**CROWN COMMERCIAL SERVICE**

**and**

**SUPPLIER**

**WORKPLACE SERVICES (fm marketplace phase 2)**

**REF: RM6089**

**Security Lot 1**

**Security Services sub Lot 1A**

**FRAMEWORK SCHEDULE 1a - SPECIFICATION**

**SECURITY SERVICES Lot 1a**

1. **INTRODUCTION**
   1. This Framework Schedule 1a sets out the characteristics of the Services that the Supplier will be required to make available to all Buyers under this Contract.
   2. The Supplier must only provide the Services for the Lot that they have been appointed to.
   3. For all Lots and/or Services, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
   4. The Services and any Standards set out in this Framework Schedule 1a (Specification) may be refined to the extent permitted and set out in the Order Form, refer to Framework Schedule 6 (Order Form Template and Call-Off Schedules) by a Buyer during a stage within the Call-Off Procedure to reflect its Statement of Requirements for entering a particular Call-Off Contract.
2. **STRUCTURE**
   1. The scope of Services together with specific Standards applicable to the Deliverables are set out as below:
      1. **Part A - Specification**
         1. Work Package A – Contract Management
         2. Work Package B – Contract Mobilisation
         3. Work Package C – Security Services
         4. Work Package D – Technical Security
         5. Work Package E – Alarmed Response Centre
         6. Work Package F – Helpdesk Services
         7. Work Package G – Management of Billable Works
         8. Work Package H – Building information Modelling ("BIM") and Government

Soft Landings ("GSL")

* + 1. **Part B - Annexes** 
       1. Annex A - Security Service Standards;
       2. Annex B - Legislative Standards;
       3. Annex C - Helpdesk Response Times;
       4. Annex D - Service Delivery Response Times
       5. Annex E –Introduction to PAS 1192-5:2015
    2. **Part C - Appendices**
       1. Appendix 1 – Complaints, Failure and Recall Process;
          1. Appendix 1.1 Process Map 1 - Complaints;
          2. Appendix 1.2 Process Map 2 - Failure;
          3. Appendix 1.3 Process Map 3 - Recall;
       2. Appendix 3 – Billable Works and Approval Process;
          1. Appendix 2.1 Process Map 1 – Billable Works and Approval Process;
          2. Appendix 2.2 Process Map 2 – Issuing Quotation by Supplier Process;
          3. Appendix 2.3 Process Map 3 – Issuing Instruction for Quotation for Approved Work Order.

**PART A: SPECIFICATION**

1. **SCOPE OF THE SERVICES**
   1. The Services to be provided under this Security Service Lot 1a are set out below.
   2. A Security Service Standard has been provided within the relevant Service Requirement, where applicable.
   3. Each Service states if it is mandatory or non-mandatory and whether pricing is require at Framework or at Call Off.
   4. The Buyer may amend figures in square brackets [ ] to suit their individual needs.

