



Crown
Commercial
Service



Department
of Health &
Social Care

Attachment 3 – Specification

Annex F - MQF Operate – Security Specification

Managed Quarantine Security and Support Services

1. BUYER REQUIREMENTS

- 1.1.1 The purpose of the Managed Quarantine Service (MQS) is to reduce the risk of variants of concern (VOCs) arriving and spreading in the UK.
- 1.1.2 Since 15 February 2021 onwards, British or Irish Nationals, or people with residence rights in the UK, have been permitted to enter Designated Arrival Ports in England, Northern Ireland and Scotland from outside the Common Travel Area (Republic of Ireland, the Channel Islands or the Isle of Man). These travellers are required to quarantine for 10 days and take a polymerase chain reaction (PCR) coronavirus test on or before day-2 and on or after day-8 of quarantining. Some travellers are exempt from mandatory quarantining and testing and therefore follow bespoke testing regimes.
- 1.1.3 Under the traffic light framework set out on 9 April 2021, where countries are assigned a Red, Amber or Green classification restriction, people arriving into England, Northern Ireland or Scotland who have visited or passed through a country/territory classified as “red” are required to quarantine in a Managed Quarantine Facility. Designations of countries/territories are published by the Department for Transport and are reviewed on a regular basis.
- 1.1.4 The MQS Security Services Managed Quarantine Security and Support Services operation begins at UK passport control. The Port of Arrival Security Service ensures that the Passengers have relevant documentation and bookings before ensuring that they board the correct transport to their designated Managed Quarantine Facility. Once onboard, the Transport Security teams ensure their safe arrival at the designated Quarantine Facility. Upon arrival at the designated Quarantine Facility, our Quarantine Facility Security teams ensure that the guests are received and provided with a safe environment throughout their stay. At the end of their stay, our Transport Security teams ensure their efficient repatriation back to their port of arrival.

2. SECURITY GENERAL REQUIREMENTS

Incident Support & Management

- 2.1.1 Security Staff and management shall collaborate with and support the Buyer and other stakeholders with incident management including evacuations, external or internal threats, disturbances, safeguarding incidents and health related emergencies.
- 2.1.2 Security Staff and management shall collaborate with and support the Buyer and other stakeholders with learning from incidents to improve service.
- 2.1.3 Security Staff and management shall keep accurate records relating to all incidents on a 24/7 basis and shall make these available at any point to the Buyer or other stakeholders as directed by the Buyer.
- 2.1.4 Serious incidents or breaches of guidelines shall be reported to the Buyer and/or onsite Liaison Officer immediately.

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- 2.1.5 The Supplier shall operate a robust and effective complaints handling process which shall be visible to the Buyer. The Supplier shall acknowledge Passenger and Guest complaints in writing within 24 hours of receipt and shall endeavour to turn around complaint responses within three (3) working days. Responses to information from the Buyer shall be provided within 24 hours.
- 2.1.6 The Supplier shall ensure availability to support investigation and resolution of complaints.
- 2.1.7 The Buyer shall retain a right to insist upon the removal from any or all Managed Quarantine Facilities any member of Security Staff at any time.
- 2.1.8 Security Staff shall assist with MQF evacuations and segregation of positive from negative guests. In an emergency situation it will be understood that such segregation may not be possible during the actual evacuation phase but must be implemented during the mustering and any subsequent phases of the incident.

3. PORT OF ARRIVAL SECURITY SERVICE REQUIREMENTS

PORT SECURITY SERVICE - GENERAL

- 3.1.1 The Supplier shall be required to have adequate numbers of Supplier Staff located at designated Ports of Arrival for the management of Passengers at the port prior to their transport to their allocated Managed Quarantine Facility (MQF).
- 3.1.2 The Supplier shall allow for increase or decrease in the number of designated Ports of Arrival.
- 3.1.3 The Supplier shall allow for increase or decrease in the numbers of Passengers at designated Ports of Arrival.
- 3.1.4 All Supplier Staff who operate on airside shall have AVSEC accreditation. This is a mandatory requirement.
- 3.1.5 The Supplier shall ensure that a minimum of two female members of Supplier Staff shall be on-shift on each Site at all times. For Ports of Arrival, two females are required on airside and another two on landside.
- 3.1.6 The Supplier shall provide security Services for collection of Passengers from other designated or non-designated Ports of Arrival as required.
- 3.1.7 The Supplier shall ensure that Supplier Staff have a knowledge and understanding of the Managed Quarantine Service (MQS) programme and its aims and objectives in order to assist Passengers through the end-to-end process.
- 3.1.8 In delivering these Services it is essential for the Supplier to establish robust and effective relationships with the following parties:
- 3.1.9 Border Force (BF) within each location, this could involve more than one set of relationships within the same port, i.e. Heathrow Terminal 2 and Terminal 5;
- 3.1.10 Port of Arrival operators and any associated contractors they deem necessary to ensure delivery of the service;

