.
  2. The Supplier shall review the Contract risk register monthly and provide updates as agreed with the Buyer.
  3. The Supplier shall produce and comply with all risk assessments relating to the Goods and Services undertaken at the designated Buyer Premises. This includes risk assessments and statutory compliance required by or produced by third parties such as Landlords.

**Service A7 – Buyer Satisfaction**

* 1. The Supplier shall develop a Buyer satisfaction process with the Buyer and deliver it in accordance with the specific Buyer requirements and as defined in the agreed Service Delivery Plan.
  2. The Supplier shall deliver a complaints management process, which manages and maintains the Buyer’s customer satisfaction targets.
  3. The Supplier shall participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score (NPS)) upon request from the Buyer.

**Service A8 – Reporting**

* 1. The Supplier’s SMT shall be configured to capture all elements of service provision to facilitate the production of the MI reporting requirements as requested by the Buyer.
  2. The Supplier shall be responsible for the provision of all interfaces between their own SMT and third-party MI systems to facilitate the real-time transfer of data.
  3. The Buyer’s data contained within the Supplier’s SMT shall be able to be uploaded to third-party MI systems where required by the Buyer.
  4. The Supplier shall develop the format, standard and frequency of reporting with the Buyer at Call-Off and shall deliver it in accordance with the specific Buyer requirements in line with the agreed Service Delivery Plan.

**Framework MI Reporting**

* 1. The Supplier shall report on its own performance with CCS as detailed in Framework Schedule 4 (Framework Management).
  2. The Supplier shall ensure they remain fully compliant with all MI reporting requirements and commit to maintain full compliance as CCS develops enhanced reporting regimes throughout the lifetime of this Framework Contract.

**Service A9 – Performance Self-Monitoring**

* 1. The Supplier shall deliver the Goods and Services and manage performance in line with the agreed KPI model detailed in Call-Off Schedule 14 (Service Levels).
  2. The Supplier is required to undertake and report on a performance self-monitoring regime, which is to be agreed with the Buyer at Call-Off. This shall include all Services delivered by Suppliers and any third parties.
  3. The Supplier shall 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 at Call-Off.
  4. The Supplier shall provide a system to manage, control and record and report on the delivery of all Goods and Services provided as part of any Call-Off Contract.
  5. The Supplier shall develop and agree with the Buyer at Call-Off the management reporting regimes for recording statutory compliance, performance against Social Value targets and balanced scorecard returns.

**Service A10 - Business Continuity and Disaster Recovery (BCDR) Plan**

* 1. In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery), the Supplier shall have a BCDR plan to Deliver the Goods and Services at each Buyer Premises throughout the duration of the Call-Off Contract.
  2. The Supplier shall conform to the Buyer’s BCDR Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s BCDR planning for each business unit/ area and as described in the relevant BCDR Plan.

**Service A11 – Staff Management, Recruitment and Training**

* 1. The Supplier shall recognise that Public bodies in the UK have in place, are developing and/ or adopting fair work practises.
  2. The Supplier shall take a similarly positive approach to fair work practises as part of a fair and equitable employment and reward package. Fair work practises include:
     1. a fair and equal 'pay policy' where alternatives to the statutory minimum living wages are required, this will be detailed by the Buyer at Call-Off;
     2. clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to 'Modern Apprenticeships' and the development of the UK’s young workforce;
     3. promoting equality of opportunity and developing a workforce, in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
     4. stability of employment and hours of work, and avoiding exploitative employment practises, including for example no inappropriate use of zero hours contracts;
     5. flexible working (including for example practises such as flexi-time and career breaks) and support for family friendly working and wider work life balance;
     6. support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give Staff an effective voice;
     7. effective equality, inclusion and diversity policies and procedures.
  3. The Supplier shall manage and deliver Goods and Services in line with the Staffing profiles agreed with the Buyer within the Service Delivery Plan as part of mobilisation.
  4. 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.
  5. The Supplier shall attract, recruit and retain Staff to deliver the required Goods and Services and any future expansion of the required Goods and Services. The Supplier shall support the continued professional development of their employees.
  6. The Supplier Staff shall be security cleared to [Baseline Personnel Security Standard](https://www.gov.uk/government/publications/government-baseline-personnel-security-standard) (BPSS). Buyers may request higher security clearance as part of their Call-off Contract. Higher security clearance may include but not limited to Counter Terrorist Check (CTC), Security Check (SC) or Developed Vetting (DV).
  7. The Supplier shall be responsible for meeting the costs associated with security clearances for Supplier Staff and subcontractors.
  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 a Supplier member of Staff who has the appropriate level of clearance.
  9. The Supplier shall ensure that all Supplier Staff provide evidence of their right to work in the UK in line with [Government guidance.](https://www.gov.uk/government/publications/right-to-work-checks-employers-guide) The cost of obtaining any such evidence shall be the responsibility of the Supplier.
  10. Any Supplier Staff who are employed in areas where they may have contact with children or vulnerable adults must hold a current enhanced level disclosure or barring check in accordance with current legislation and [Government guidance.](https://www.gov.uk/government/organisations/disclosure-and-barring-service)
  11. The Supplier shall ensure that all Supplier Staff employed receive appropriate induction, refresher and awareness training to ensure the successful and safe delivery of the Goods and Services throughout the contract

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* 1. The Supplier shall ensure they conform to the Buyers site specific policies, for example the wearing of masks.
  2. The Supplier shall develop and maintain a training register for all Staff employed on the Contract and be responsible for maintaining appropriate Staff records and training records for all Supplier Staff.
  3. The Buyer may require the Supplier to deliver bespoke training Services to Buyer Staff. Details of bespoke training requirements will be provided at Call-Off and costs shall be managed via Call-Off Schedule 25 (Billable Works and Projects).
  4. The Supplier shall ensure the Continued Professional Development (CPD) of their Staff to ensure that their knowledge and skills remain current and up to date.
  5. The Supplier promptly investigates and takes appropriate action following any substantiated complaint made against any member of Staff and reports to the Buyer as agreed.
  6. All Supplier Staff shall be supplied with a suitable uniform to be agreed with the Buyer and shall present a professional appearance at all times. The Buyer shall agree the form of dress to be worn by Supplier Staff in each situation.
  7. The Supplier may choose to have its own corporate uniform. The Supplier shall ensure uniforms are appropriate for all seasons, for example appropriate for winter patrols as agreed with the Buyer. Other styles will be agreed with the Buyer, at Call-Off.
  8. The uniform should be sustainable, disposed of ethically and not become landfill waste at the end of life.
  9. The Supplier shall be responsible for the provision and costs of all equipment, work wear, uniforms and Personal protective equipment (PPE) for their Staff.