**SERVICE REQUIREMENTS**

**Work Package A – Contract Management**

1. **Service A:1 – Integration**
   1. Service A: 1 - Integration is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 1
   3. The Supplier shall provide an integrated Service ensuring a seamless and coordinated delivery and effective synergies with the Buyer’s third party suppliers and service providers are delivered at all times. The Supplier shall take advantage of synergies between the different Services and the benefits that integration will bring.
   4. The Supplier will work collaboratively with the Buyer to promote excellence and innovation and enhance the reputation of the Buyer amongst key stakeholders across Government and within local communities.
   5. The Supplier shall:
      1. focus on cross / multi-skilling of Supplier Staff to allow for efficiencies when delivering the required Services;
      2. share more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services;
      3. work collaboratively with the Buyer and identify opportunities in relation to delivering the Services;
      4. procure billable works Services only with the sanction of the Buyer and shall use pan-Government Frameworks approved by the CCS when possible. The Supplier shall be invited to review the use of such contracts and make proposals for alternative procurement routes if these can be demonstrated to provide greater value for money for the Buyer; and
      5. provide the benefits of working together to the Buyer. The Supplier shall also provide the most advantageous options in relation to the deployment of Supplier Staff in order to deliver the required Services in the most efficient, cost effective way.
   6. The Supplier shall work collaboratively with the Buyer when establishing their operational delivery plan and shall focus on the use of technology, data and analytics to develop, maintain and improve the workplace experience and value-for-money for the Buyer. These initiatives shall include:
      1. Use of new technology, to include CCTV, movement sensors, drones and robotic solutions, to support the Delivery of Services where appropriate.
   7. The Supplier shall ensure that all opportunities identified that have the potential to deliver performance, economic and social value improvements are presented to the Buyer for consideration.
   8. The Supplier shall ensure that the initiatives agreed with the Buyer are:
      1. Captured within the Service Delivery Plan ("**SDP**"), as defined within Annex A – Security Service Standards;
      2. Reported upon as part of the agreed contract reporting regime.
2. **Service A:2 - Health and Safety**
   1. Service A: 2 - Health and Safety is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 2
   3. The Supplier shall prepare and as appropriate, revise a written safety policy statement. This safety policy must be signed by the Supplier managing director or appropriate senior manager.
   4. The Supplier shall ensure:
      1. their safety policy statement aligns with the requirements of the Buyer and that throughout the Contract period, they have suitable organisation and arrangements in place to implement their safety policy;
      2. the safety policy and safety management plan shall be readily available and accessible to all their employees and anyone, including the Buyer, who may require sight of it; and
      3. details of their Safety Management shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness.
      4. they have appropriate number of first aid trained personnel deployed to successfully meet their own and the Buyer’s H&S requirements in accordance with the Health and Safety (First Aid Regulations) 1981.
   5. If required, the Supplier shall provide a professional advice service on all matters relating to the Health and Safety at Work Act 1974 and any subsequent re-enactments.
   6. The Services may be requested by mutual agreement between the Buyer and the Supplier and shall be limited to the Buyer Premises and Security Services issues.
   7. The Supplier shall notify the Buyer in writing of any potential implications of not implementing the recommendations of any advice given.
   8. The Supplier shall provide a single point of contact for professional advice pertaining to Health and Safety matters as they relate to the Delivery of the Services and management at each Buyer Premises.
   9. The Supplier is required to provide a Health and Safety expert who is either a member of the Institution of Occupational Safety and Health (**"IOAH"**) or hold an equivalent qualification that is issued by a recognised organisation. Details of the professional qualifications and accreditation required will be defined at Call-Off.
   10. The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving their staff, to include Sub-Contracted third party staff delivering Security Services on their behalf, and shall issue a written report which shall include recommendations to prevent any repeat to the Buyer.
   11. The Supplier shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation and shall ensure the Buyer is notified immediately in writing.
3. **Service A:3 - Management Services**
   1. Service A: 3 - **Management Services** is **a Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 3
   3. The Supplier shall:
      1. ensure a change management plan is in place which shall be developed and agreed with the Buyer at the Contract mobilisation phase;
      2. ensure that they have processes in place to attract, recruit and retain appropriately skilled and experienced Supplier Staff for the duration of the Call-Off Contract. The Supplier Staff shall be security cleared to “SC” level unless the Buyer specifies otherwise at Call Off. Details of the professional qualifications and accreditation required will be defined at Call-Off;
      3. develop and maintain appropriate management and staffing levels for the supply of the Services as documented in the SDP within the Security Service Standards;
      4. develop and maintain appropriate working practices, policies, procedures and methods to ensure that the Services are supplied in accordance with Annex A - Security Service Standards. The Supplier shall follow such Standards at all times;
      5. Review all method statements and risk assessments from third party suppliers prior to the start of any Security Services related activities to ensure:
         1. The works processes and control measures are compliant with all Health and Safety and Buyer requirements; and
         2. All Supplier Staff engaged in the work possess the relevant skills, qualifications and accreditations to undertake the works.
      6. Comply with all of the Buyer’s procedures and security policies and act upon the instructions of the Buyer should there be a change in the threat assessment and Response Level (Response Level has the meaning given to it at SC9 of Annex A - Security Service Standards of this Framework Schedule 1a (Specification) associated with the Buyer Premises. Further details of the security requirements will be provided at Call-Off;
      7. Ensure that all staff adopt and follow all security contingency plans as directed by the Buyer in the event of a security alert or incident;
      8. Ensure all Supplier staff are provided with the necessary training in relation to their responsibilities and activities when changes in security status occur;
      9. Be aware that the implementation of these enhanced measures may require all Supplier, Sub Contractor and supply chain staff to vacate an Affected Property as directed by the Buyer;
      10. Ensure that Supplier Staff and Subcontractors requiring access to the Buyer’s Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access;