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- 3.1.11 Any other stakeholder to whom it is necessary to assure the effectiveness of the delivery of the service; i.e. Port Health, Port Police etc.
- 3.1.12 Note that once Passengers have arrived at the Port of Arrival they will proceed to the arrivals hall where they will engage with BF who may assess their travel documents and whether they have been compliant with the quarantine rules. Port of Arrival Supplier Staff are required to support non-compliant passenger journeys.
- 3.1.13 At dedicated Ports of Arrival, the Supplier shall be required to check Passenger Locator Forms (PLF) to ensure they have been completed correctly in compliance with health measures and the relevant border regulations. The Supplier shall also be required to confirm that non-exempt Passengers have a valid MQF booking, referring any instances of non-compliance to a Border Force Officer (BFO). These checks may be required to be delivered pre or post of the Primary Control Point (PCP)
- 3.1.14 The Supplier may be required to deploy airside staff pre-PCP to meet Passengers off arriving flights from direct Red List (RL) countries and escorting those Passengers to the PCP and handing them over to a BFO.
- 3.1.15 Supplier Staff who are required to go 'airside' must have the appropriate pass issued by the relevant Port of Arrival operator.
- 3.1.16 The Supplier shall provide the Service across the opening hours of the Port of Arrival, but also need to provide flexibility beyond those hours to accommodate late arrivals and/or diversions.
- 3.1.17 The Supplier shall adhere to the specific Port Standard operating Procedure to facilitate Passengers to collect any luggage and make self-declaration through customs, before being escorted to the transport waiting area.
- 3.1.18 The transport waiting area needs to be agreed with the Port of Arrival's operator during the Mobilisation Period and should be in a location that:
- 3.1.19 is at a COVID-19 safe distance from all other Passengers;
- 3.1.20 has sufficient seating, is shielded from the weather elements and has a reasonable temperature for the Passengers to wait in until they are transported;
- 3.1.21 is close enough to the departure point of the transport vehicle to minimise the potential for mixing with other Passengers that are not subject to the same quarantine restrictions.
- 3.1.22 Once the allocated transport arrives, the Supplier Staff shall facilitate a smooth boarding of Passengers onto the vehicle, ensuring it is working with the transport supplier to maintain a COVID-19 safe environment in line with the latest COVID-19 guidelines.

4. Compliant Passengers

- 4.1.1 For those Passengers that have been compliant with the advance quarantine booking service, they will be processed by the BFO at the PCP and progressed to the Registration Point.

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4.1.2 The Supplier shall manage the flow of Passengers to enable collection of baggage and efficient allocation to transport routes through effective and efficient use of queue management systems.

4.1.3 The Supplier shall work with the authorised transport provider to ensure efficient and effective management of the transport area.

5. Non-Compliant Passengers

5.1.1 For those Passengers that are Non-Compliant with the advance quarantine booking process, they will be processed by the BFO at the PCP and passed over to the Suppliers Staff.

5.1.2 Non-Compliant Passengers need to be appropriately risk- assessed to determine whether they should be transported on their own or whether they could be accommodated with other Compliant/Non-Compliant Passengers.

5.1.3 The Supplier shall work with the authorised MQF provider to make bookings for non-compliant Passengers following any BF enforcement action.

5.1.4 The Supplier shall be required to deploy appropriate levels of management, supervisory and other staffing resource to cover the existing Border Force team to ensure that Passengers adhere to current COVID -19 arrival Protocols:

5.1.5 Green Passengers who have not booked their day 2 test package prior to arrival comply with the measures.

5.1.6 Amber Passengers who have not booked their day 2 and day 8 test package prior to arrival comply with the measures.

5.1.7 Red Passengers who have not booked the Quarantine Facility package prior to arrival comply with the measures.

6. Passengers Exempt from entering an MQF

6.1.1 The Supplier shall process Passengers exempt from entering an MQF in line with agreed Standard Operating Procedures (SOPs).

7. Prioritisation of Passengers

7.1.1 The Supplier shall work closely with Port of Arrival airport operator single point of contacts (SPOCs) to prioritise processing and transport of Passengers Requiring Support (PRS), including but not limited to:-

7.1.2 Passengers with complex health or care needs;

7.1.3 Families with children under the age of 5;

7.1.4 Vulnerable Passengers and unaccompanied minors;

7.1.5 The Supplier shall adhere to specific transit protocols agreed between the Buyer, Port of Arrival airport operator, BF and relevant airlines.