**Service A12 - Selection and Management of Key Subcontractors**

* 1. The Supplier is required to actively manage all aspects of Key Subcontractor involvement in the Call-Off Contract to ensure that all Goods and Services delivered are in line with the Buyer’s requirements.
  2. The Supplier is responsible for:
     1. ensuring that all appointed Subcontractors are eligible to work in the UK and possess the appropriate accreditations, qualifications, and skills;
     2. ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety, environmental and legislative requirements;
     3. ensuring that all appointed Subcontractors possess the appropriate level of security clearances for entry to the Buyer’s Premises as detailed by Buyer at Call-Off.
  3. The Supplier is responsible for ensuring that all Subcontractor performance is effectively managed via use of the KPIs, customer satisfaction and complaints management processes including addressing any poor performance.
  4. The Supplier is responsible for identifying and managing risks and resolving disputes related to Service delivery with their Subcontractors.
  5. The Supplier shall take all reasonable steps to engage with small and medium-sized enterprises (SMEs) and local supply chain partners as Subcontractors to strengthen regional supply chain resilience and reduce the impact of the Goods and Services on the environment.
  6. Actions required to enter into a new Key Sub-contract relationship or to replace a Key Subcontractor are outlined in Joint Schedule 6 (Key Subcontractors)

## Work Package B - Guarding Services - Lots 1 and 2

* 1. The Supplier must be an [Approved Contracto](https://www.gov.uk/guidance/learn-about-our-approved-contractor-scheme)r accredited by the Security Industry Authority (SIA).
  2. Supplier Staff delivering licensable activities must hold a current SIA licence. SIA licences may not be required where exemptions apply, for example airside security Services.
  3. Supplier Staff must have the required security clearance as detailed by the Buyer at Call-Off.
  4. All Supplier Staff shall have a good comprehension of the English language and be able to follow direction and orders as necessary. In addition adequate written abilities shall also be expected.
  5. All Supplier Staff shall be confident and competent to make quick decisions, to challenge, to give clear and specific directions to mitigate any security risks to the Buyer.
  6. The Supplier shall ensure provision of gender Staff to meet the Buyer’s security requirements. Details of the required ratios will be provided by the Buyer at Call-Off.
  7. The Supplier shall ensure that their Staff are 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.
  8. The Supplier shall ensure that their Staff shall at all times be aware of the Buyer’s current strategy to deal with emergency evacuations.
  9. The Supplier shall ensure that all Supplier Staff are competent and trained in the response to and use of the emergency response equipment, for example alarm systems and they understand the procedures to be followed in the event of an emergency situation.
  10. The provision of multilingual security Personnel and translation Services may be required to meet Buyer requirements, this will be detailed by the Buyer at Call-Off. Costs for the provision of these Services will be managed via Call-Off Schedule 25 (Billable Works and Projects).

**Service B1 - Static Guarding Service**

* 1. The Supplier shall provide this Service at the Buyer Premises across internal, external and/ or locations specified by the Buyer at Call-Off.
  2. The Supplier Staff shall conduct and record evidence of daily checks on all security and searching equipment to ensure effective operation prior to use as agreed with the Buyer at Call-Off.
  3. Duties under Static Guarding Service may include but not limited to:
     1. operating building access control systems for people and vehicles to prevent unauthorised access;
     2. responding to intruder detection system alarms, incidents and hazards or threats identified;
     3. conducting vehicle and/ or Personnel searches;
     4. monitoring all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Buyer’s requirements;
     5. patrolling the interior/ exterior (including car park areas) of the Buyer’s Premises to identify and report any hazards, security weaknesses, threats and defects and take appropriate action in line with the Buyer’s requirements; and
     6. Interrogating Video Surveillance System (VSS) formerly CCTV footage and assisting the Buyer with the provision of stored images to be used as evidence in the event of reported security breaches at Buyer Premises.
  4. The Supplier shall maintain the security provision required by the Buyer to meet the requirements of Call-Off Schedule 4 (Call-Off Tender).

**Service B2 - Video Surveillance Systems (VSS) and Alarm Monitoring**

* 1. The Supplier shall operate VSS and Alarm Monitoring Services at the Buyer Premises across internal, external and/ or locations specified by the Buyer at Call-Off.
  2. The Supplier shall conduct and record evidence of daily checks on all VSS and alarm monitoring equipment to ensure effective operation prior to use as agreed with the Buyer at Call-Off.
  3. The Supplier shall ensure that:
     1. Supplier Staff are fully trained to ensure competent use of VSS and Alarm monitoring equipment and are fully aware of the processes to deal with and escalate any incidents;
     2. All Supplier Staff viewing VSS displays are changed regularly to maintain alertness. The Supplier shall operate VSS control rooms in line with recognised industry guidelines including [CPNI guidance on control rooms](https://www.cpni.gov.uk/control-rooms), the [surveillance camera code of practice](https://www.gov.uk/government/publications/update-to-surveillance-camera-code) and in compliance with [health and safety legislation;](https://www.hse.gov.uk/msd/dse/work-routine.htm)
     3. All Supplier Staff viewing VSS displays have immediate access to other Staff, including emergency/ incident control Staff, to ensure the Premises and its Users are kept safe and secure and to facilitate the instigation of action;
     4. Any Digital Video Recorders (DVR’s) used by the Supplier to monitor VSS shall be provided and maintained by the Supplier, unless provided by the Buyer. Where the Buyer requires DVR’s to be networked on the Buyer’s IT systems, it will be detailed by the Buyer at Call-Off;
     5. All forms of media used by the Supplier to monitor VSS activity shall be kept in a fire-proof secure facility to allow immediate access to its contents;
     6. The Supplier shall retain all VSS media as agreed with the Buyer before re-use and/ or deletion and make it available for review to the Buyer or other third parties for example the local Police force, where required.
     7. The Supplier shall ensure compliance with CPNI guidance on [Storage and Retention of Recorded CCTV Images](https://www.cpni.gov.uk/cctv) and the [Information Commissioner’s Office on video surveillance.](https://ico.org.uk/for-organisations/guide-to-data-protection/key-dp-themes/guidance-on-video-surveillance)

* 1. It shall be the Supplier’s responsibility to ensure that any incidents of breakdown of the systems are reported as required by the Buyer at Call-Off.
  2. Where VSS coverage has failed, the Supplier shall inform the Buyer immediately and ensure they have adequate Guarding Staff on site to maintain safety of the site. Whichever party (The Buyer or The Supplier) is at fault for the failure will be liable for the costs of any additional Services. Where provision of additional resources is required this shall be managed via the Billable Works and Projects process.
  3. The Supplier shall keep the VSS systems under continuous review and recommend to the Buyer any changes to systems that may be advantageous and improve the delivery of the Service.
  4. The Supplier shall ensure that a record is kept of any incidents requiring investigation/ intervention by their Staff, the format and retention will be agreed with the Buyer at Call-Off. The record shall be available to the Buyer as agreed at Call-Off.
  5. All incidents shall additionally be reported to the helpdesk as agreed with the Buyer at Call-Off. The Supplier shall report information on incidents /security breaches as agreed with the Buyer at Call-Off.
  6. VSS footage shall only be released to third parties in accordance with the current guidance including a specific court order, or to assist with a police investigation and with the agreement of the Buyer.

**Service B3 - Control of Access and Security Passes**

* 1. It shall be the sole responsibility of the Supplier to control entry and exit to Buyer Premises during Service Delivery Hours.
  2. The Supplier shall not allow unauthorised individuals to enter the Buyer Premises any incident of unauthorised access shall be reported to the Buyer as agreed at Call-Off.
  3. A policy for random stop and search of baggage shall, if required, be implemented by the Supplier in line with the Buyer’s requirements at Call-Off.
  4. Where required a minimum of two (2) security Staff must be present in order to provide corroborative evidence in the event of an incident.
  5. The Supplier shall ensure provision of gender appropriate security Staff to undertake searches of people and personal items.

**Passes**

* 1. The Supplier may be responsible for the production of all visitor passes including the development on the instruction from the Buyer, of new pass designs at each Buyer Premises as agreed at Call-Off.
  2. The Supplier shall be responsible for the provision of all consumables necessary for the production of security passes from the Call-Off Start Date. This may include but not limited to paper visitor passes, printing consumables, lanyards and pass-holders.
  3. The Supplier shall not be responsible for the provision of access cards, hardware equipment including digital cameras, computers and printers as these shall be provided by and at cost to the Buyer for the Supplier’s use.
  4. The Supplier shall liaise with the Buyer’s Authorised Representative to ensure that processes, format and content of the passes meet the Buyer’s requirements as agreed at Call-Off.

**Service** **B4 - Control of Access - Vehicles**

* 1. The Supplier shall be responsible for the control of vehicle entry and exit to the Buyer Premises during operational service hours. At no time shall the Supplier allow the entry of unauthorised vehicles onto the Buyer Premises.
  2. The Supplier shall not allow unauthorised vehicles to enter the Buyer Premises any incident of unauthorised vehicle access shall be reported to the Buyer as agreed at Call-Off.
  3. The Supplier shall maintain a log of all vehicle entry and exit to the Buyer Premises which should include but not be limited to:
     1. Name of delivery/ transport/ courier company;
     2. Vehicle registration number;
     3. Name of driver;
     4. Identification provided;
     5. Details of Buyer receiving the Delivery/ goods;
     6. Details of Goods being delivered;
     7. Time of entry and exit
  4. Supplier Staff shall ensure that all visitors are made aware of the Buyer’s emergency/ incident management procedures.
  5. The Supplier shall, if required, undertake planned and random searches of Goods vehicles upon entry and exit from each Buyer Premises. Searching may include;
     1. a full visual check inside the vehicle to confirm Goods are genuine;
     2. mirror searches around the perimeter and underside of the vehicle.
  6. The Supplier shall be responsible for providing all search equipment. The Buyer’s requirements will be defined by the Buyer at Call-Off.

* 1. The Supplier shall put procedures in place to ensure that its security Staff are notified in advance of scheduled deliveries to Buyer Premises, as agreed with the Buyer.
  2. The Supplier shall be responsible for notifying the Buyer when a scheduled Delivery arrives at the Buyer Premises.

**Service B5 - Patrol Guarding**

* 1. The Supplier shall provide and utilise an auditable patrol monitoring system, which monitors frequency and location of patrolling.
  2. The Patrol timetable shall be set at intervals agreed with the Buyer at Call-Off for their required Premises and may include internal, external and off site locations.
  3. The Supplier shall ensure that their Staff are fully trained to use equipment required for patrolling the Buyer’s Premises.
  4. The patrolling Services shall include, but shall not be limited to the following:
     1. Checking of suspicious activity, packages or persons
     2. Checking security equipment, for example barriers, locks, doors and windows;
     3. Identifying and recording potential health and safety, fire issues and hazards identified in the Buyer Premises.
  5. The Supplier shall maintain records of patrols undertaken, document finding and report to the Buyer as agreed at Call-Off.
  6. The Supplier Staff shall immediately respond and investigate alarm activations at the Buyer Premises and report and record all instances of these events as agreed with the Buyer at Call-Off during service delivery hours.
  7. 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 action to reduce risks identified.
  8. The frequency of patrols may be increased if the response level or local threat increases.
  9. The Supplier shall liaise with the Buyer to establish and agree the necessary training requirements. Further details of these requirements will be provided by the Buyer at Call-Off.

**Service B6 - Management of Visitors and Passes**

* 1. The Supplier shall put procedures in place to ensure that the Supplier Staff are notified in advance of visitors arriving at each Buyer Premises, as agreed with the Buyer at Call-Off.
  2. The Supplier shall ensure that all visitors to the Buyer’s Premises have a valid reason for gaining access, by checking with the appropriate Buyer Authorised Representative and ensuring that visitors remain at reception until their meeting sponsor arrives.
  3. Supplier Staff shall contact the appropriate Buyer’s Authorised Representative on the arrival of a visitor.
  4. The Supplier shall implement a registration procedure to log the arrival and departure of each visitor to the Buyer Premises, as agreed with the Buyer at Call-Off. Registration shall include but not be limited to recording the:
     1. Visitor’s full name;
     2. Visitor’s organisation;
     3. Identification provided;
     4. The name of the person being visited;
     5. Time of arrival; and departure.
  5. Supplier Staff shall ensure that all visitors are made aware of the Buyer’s site evacuation, fire alarm, bomb alert, emergency and incident management processes at point of entry into the Buyer Premises.

* 1. The Supplier shall ensure that Supplier Staff operating at reception of a Buyer Premises issue all visitor passes. Visitor passes shall only be issued to those visitors with verified appointments within the Buyer Premises or to actual Staff of the Buyer.
  2. The Supplier shall be responsible for the removal of all visitors denied access from the Buyer's Premises and shall:
     1. during service delivery hours, inform the Buyer where any individuals refuse to leave the Buyer's Premises upon instruction as part of the agreed reporting processes;
     2. where security incidents require the support of the emergency Services, the Supplier shall take control of the situation, making contact with the emergency Services, if required and advise the Buyer as part of the agreed reporting processes.
     3. Where there is no out-of-hour access to the Buyer for reporting or Approval purposes, the Supplier shall;
        1. take control of the incident and manage agreed with the Buyer at Call-Off
        2. complete a written incident report and issue to the Buyer as agreed at Call -Off.
  3. The Supplier shall maintain a record as agreed with the Buyer at Call- Off of all visitor passes issued by Supplier Staff and carry out a daily audit to ensure that all passes are returned.

* 1. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report and report to the Buyer as agreed at Call-Off.