7.1.6 The Supplier shall escalate exceptions via the Buyer's operations team.

8. Any Passenger requiring additional support.

8.1.1 The Supplier shall work with the Port of Arrival's airport operator SPOCs to assess whether alternative transport is required for Passengers requiring support, and book accordingly with the Buyer appointed authorised transport provider.

- 8.1.2 The Supplier shall adhere to regulatory standards in processing PRS through the Port of Arrival.

9. Reporting and Performance Management

- 9.1.1 The Supplier shall engage with the Buyer, other Government Departments and other parties/agencies permitted by the Buyer to provide relevant data including but not limited to:
- 9.1.2 Number of Red Arrivals;
- 9.1.3 Number and nature of Exemptions;
- 9.1.4 Number of non-compliant Passengers, including airlines on which they arrive;
- 9.1.5 Arrival times at check points through the end-to-end process;
- 9.1.6 Queue and dwell times as per Service Level Agreement (SLA);
- 9.1.7 Details of Port of Arrival Supplier Staff testing positive for COVID-19;
- 9.1.8 Data recorded through the end-to-end process to be up to date and accessible remotely by the Buyer; and
- 9.1.9 Additional ad hoc data requests to be provided within 48 hours of request.

10. MANAGED QUARANTINE TRANSPORT SECURITY SERVICE REQUIREMENTS

QUARANTINE TRANSPORT SECURITY SERVICE - GENERAL

- 10.1.1 Supplier Staff providing the required Transport Security Services shall act as liaison between coach driver, MQF security team and Guests, with the Buyer representatives and those representing the MQS across the whole journey.
- 10.1.2 Supplier Staff providing the Transport Security Services shall possess appropriate security accreditation applicable to the environment in which they are working.
- 10.1.3 Quarantine Transport Security Services shall include;
 - 10.1.3.1 Provision of Security on Transport across the use cases below, in support of the Managed Quarantine Facilities (MQFs) and assist in the management of the quarantine of all Passengers post arrival from a red country to a designated port of entry;
 - 10.1.3.2 Dedicated service, ports to MQFs;
 - 10.1.3.3 Other ports to MQFs on an as needs basis;
 - 10.1.3.4 Managed Quarantine Facility to Managed Quarantine Facility transfer on an as needs basis;
 - 10.1.3.5 Managed Quarantine Facility to hospital and vice versa on an as needs basis;
 - 10.1.3.6 Managed Quarantine Facility to port of arrival for exceptional cases i.e. short stay MQS guest(s) following an immigration requirement;
 - 10.1.3.7 Provision of Security on Transport Services in support of the Transport Service to accompany transport journeys between Ports

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of Arrival and Managed Quarantine Facilities and nominated other locations, such as medical facilities, hospital, GP services; and

- 10.1.3.8 Provision of Transport Services at Ports of Arrival as notified to the Supplier as the need for service arises;
- 10.1.3.9 The Supplier shall carry out transport and to/from venue risk assessments to help develop the appropriate security staffing numbers needed to meet the security requirements of each facility in line with the Buyer requirements.
- 10.1.3.10 Provision of adequate supervisory and management resource to effectively deliver the service 24/7.
- 10.1.3.11 Management of the boarding process to ensure a smooth operation and COVID-19 -security.
- 10.1.3.12 Seating plan in place and data recorded where every Passenger is located. The seating plan is then to assist NHS Test and Trace operations to contact relevant parties following positive cases on transport.
- 10.1.3.13 Ensuring that the correct Passenger is on the correct transport and alighting at correct destination.
- 10.1.3.14 Manage the flow of Passengers onto correct coach through effective queue management with guest to coach route easily identifiable.
- 10.1.3.15 Welcome guests onto coach via the Public Address System, providing key info for journey and to ensure safe operations.
- 10.1.3.16 Prepare for alighting - ahead of each stop, highlighting which Managed Quarantine Facility is next and which guest are alighting here to ensure correct Passenger is transported to the correct Managed Quarantine Facility.
- 10.1.3.17 Prevent guests alighting at wrong location.
- 10.1.3.18 Absconders process built and managed with appropriate agencies and record keeping for incident management.
- 10.1.3.19 Effective COVID-safe interaction with passengers.
- 10.1.3.20 Security role in transport from Quarantine Facility to hospital/other exceptional areas
- 10.1.4 The Supplier shall assess scenario with MQF Security Staff and determine the level of service provision for each non-standard transport need.
- 10.1.5 The Supplier shall develop and support Managed Quarantine Facility to Managed Quarantine Facility transport in cases of evacuations.
- 10.1.6 The Supplier shall develop and support Managed Quarantine Facility to Guest address for when an exemption has been approved.
- 10.1.7 The Supplier shall develop and deliver a process to provide resolution where a Passenger alights at the incorrect Managed Quarantine Facility.
- 10.1.8 The Supplier shall manage an effective handover from transport to MQF and/or other venue.