**Service B7 - Ad Hoc Guarding Services**

* 1. The Buyer may request Ad Hoc guarding Services. These Services may be required as a one off or as part of their guarding Services requirement. The following list gives examples of the type of Services they require. This list is not exhaustive and details will be specified by the Buyer at Call-Off:
     1. Additional Security Services, including Court Security Officers as defined in Courts Act 2003 Section 1 (1), Prisoner Custody Officers as defined in The Criminal Justice Act 1991;
     2. Enhanced security requirements including close protection;
     3. Key Holding;
     4. Lock Up Open Up of Buyer Premises;
     5. Ad hoc static and mobile security patrol services;
     6. Non guarding activities, where it does not fundamentally change the scope of the Services delivered, for example, reception duties or cleaning;
     7. Taxi Booking Service;
     8. Car Park Management and Booking;
     9. Voice announcement system operation;
     10. Flag Flying Service;
     11. Cash and Valuables in Transit, includes transporting, storing and sorting.
     12. Canine Detection including explosives detection. Suppliers shall ensure that teams delivering this service are trained and accredited to the [National Canine Training and Accreditation Scheme (NCTAS).](https://www.gov.uk/government/publications/national-canine-training-and-accreditation-scheme-private-security-industry) Suppliers shall where requested provide evidence of accreditation to the Buyer.
  2. This Service shall be managed via Call-Off Schedule 25 (Billable Works and Projects).

**Replacement Parts and Equipment**

* 1. Where any new or Replacement Equipment is required, in relation to Guarding Services the Supplier shall be responsible for completing Whole Life Costing reports, prioritising low/ zero carbon technologies and ensuring sustainable procurement methods form the basis of the recommendations issued to the Buyer.
  2. The Supplier shall ensure Buyer Approval has been received in advance of the commencement of any works at Buyer Premises. Further details of the Buyer's Whole Life Costing requirements will be provided by the Buyer at Call-Off.
  3. All Replacement Equipment delivered must be new, or (with the Buyer’s written Approval at its sole discretion) as new if recycled, reconstructed, unused and of recent origin.
  4. All manufacturer warranties covering the Replacement Equipment must be assignable to the Buyer on request and at no cost.
  5. Unless otherwise required at Call-Off or from time to time by the Buyer, title of the Replacement Equipment shall transfer to the Buyer on completion of the Installation Works requiring the Replacement Equipment.
  6. Unless otherwise agreed by the Buyer in writing the risk in any Replacement Equipment shall remain with the Supplier during the Contract Period.
  7. The Supplier warrants that title in any Replacement Equipment is capable of transferring to the Buyer.
  8. The Supplier must Recall Replacement Equipment where the manufacturer has requested a Recall and indemnify the Buyer against the costs of any Recall of the Replacement Equipment and give notice of actual or anticipated action about the Recall of the Replacement Equipment.
  9. The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer’s option and request) any Replacement Equipment that the Buyer rejects. If the Supplier does not do this, it will pay the Buyer’s costs including repair, replacement or re-supply by a third party.

## Work Package C - Physical and Technical Security Services Lots 1 and 3

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* 1. Suppliers delivering this Work Package shall be certified by either the [National Security Inspectorate (NSI)](https://www.nsi.org.uk/) or [The Security Systems and Alarms Inspection Board (SSAIB)](https://ssaib.org/) and provide evidence upon request to CCS and/ or the Buyer.
  2. Buyers may require products from the CPNI’s [Catalogue of Security Equipment](https://www.cpni.gov.uk/cse-categories) which have been evaluated against specific CPNI security standards and the performance rating achieved. The Buyer will detail their requirements at Call-Off.

**Service C1 Design, Supply, Install, Commission and Maintenance of Physical Security Systems**

* 1. The Supplier shall design, supply, install, commission, and maintain physical infrastructure that meet the Buyers requirements and standards. Buyers may require the Goods and Services to be combined or as stand-alone Services.
  2. Physical Security products shall include but not be limited to:
     1. hostile vehicle mitigation measures;
     2. perimeter fences and gates;
     3. automatic barriers
     4. gates;
     5. rising bollards and blockers;
     6. glazing, windows and doors;
     7. security doors and door furniture;
     8. security walling systems

**Service C2 Design, Supply, Install, Commission and Maintenance of Technical Security Systems**

* 1. The Supplier shall design, supply, install, commission and maintain electronic systems that meet the Buyers requirements and standards. Buyers may require the Goods and Services to be combined or as stand-alone Services.
  2. Technical Security Systems shall include but not be limited to:
     1. Perimeter intrusion detection systems;
     2. Intruder detection systems;
     3. Alarm signalling;
     4. Security lighting;
     5. Closed circuit television systems;
     6. Network Video Recorders and Digital Video Recorders;
     7. Automatic Access Control System;
     8. Security management systems;
     9. IT equipment - Operating base for security systems;
     10. Electronic Locking Systems;
     11. Security Screening Applications;
     12. Biometric technologies;
     13. Electronic Airspace Coverage;
  3. The Supplier shall advise the Buyer about the interoperability of new infrastructure and systems with existing security systems and products, including [ONVIF](https://www.onvif.org/) where appropriate.
  4. The Supplier shall advise the Buyer about the obsolescence of current systems and advise on appropriate, fit for purpose replacement options for the Buyer within their allocated budget and aligned to their requirements.

**Replacement Parts and Equipment**

* 1. Where any new or Replacement Equipment is required, the Supplier shall be responsible for completing Whole Life Costing reports, prioritising low/ zero carbon technologies and ensuring sustainable procurement methods form the basis of the recommendations issued to the Buyer.
  2. The Supplier shall ensure Buyer Approval has been received in advance of the commencement of any works at Buyer Premises. Further details of the Buyer's Whole Life Costing requirements will be provided at Call-Off.
  3. All Replacement Equipment Delivered must be new, or (with the Buyer’s written Approval at its sole discretion) as new if recycled, reconstructed, unused and of recent origin.
  4. All manufacturer warranties covering the Replacement Equipment must be assignable to the Buyer on request and at no cost.
  5. Unless otherwise required at Call-Off or from time to time by the Buyer, title of the Replacement Equipment shall transfer to the Buyer on completion of the Installation Works requiring the Replacement Equipment.
  6. Unless otherwise agreed by the Buyer in writing the risk in any Replacement Equipment shall remain with the Supplier during the Contract Period.
  7. The Supplier warrants that title in any Replacement Equipment is capable of transferring to the Buyer.
  8. The Supplier must Recall Replacement Equipment where the manufacturer has requested a Recall and indemnify the Buyer against the costs of any Recall of the Replacement Equipment and give notice of actual or anticipated action about the Recall of the Replacement Equipment.
  9. The Supplier must at its own cost repair, replace, refund or substitute (at the Buyer’s option and request) any Replacement Equipment that the Buyer rejects. If the Supplier does not do this, it will pay the Buyer’s costs including repair, replacement or re-supply by a third party.

## Work Package D - Maintenance of Physical and Technical Security Systems Lots 1 and 3

* 1. The Supplier shall provide planned preventative maintenance service, reactive maintenance service, ad-hoc Services (as required) and supply appropriate consumables relating to maintenance.
  2. The Supplier shall maintain where required, all security systems and/ or assets within the Buyer’s Premises and any new systems put in place to ensure correct functioning throughout the course of the Call-Off contract.
  3. The Supplier shall ensure the continued functioning of security systems and/ or assets. The Supplier shall ensure that any failure leading to a security risk/ weakness is rectified within the timescale agreed with the Buyer at Call-Off and recorded and reported accordingly.
  4. The Supplier shall ensure installation provided does not compromise the integrity of any historic Buyer Premises and in a manner so as to avoid damage.

* 1. Prior to carrying out work to a historic Buyer Premises, the Supplier shall undertake a written scheme of investigation, prepare a method statement and Safe System of Work and discuss their proposal with the Buyer at Call-Off to seek formal Approval to proceed with any works.
  2. The Supplier shall be responsible for the safekeeping and storage of any materials that may be directly delivered to the Buyer Premises, including other site specific critical spares as agreed with the Buyer.
  3. The Supplier shall agree access arrangements for restricted areas in advance with the Buyer to avoid being denied entry and delaying the execution of the Services. In multi-occupancy buildings, the Supplier shall liaise with landlords, landlord’s representatives and other relevant parties to ensure that the method statements are aligned with all of the building users' in respect of all of the Services.
  4. The Supplier shall agree with the Buyer at Call-Off the process relating to the retention of all statutory and mandatory certificates and related documentation.
  5. The Supplier shall ensure they operate a Safe System of Work in accordance with their Health and Safety Policy.
  6. The Supplier shall ensure that all Supplier Staff undertaking maintenance have the suitable and sufficient equipment, undertake the required training to carry out the maintenance repair in a competent, safe and efficient manner.
  7. The Supplier shall ensure that its Staff are fully qualified/ trained so that they are competent to undertake the maintenance requirements as detailed by the Buyer at Call-Off.
  8. The Supplier shall be responsible for the provision and use by their Staff of all equipment, work wear, and PPE for their Personnel for use during maintenance Services.
  9. The Supplier shall cooperate fully with any periodic inspections made by Public Health, Hygiene, Fire Inspectors, the Buyer Authorised Representative, landlord and other such organisations or persons.
  10. All planned and reactive maintenance works (including labour, materials, profit, overheads and any other relevant Costs) up to an Inclusive Repair Threshold (threshold to be agreed at Call-Off) shall be carried out and included within the Supplier’s Charges.
  11. All planned and reactive repairs and maintenance (including labour, materials, profit, overheads and any other relevant Costs) above the Inclusive Repair Threshold (threshold to be agreed at Call-Off stage) are to be managed using the Billable Works and Approvals Process as outlined Call-off Schedule 25 (Billable Works and Projects).

**Cable Management**

* 1. Where Cable Management is required by the Buyer the Supplier shall be responsible for installing additional data cabling and other associated tasks, for example moving floor boxes and grommets.
  2. The Supplier shall ensure that all cabling installed by the Supplier is of a suitable Specification to guarantee continuity of the Services and signal quality.
  3. This Service requirement shall be outside the Charges and shall be managed using the Billable Works and Approvals Process as outlined in Call-off Schedule 25 (Billable Works and Projects).

**Service D1 Planned Preventative Maintenance (PPM) Services**

* 1. The Supplier shall ensure that the planned maintenance schedules capture the requirements outlined within the Buyer’s quality management plan and sustainability management plan and are recorded in the Service Delivery Plan.
  2. In respect of all of the Services, the Supplier shall provide a comprehensive PPM system in accordance with [SFG20](https://www.sfg20.co.uk/) or (if not applicable), with Good Industry Practice and standards defined by the Buyer at Call-Off.
  3. The Supplier shall submit an annual programme of PPM. It shall detail the frequency, schedule of tasks, input requirements and maintenance Standards to be applied and resource requirements for all Goods and Services. Timescale for submission and ongoing review of the annual programme shall be agreed with the Buyer at Call-Off.
  4. The Supplier shall prioritise work and make any proposed improvements and adjustments to suit availability of resources. Any such proposed improvements and adjustments shall be submitted to the Buyer for Approval.
  5. All planned maintenance regimes shall be approved by the Buyer prior to upload on the Management Information System (MIS) and undertaking any works. Further details of the Services required shall be defined at Call-Off.
  6. The Supplier shall be responsible for the delivery of all PPM. The service shall be inclusive of;
     1. the delivery of all statutory inspections;
     2. risk assessments;
     3. written scheme of examination;
     4. insurance inspections.
  7. The Supplier shall ensure that:
     1. The PPM works task sheet clearly identifies the Asset type, location, SFG20 task instruction and frequency. If SFG20 is not applicable, the sheet details of the work required and frequency as defined and agreed with the Buyer at Call-Off.
     2. Costs for all consumable items and replacement parts which are required to satisfactorily maintain the Goods and Services are of the same quality and type or better as provided for the original installation.
     3. Replacement components shall be of the same manufacturer as the equipment being serviced. Where this is not possible the Supplier shall inform the Buyer before commencing work.
  8. The Supplier shall recognise Buyer requirements for planned maintenance may be in addition to or replacement of [SFG20](https://www.sfg20.co.uk/) requirements. The Supplier shall be responsible for ensuring these requirements are fully captured in the PPM programme.
  9. Where SFG20 is not applicable or where the Buyer has specified bespoke requirements for maintenance of systems/ assets the Supplier shall be responsible for the creation of discretionary PPM task instructions to meet the Buyer’s requirements in accordance with SFG20.
  10. The Supplier shall ensure that these discretionary PPM activities are approved by the Buyer prior to their addition to the PPM schedules and uploaded to their SMT.
  11. The Supplier shall inform the Buyer of enhancements and/ or modifications to SFG20 PPM management regimes where they are likely to impact on the agreed Charges for maintenance Services e.g. changes in PPM task frequencies. Where the Buyer agrees to the implementation of the change, they will be managed via the Contract Variation process.
  12. The Supplier shall, subject to the Inclusive Repair Threshold as may be appropriate, maintain Assets leased to or leased by the Buyer in accordance with the requirement of the lease or as specified by the Buyer.