11. Passenger Welfare and Support

- 11.1.1 The Supplier shall be mindful of the level of support required of security Supplier Staff to Guests, such as on arrival, meeting their immediate needs in accessing information around the quarantine journey from Port of Arrival to MQF and the range of support services available during their quarantine stay.
- 11.1.2 Supporting individual safety and wellbeing, through Supplier Staff to undertake checks on Guests during all journeys and record their responses and act upon information;
- 11.1.3 Supporting access to urgent or emergency healthcare, on transport with transport provider, taking appropriate and recorded action with the Buyer's oversight;
- 11.1.4 Assisting with the movement of luggage for some Guests where required;

12. MANAGED QUARANTINE FACILITY SECURITY SERVICE: THE REQUIREMENTS

MANAGED QUARANTINE FACILITY SECURITY SERVICE - GENERAL

- 12.1.1 The number of MQFs required may vary as demand increases or contracts and as such the Supplier shall ensure it can meet the changes in demand.
- 12.1.2 The Supplier shall ensure that a minimum of two female members of security Supplier Staff shall be on-shift on each Site at all times.
- 12.1.3 There is a general assumption that all bedrooms will be occupied on a sole occupancy basis on a full board basis. However, the Buyer is cognisant that there will be family groups (couples, parent(s) with children) but the Buyer only expect to see a small proportion of these as part of the wider cohort of Guests to be accommodated.
- 12.1.4 At all times the Supplier shall be expected to work collaboratively with the MQF Site management and staff.
- 12.1.5 Due to the sale and consumption of alcohol within the Managed Quarantine Facilities (Licenced premises), at all times, appropriate numbers of Supplier Staff on-site shall be required to possess SIA Door Supervisor Licences.
- 12.1.6 The Supplier shall fully comply with the "personal information charter" as detailed within the following website:
www.gov.uk/government/organisations/department-of-health-and-social-care/about/personal-information-charter

13. MANAGED QUARANTINE FACILITY SECURITY - RECEPTION SERVICE

- 13.1.1 The Managed Quarantine Facility shall offer a 24/7 365 reception Service and as a result the Supplier shall ensure that all Guests are received as quickly as possible from the Transport Service. The MQF will manage the check-in service and ensure that Guests are familiarised with the MQF's environment and all relevant health and safety information in a method that is understandable by Guests who

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may not have English as their first language. The Supplier is expected to collaborate with the Managed Quarantine Facility to support this familiarisation.

- 13.1.2 The Supplier shall be required to manage large groups of Guests in an efficient manner so as not to increase the risk from COVID-19 and ensure that all COVID-19 Safe protocols are followed.
- 13.1.3 It should be noted that Guests may be tired after long journeys, they may not speak English. The Supplier shall not assume that Guests who speak English can read it. Suppliers shall be expected to provide Translation Services, where possible particularly to assist in welcoming Guests to the MQF.
- 13.1.4 The Supplier shall, support the Managed Quarantine Facility's reception staff, with ensuring the following important information is collected and maintained for health protection grounds:
 - 13.1.4.1 Name/Address;
 - 13.1.4.2 Date of Birth;
 - 13.1.4.3 Passport number;
 - 13.1.4.4 Photocopy of photo page of passport to be retained to day 15;
 - 13.1.4.5 Next of Kin;
 - 13.1.4.6 Onward travel destination and contact number;
 - 13.1.4.7 Room number allocated to family;
 - 13.1.4.8 Number of people in room (if children allocate 2 interconnecting rooms);
 - 13.1.4.9 Any medical conditions and whether guest have adequate prescribed drugs;
 - 13.1.4.10 Any food allergies;
 - 13.1.4.11 Contact mobile number - issue SIM card for this country if network not available;
- 13.1.5 Supplier Staff shall also ensure the room information pack is issued in correct language and isolation rules are read and understood.
- 13.1.6 Supplier Staff shall also be expected to accompany Guests to their rooms and ensure that they understand the need to remain in their rooms throughout their quarantine period.