**D2 Reactive Maintenance Services**

* 1. The Supplier shall provide a professionally managed Service for reactive repairs and maintenance. This service may be required 24 hours per day, 365 days per year.
     1. The Supplier shall work alongside the Buyer in forward planning, providing cost estimates for financial planning. The Supplier shall advise the Buyer when the cost of repairing and/ or maintaining an Asset outweighs the cost of replacing it and is likely to cause on-going unplanned downtime or pose potential health and safety risks i.e. Beyond Economic Repair.
     2. When an Asset is Beyond Economic Repair the cost of replacement shall be met by the Supplier up to the Inclusive Repair Threshold. Where the cost of replacement exceeds the Inclusive Repair Threshold, only the cost above this value shall be billed to the Buyer through the Approval process as detailed in Call-Off Schedule 25 (Billable Works and Projects).
        1. For the avoidance of doubt, this requirement includes the replacement of entire Assets as well as component parts of Assets where replacement is deemed appropriate.
     3. The Buyer shall be the final arbiter on whether an Asset is Beyond Economic Repair but will act reasonably in reaching such decisions taking into account any one of the following:
        1. If the projected cost of the repair exceeds the cost of replacing the Asset;
        2. If the part(s) required to repair the Asset are no longer available unless there is a possibility of manufacture of part as a cost effective alternative;
        3. Any recommendations carried out as a result of condition Surveys.
     4. Where replacement has been deemed appropriate by the Buyer, the Supplier shall assist the Buyer in determining a suitable replacement option taking into account operational use, whole life cost and required life factor.
     5. The Supplier shall proceed with emergency tasks to mitigate health and safety or Business Continuity and Disaster Recovery risks as per Call‑Off Schedule 8 (Business Continuity and Disaster Recovery).
     6. The Supplier shall seek formal Approval from the Buyer and shall keep the Buyer advised at all times on the status, technical issues and cost of the task.
     7. The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively after the situation has been made safe.
     8. Where the Supplier encounters reactive maintenance tasks which they believe have been caused by wilful damage or vandalism, they shall be required to produce a damage report in support of their assessment which shall include:
        1. The date and time the damage was identified;
        2. A summary of the findings upon inspection;
        3. Photographic evidence of the damage;
        4. Details of the condition at the previous maintenance work or inspection;
        5. An estimate of the cost of repair or replacement.
     9. Where the Buyer agrees the cause was deliberate, the Inclusive Repair Threshold shall not apply and the repair shall be managed via the Billable Works process, as further explained in Call‑Off Schedule 25 (Billable Works and Projects).

## Work Package E - E1 Alarmed Response Centre Lots 1, 2 and 3

* 1. The Supplier shall provide a central facility for receiving alarm notifications, monitoring VSS images, radio and any other communication, controlling response to emergency incidents and providing twenty-four (24) hours per day, 365 days per year unless otherwise specified by the Buyer at Call-Off.
  2. The Services shall cover but not be limited to the following:
     1. Alarm Receiving Centres for intruder and fire alarms;
     2. Remote Video Response Centres for detector–activated VSS;
     3. After-Theft Vehicle Tracking for tracking and recovery;
     4. Alarm Receiving Centres for the monitoring of Lone Worker Devices
  3. Monitoring activity, where required, is to be accredited by a third party.
  4. This facility shall not be located on the Buyer’s Premises and may be a shared facility.
  5. The Service shall be delivered in accordance with Good Industry Practice.

## Work Package F - F1 Helpdesk Service Lots 1, 2 and 3

* 1. The Supplier shall provide a fully staffed, supervised helpdesk Service all related Service requests and issue reporting, twenty four (24) hours per day, 365 days per year unless otherwise specified by the Buyer at Call-Off.
  2. The Supplier shall:
     1. Collaborate with the Buyer to create, maintain and develop Services which deliver a common user experience for all Users of the Service;
     2. Ensure that the helpdesk operates as both a strategic management and quality monitoring tool which shall also be the focus for all day-to-day operational activities across all aspects of the Security Services;
     3. Ensure that the helpdesk provides a telephone single point of contact (free of charge for Buyer Staff, Buyer Premises Occupants and stakeholders from UK landlines, international calls and mobile phones);
     4. Ensure continued Service Delivery for all Services under its control during the core service hours (as agreed by the Buyer at Call-Off);
     5. Ensure that all Staff appointed to operate on the helpdesk have the relevant security clearance.
  3. The Supplier helpdesk shall accept Service requests from all Buyer’s Staff, Buyer Premises Users and stakeholders who are reporting issues or requesting provision of any in scope Service.
  4. Where the Supplier helpdesk receives Service requests for out-of-scope Services, the Supplier shall accept and forward the calls as appropriate and record details as agreed with the Buyer at Call-Off.
  5. The Supplier helpdesk shall accept Service requests via a range of mediums, including but not limited to telephone calls, email, text messages and web portals. The Buyer will detail their requirements at Call-Off.

## Work Package G -Service G1 Consultancy Services - Lots 1 and 4

* 1. The Supplier shall undertake Security related Consultancy Services as detailed by the Buyer at Call-Off.
  2. The Supplier shall ensure that Staff delivering the Service have the appropriate security clearance and competency to meet the Buyer’s requirements.
  3. The Supplier shall be expected to provide advice and assurance on different delivery options, if applicable, to the Buyer with a clear assessment of each option including, but not limited to;
     1. practicality;
     2. timescales;
     3. cost;
     4. comparative value for money; and
     5. risks
  4. This advice and assurance may involve producing reports, outlining strategies, identifying programs of work and associated project plans.
  5. The Supplier shall ensure that knowledge acquired during the Call-Off Contract term and prior to Exit is transferred to the Buyer. Allowing for the Buyer to improve awareness of strategic approaches, market intelligence and to share the learnings to internal and external stakeholders in the future.
  6. The Supplier shall provide to the Buyer a full project plan which includes outputs and milestones. The Supplier shall agree with the Buyer the frequency of updates on milestone delivery, risks, issues and any other metrics required.

## Work Package H - Service H1 Risk Assessment - Lots 1 and 4

* 1. The Supplier shall undertake a risk assessment including but not limited to Health and Safety, Fire safety, identifying hazards, audit of existing services as requested by the Buyer and produce a report within timescales set by the Buyer at Call-Off.
  2. The Supplier shall ensure that where the Buyer requests the Supplier to produce or assist in the production of a risk assessment, it is undertaken by a registered member of one (1) the following accreditation bodies:
     1. [Register of Security Specialists and Engineers (RSES)](https://www.rses.org.uk/) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA)
     2. [Register of Chartered Security Professionals](https://www.charteredsecurityprofessional.org/)
     3. [BAFE Registered Provider](https://www.bafe.org.uk/)
     4. [The Institute to Fire Engineers](https://www.ife.org.uk/Fire-Risk-Assessors-Register)
     5. [Fire Risk Assessors Certification Scheme](https://www.warringtonfire.com/certification-services/fire-certification/fracs)
     6. [Institute of Fire Safety Managers](https://ifsm.org.uk/)
  3. Where the Buyer directs the Supplier not to use one of the accreditation bodies, the Buyer will be responsible for determining and accepting any threat or risks and provide written information to the Supplier.
  4. The Risk Assessment will include the proportionate, appropriate and cost effective deployment of measures to mitigate risk, including but not limited to:
     1. The profile and operations of the organisation(s) occupying the site(s);
     2. The area is which the site is located, neighbouring sites, local threats, etc.
     3. The importance of the site/ operation to the continuity of Buyer’s Organisation;
     4. The prevailing Security Response Level.
  5. As a minimum the Supplier shall use the [CPNI Operational Requirements](https://www.cpni.gov.uk/operational-requirements) process and tools unless advised by the Buyer at Call-Off.
  6. The Supplier shall comply with the CPNI guidance for [Security-minded approach to digital engineering](https://www.cpni.gov.uk/security-minded-approach-digital-engineering) and shall comply with the relevant standards.

## 

## Work Package I - Service I1 Security Assessment- Lots 1 and 4

* 1. The Supplier shall undertake a security assessment for sites, as requested by the Buyer and produce a report within timescales set by the Buyer at Call-Off. As a minimum it shall evaluate existing or planned security measures that protect assets from threats and identify improvements when deemed necessary.
  2. The Supplier shall ensure that where the Buyer requests the Supplier to produce or assist in the production of a security assessment, that this is undertaken by a registered member of one of the following accreditation bodies;
     1. [Register of Security Specialists and Engineers (RSES)](https://www.rses.org.uk/) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA);
     2. [Register of Chartered Security Professionals](https://www.charteredsecurityprofessional.org/);
  3. Where the Buyer directs the Supplier not to use one of the accreditation bodies, the Buyer will be responsible for accessing and accepting any threat or risk and provide written information to the Supplier.
  4. The Supplier shall provide feedback in the format requested by the Buyer at Call-Off.
  5. The feedback shall include risks identified, the proportionate, appropriate and cost effective deployment of security measures to mitigate risks identified, including but not limited to:
     1. an assessment of risk to Buyer’s Staff and site(s);
     2. review of existing security measures and their effectiveness;
     3. counter terrorism threat and mitigation actions;
     4. the prevailing Security Response Level
  6. As a minimum the Supplier shall comply with the CPNI Guidance relating to [Security Considerations Assessment](https://www.cpni.gov.uk/security-considerations-assessment).
  7. The Supplier shall comply with the CPNI guidance for [Security-minded approach to digital engineering](https://www.cpni.gov.uk/security-minded-approach-digital-engineering) shall comply with the relevant standards

## 

## Work Package J - Service J1 Security Awareness/Training - Lots 1 and 4

* 1. The Supplier shall design, deliver and evaluate Security awareness and training to the Buyer’s Staff and stakeholders as detailed by the Buyer at Call-Off. Topics may include but not limited to;
     1. Site and Buyer specific information;
     2. Counter Terrorism Awareness;
     3. Security threats and mitigation;
     4. Hostile reconnaissance;
     5. Conflict management;
     6. Identifying threats;
     7. Incident reporting; and
     8. Threat levels
  2. The Supplier shall ensure that Staff delivering the Service have the required security clearance and competency to meet the Buyer’s requirements.

## Work Package K - Service K1 Management of Billable Works - all Lots

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 (Billable Works and Projects) when delivering new works/ projects on behalf of the Buyer.

## Standards and certification requirements

* 1. The following table details the required standards and certification requirements for this Framework.
  2. Buyers may have additional requirements, which will be specified at the Call-Off.

| **Standards and certification** | **Lots** |
| --- | --- |
| **Minimum Data Security** | |
| Cyber Essentials or ISO27001 | All Lots |
| **Minimum Insurance cover required** | |
| Employer Liability - £5 million  Professional Indemnity - £5million  Public & Products Liability - £5 million | All Lots |
| **Minimum Security Clearance** | |
| Baseline Personnel Security Standard | All Lots |
| **ISO** | |
| ISO 9001 Quality Management Systems | All Lots |
| **Security Industry Authority** | |
| Security Industry Authority Approved Contractor Scheme | 1,2 |
| Security Industry Authority SIA Licence, unless exemptions apply. | 1,2 |
| **Other guidance, policies and best practices to be followed** | |
| [Government Functional Standards](https://www.gov.uk/government/collections/functional-standards) | All Lots |
| [Security Policy Framework](https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework) | All Lots |
| [Government Security Classifications](https://www.gov.uk/government/publications/government-security-classifications) | All Lots |
| [Secure sanitisation of storage media guidance](https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media) | All Lots |
| [National Counter Terrorism Security Office (NaCTSO)](https://www.gov.uk/government/organisations/national-counter-terrorism-security-office) | All Lots |

### **Appendix 1**

**Work Package A Contract Management and Mobilisation - All Lots**

|  |
| --- |
| **Services** |
| A1 Integration |
| A2 Health & Safety |
| A3 Security Management Tool |
| A4 Mobilisation |
| A5 Service Delivery Plan |
| A6 Risk Management |
| A7 Buyer Satisfaction |
| A8 Reporting |
| A9 Performance Self-Monitoring |
| A10 Business Continuity and Disaster Recovery Plan |
| A11 Staff Management, Recruitment and Training |
| A12 Selection and Management of Subcontractors |

**Work Package B - Guarding Services Lots 1 and 2**

|  |
| --- |
| **Services** |
| B1 - Static Guarding Services |
| B2 - Video Surveillance Systems (VSS) and Alarm Monitoring |
| B3 - Control of Access and Security Passes |
| B4 - Control of Access - Vehicles |
| B5 - Patrol Guarding |
| B6 - Management of Visitors and Passes |
| B7 - Ad Hoc Guarding Services |

**Work Package C - Physical and Technical Security Services Lots 1 and 3**

|  |
| --- |
| **Services** |
| C1 - Design, Supply, Install, Commission and Maintenance of Physical Security Systems |
| C2 - Design, Supply, Install, Commission and Maintenance of Technical Security Systems |

**Work Package D - Maintenance of Security Systems Lots 1 and 3**

|  |
| --- |
| **Services** |
| D1 - Planned Preventative Maintenance Services |
| D2 - Reactive Maintenance Services |