14. MANAGED QUARANTINE FACILITY SECURITY SERVICE - PATROL/ACCOMPANY SERVICE

- 14.1.1 The Supplier shall be required to conduct regular patrols and should maintain a record of completed patrols. The following, as a minimum should be undertaken:
 - 14.1.1.1 External patrols - to ensure the integrity of the MQF and to ensure that no unauthorised persons are on-site. Supplier Staff shall also ensure that Guests remain within the MQF and comply with the quarantine requirements.

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14.1.1.2 Internal patrols - to ensure that Guests are complying with the quarantine requirements and are remaining within their allocated rooms. It shall also ensure that no unauthorised persons are within the MQF.

14.1.2 At meal service times, Supplier Staff shall accompany MQF staff whilst they deliver meals to rooms to ensure that COVID-19 safe protocols are maintained.

14.1.3 Guests may contact reception/security to request a daily 15-minute fresh air exercise break. Requests should be prioritised on a needs basis using a criteria method to facilitate a fair and transparent approach for Guests. Supplier Staff shall escort Guests from their rooms to the outside space and back to their rooms.

14.1.4 The Supplier shall ensure that COVID-19 positive tested Guests are also permitted fresh air breaks. The Supplier will employ a Standard Operating Procedure which ensures segregation of positive tested Guests from other Guests at all times, including during fresh air breaks.

14.1.5 The Supplier shall ensure that a visible security presence is maintained at Site entrances and exits at all times.

15. MANAGED QUARANTINE FACILITY SECURITY SERVICE - INCIDENT SUPPORT/MANAGEMENT

15.1.1 Supplier Staff and management shall collaborate with and support the Buyer and other stakeholders with incident management including emergency evacuations; external or internal threats such as disruptive Guest behaviour and disturbances and urgent and emergency health related incidents.

15.1.2 Supplier Staff and management shall collaborate with and support the Buyer and other stakeholders with learning from incidents to improve Services.

15.1.3 Supplier Staff and management shall keep accurate records relating to all incidents on a 24/7 basis and will make these available at any point to the Buyer or other stakeholders as directed by the Buyer.

15.1.4 Serious incidents or breaches of guidelines must be reported to the Buyer and/or onsite Liaison Officer immediately.

15.1.5 The Supplier shall have a robust and effective complaints handling process (a complaint will be understood to be an expression of dissatisfaction from a Passenger/Guest or other stakeholder) which must be visible to the Buyer. The Supplier shall acknowledge the Guest complaint in writing within 24 hours, and turn around complaint responses within three (3) days and responses to information from the Buyer within 24 hours.

15.1.6 The Supplier shall ensure availability to support investigation and resolution of complaints.

15.1.7 The Buyer retains a right to insist upon the removal from any or all MQFs any member of Supplier Staff at any time.

15.1.8 Supplier Staff shall assist with MQF evacuations and the segregation of positive tested guests from those providing negative test results. In an emergency situation it will be understood that such segregation may not

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be possible during the actual evacuation phase but must be implemented during the mustering and any subsequent phases of the incident.

16. QUARANTINE FACILITY SECURITY SERVICE - GUEST WELFARE & SUPPORT

- 16.1.1 The Supplier shall note that there is a level of support required to be provided by Supplier Staff to Guests, such as but not limited to:
 - 16.1.1.1 On arrival to meet their immediate needs of accessing the MQF and remaining within their rooms and on Site;
 - 16.1.1.2 Supporting individual safety and wellbeing, as such it may be required for the Supplier's Staff to undertake daily welfare checks for all Guests and record their responses and act upon any requests;
 - 16.1.1.3 Assisting with access to urgent or emergency healthcare, including medication requests;
 - 16.1.1.4 Assisting guests in completing a medical assessment form either hardcopy or electronic;
 - 16.1.1.5 Supporting the lay-out and routine of the MQF and available services in conjunction with the MQF's staff; and
 - 16.1.1.6 Assistance with luggage for some Guests where required.
- 16.1.2 It is highly conceivable that Guests may arrange for deliveries to their rooms from purchases made on the internet, the Supplier's Staff shall need to accept these and deliver them to the relevant Guest. These items could include the list below:
 - 16.1.2.1 Take-away food;
 - 16.1.2.2 Groceries and toiletries;
 - 16.1.2.3 Clothing; and/or
 - 16.1.2.4 Other goods and/or services
- 16.1.3 The Supplier has the right to refuse delivery of an item to the Guest if it is deemed that the item presents any form of risk to the operation of the MQF