**Work Package E Alarmed Response Centre - Lots 1, 2 and 3**

|  |
| --- |
| **Services** |
| E1 - Alarmed Response centre |

**Work Package F Helpdesk Service Lots 1, 2 and 3**

|  |
| --- |
| **Services** |
| F1 - Helpdesk Service |

**Work Package G - Consultancy Services Lots 1 and 4**

|  |
| --- |
| **Services** |
| G1 - Consultancy Services |

**Work Package H - Risk Assessment Lots 1 and 4**

|  |
| --- |
| **Services** |
| H1 - Risk Assessment |

**Work Package I - Security Assessment Lots 1 and 4**

|  |
| --- |
| **Services** |
| I1 - Security Assessment |

**Work Package J - Security awareness/training Lots 1 and 4**

|  |
| --- |
| **Services** |
| J1 - Security Awareness Training |

**Work Package K - Management of Billable Works - All lots**

|  |
| --- |
| **Services** |
| K1 - Management of Billable Works |

# **Appendix 2**

The table below details standards which Buyers may require Suppliers to adhere to, this is not exhaustive. Details of the requirements shall be defined by the Buyer at Call Off.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Standards** | **Lot 1**  **Total Security** | **Lot 2**  **Guarding Services** | **Lot 3**  **Technical and Physical Services** | **Lot 4**  **Additional Services** |
| ISO 22301 - Security and resilience - Business continuity management systems - Requirements | x | x | x |  |
| BS 7499: Static site guarding and mobile patrol service | x | x |  |  |
| BS 7984: Key holding and response Services | x | x |  |  |
| BS 7958: Closed circuit television (CCTV) - management and operation | x | x |  |  |
| BS 7858: Screening of individuals working in a secure environment | x | x |  |  |
| BS 8406 - Code of Practice for Event Stewarding and Crown Safety Services | x | x |  |  |
| BS 7872: Manned security Services - Cash and valuables in transit Services (collection and delivery) | x | x |  |  |
| BS 8507-1: Code of practice for close protection Services - Services within the UK | x | x |  |  |
| BS 8507-2: Code of practice for close protection Services - Operations outside the UK | x | x |  |  |
| BS 8517-1: Security Dogs - Code of Practice for the use of general purpose security dogs | x | x |  |  |
| BS 8517-2: Security Dogs - Code of practice for the use of detection dogs | x | x |  |  |
| BS 8484: Provision of lone worker Services – Code of practice | x | x |  |  |
| BS 8549: Security consultancy. Code of practice | x |  |  | x |
| BS 7799: Information Security Management Systems | x | x | x |  |
| BS 8418: Design, Installation, Commissioning and Maintenance of Detection-Activated Video Surveillance Systems (VSS) | x |  | x |  |
| BS EN 50132: European Standards on CCTV Surveillance Systems | x |  | x |  |
| BS 5979: Remote Centres receiving signals from Fire and Security Systems | x |  | x |  |
| BS 7858: Security Screening of individuals employed in a Security Environment | x | x | x | x |
| BS 8591: Remote centres receiving signals from alarm systems. Code of practice | x |  | x |  |
| BS 10800: Provision of security Services. Code of practice. | x | x |  |  |
| BS EN 16747: Maritime and port security Services | x | x |  |  |
| BS ISO 18788: Management system for private security operations. Requirements with guidance for use | x | x |  |  |
| BS 16000: Security management. Strategic and operational guidelines | x | x | x | x |
| BS ISO 18788: Management system for private security operations. Requirements with guidance for use | x | x | x | x |
| ISO 31000, Risk management — Principles and guidelines | x |  |  | x |
| ISO/IEC Guide 73: Risk management - Vocabulary - Guidelines for use in standards | x |  |  | x |
| ISO 31010 Annex’s A&B: Risk management - Risk assessment techniques | x |  |  | x |
| BS 7671: Requirements for Electrical Installations. IET Wiring Regulations; | x |  | x |  |
| BS EN 63205 – Protection against lightning | x |  | x |  |
| BS 8418:2015 Installation and remote monitoring of detector activated CCTV systems | x |  | x |  |
| BS EN 62676-3: Video Surveillance Systems for use in security applications. Analog and digital video interfaces. | x |  | x |  |
| BS EN 62676-4: Video surveillance systems for use in security applications. Application guidelines | x |  | x |  |
| BS EN 62676-1-1: Video surveillance systems for use in security applications. System requirements. General | x |  | x |  |
| BS EN 62676-1-2: Video surveillance systems for use in security applications. System requirements. Performance requirements for video transmission | x |  | x |  |
| BS EN 62676-2-1: Video surveillance systems for use in security applications. Video transmission protocols. General requirements | x |  | x |  |
| BS EN 62676-2-2: Video surveillance systems for use in security applications. Video transmission protocols. IP interoperability implementation based on HTTP and REST Services | x |  | x |  |
| BS EN 62676-2-3:xVideo surveillance systems for use in security applications. Video transmission protocols. IP interoperability implementation based on Web Services | x |  | x |  |
| BS EN 60839-11-31: Alarm and electronic security systems. Electronic access control systems. Core interoperability protocol based on Web Services | x |  | x |  |
| BS EN 60839-11-32: Alarm and electronic security systems. Electronic access control systems. Access control monitoring based on Web Services | x |  | x |  |
| BS EN 60839-11-2: Alarm and electronic security systems. Electronic access control systems. Application guidelines | x |  | x |  |
| BS EN 60839-11-1: Alarm and electronic security systems. Electronic access control systems. System and components requirements | x |  | x |  |
| BS 9263:2016. Intruder and hold-up alarm systems. Commissioning, maintenance and remote support. Code of practice | x |  | x |  |
| BS EN 50131-2-2: Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Passive infrared detectors | x |  | x |  |
| BS EN 50131-5-3: Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques | x |  | x |  |
| BS EN 50131-3: Alarm systems. Intrusion and hold-up systems. Control and indicating equipment | x |  | x |  |
| BS EN 50131-2-5: Alarm systems. Intrusion and hold-up systems. Requirements for combined passive infrared and ultrasonic detectors | x |  | x |  |
| BS EN 50136-2: Alarm systems. Alarm transmission systems and equipment. Requirements for Supervised Premises Transceiver (SPT) | x |  | x |  |
| BS EN 50131-5-3: Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques | x |  | x |  |
| BS EN 50131-5-3:2005+A1: Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques | x |  | x |  |
| BS 4737-3.30: Intruder alarm systems in buildings. Specifications for components. Specification for insulated and sheathed cables for interconnecting wiring | x |  | x |  |
| BS 4737-4.3: Intruder alarm systems in buildings. Codes of practice - Code of practice for exterior alarm systems | x |  | x |  |
| NCP 104 - Code of Practice for the Design, Installation and Maintenance of CCTV Systems. | x |  | x |  |
| NCP 107 - NSI Code of Practice for the Provision of Control Room Services | x | x |  |  |
| PD CLC/TS 50131-9: Alarm systems. Intrusion and hold-up systems. Alarm verification. Methods and principles | x |  | x |  |
| PD CLC/TS 50131-2-10: Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Lock state contacts (magnetic) | x |  | x |  |
| DD CLC/TS 50131-7: Alarm systems Application guidelines | x |  | x |  |
| PD CLC/TS 50136-9: Alarm systems. Alarm transmission systems and equipment. Requirements for common protocol for alarm transmission using the Internet protocol | x |  | x |  |
| PD CLC/TS 50131-2-9: Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Active infrared beam detectors | x |  | x |  |
| BS 5266 Part 1: Emergency Lighting. Code of Practice for the Emergency Lighting of Premises Other than Cinemas and Certain Other Specified Premises used for Entertainment | x |  | x |  |
| BS 5839-1: Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises | x |  | x |  |
| BS 5588 Fire Precautions in the Design, Construction and use of Buildings | x |  | x |  |
| BS 7430: Code of Practice for Earthing Protection of Electrical Systems | x |  | x |  |
| BS 5306 Part 4: Fire Extinguishing Installations – CO2 Systems | x |  | x |  |
| BS 5306 Part 3: Fire extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers | x |  | x |  |
| BS 9999: Fire safety in design, management and use of buildings. Code of practice. | x |  | x |  |
| BS 9991: Fire precautions in the design, construction and use of buildings. Code of Practice for residential buildings. | x |  | x |  |
| BS 1722: Fences | x |  | x |  |
| BS 5357: Code of practice for installation and application of security glazing | x |  | x |  |
| ISO 14001 Environmental Management Systems | x | x | x |  |
| ISO 45001 - Occupational health & safety | x | x | x | x |