      11. Unless prior approval has been received from the Buyer the Supplier shall be responsible for meeting the costs associated with security clearances for Supplier staff and sub-contractors;
      12. Unless prior approval has been received from the Buyer the Supplier shall be responsible for the provision of security cleared escort services and shall meet all associated costs as required for works undertaken by the Supplier on in-scope Services; and
      13. Recognise that some of the Buyer’s data is protectively marked and may contain potentially sensitive information and shall ensure that management systems are in place to maintain the security of the Buyer’s data. Further information will be provided at Call-Off stage.
      14. The Supplier shall ensure that all supplier owned equipment is maintained and complaint with regards to H&S and statutory requirements, where a relevant Risk Assessment states all portable equipment shall be tested at the Suppliers cost.
   4. The Suppliers staff, to include all Sub-Contracted and supply chain staff, shall cooperate with and assist the Buyer with the implementation of all enhanced security related measures required in the event that enhanced security measures be required in response to increased threat assessment and / or level of alert.
   5. The Supplier shall provide expert technical and professional advice to the Buyer upon request on issues related to the Services detailed within this Framework Schedule 1a (Specification).
4. **Service A:4 - Service Delivery Plans**
   1. Service A: 4 - Service Delivery Plans is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 4
   3. The Supplier shall prepare a SDP for each Buyer’s requirements, describing its approach to providing the required Services. As a minimum the SDP shall contain:
      1. Scope and Services objectives;
      2. Variation Procedures and additional work requests;
      3. Operational structure including resource proposals;
      4. Quality policy / quality statement;
      5. Third party suppliers / partners;
      6. Balanced scorecard certification;
      7. Procurement of Services;
      8. Computerised Asset management system;
      9. Inspections;
      10. Conservation and sustainability;
      11. Management arrangements;
      12. Quality management;
      13. Complaints management processes;
      14. Operational liaison;
5. **Service A:5 - Risk Management**
   1. Service A: 5 – Risk Management is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 5
   3. Where required and in conjunction with the Buyer, the Supplier shall construct a service risk register for each Buyer Premises listed within the Call-Off Contract data. The Supplier shall have sole responsibility for the drafting and updating of the risk register.
   4. The Supplier shall be required to operate business unit specific risk management systems including the drafting and updating of such systems.
6. **Service A:6 – Customer satisfaction**
   1. Service A: 6 - Customer satisfaction is a **Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SA 6
   3. The Supplier shall ensure that:
      1. they have processes in place to provide a proactive and responsive customer service, managing customer satisfaction to the agreed levels throughout the duration of the Framework Contract Period;
      2. they have processes in place for managing customer satisfaction, ensuring satisfactory customer service is provided to the Buyer, building users, occupants of Buyer premises , users of training facilities, all stakeholders and customers at all times;
      3. their customer satisfaction processes align with the Buyer’s Quality Management System ("**QMS**") where appropriate. Further information will be provided at Call-Off; and
      4. they administer the formal process for handling service failures, complaints and works Recall as set out in Appendix 2 – Complaints, Failure and Recall Process.
   4. The Supplier shall conduct customer satisfaction surveys as part of their ongoing commitment to continuous improvement and performance management (in addition to ensuring value for money).
   5. The Supplier's SDPs shall contain details of the proposed methodology for carrying out the customer satisfaction surveys including:
      1. Survey method / medium (online, paper based etc.);
      2. Approach to maximising survey responses;
      3. Sample / draft questionnaire; and
      4. Approach to the analysis of results.
   6. Where the customer satisfaction survey results are of a score less than the agreed satisfaction level (satisfaction level to be agreed by the Buyer at Call-Off stage), the Supplier shall investigate the cause of the dissatisfaction and produce an action plan to address the root cause of customer dissatisfaction, and where appropriate carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.
7. **Service A:7 – Reporting**
   1. Service A: 7 – Reporting is a **Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SA: 7
   3. The Supplier shall ensure that:
      1. All data used to generate reports is held within a Management Information System (MIS);
      2. They deliver a dynamic reporting capability to the Buyer via electronic interface accessible via portal and web browser facility;
      3. The format, standard and frequency of reporting is developed and agreed with the Buyer and Delivered in accordance with their requirements; and
      4. The information required to report against its agreed KPIs is contained within the Management Information System (MIS) and maintained accurately at all times.
   4. The Supplier shall provide a broad and comprehensive reporting solution under the following categories:
      1. Industry-standard Security Services reports; and
      2. Performance measurement and statistical reporting.
   5. The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being provided including:
      1. Reportable incidents;
      2. Real time Reporting;
      3. Expert analysis reports;
      4. Ad hoc reporting requirements;
      5. Self-service reporting capability;
      6. Performance measurement and reporting; and

**Reportable incidents**

* 1. The Supplier shall inform the Buyer via the helpdesk service each time reportable incidents occur. These shall be recorded on the Management Information System (MIS) and shall include:
     1. Health And Safety accidents and incidents, to include HSE RIDDOR reports;
     2. Pollution and contamination incidents;
     3. Statutory Compliance failures;
     4. Asset and system failures which may impact on business continuity;
     5. Physical and document security breaches;
     6. Service failures;
     7. Instances of wilful damage or vandalism;
     8. Issues with the potential to disrupt energy and utility provision;
     9. Staff disciplinary issues where associated with personal integrity which may have the potential to damage the reputation of the Buyer; and
     10. Complaints.
  2. Further information on the reporting requirements will be provided at Call-Off stage.

**Expert analysis reports**

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

**Ad hoc reporting requirements**

* 1. The Buyer may request the Supplier to create and generate ad hoc reports on its behalf;
  2. Where necessary and agreed, the Supplier shall provide the reports with expert commentary, as specified by the Buyer; and
  3. The Buyer is answerable to Parliament and, on occasion, is required to respond to parliamentary questions regarding the Buyer's Buyer Premises on an urgent basis. The Supplier shall comply with any such reasonable request in the event information is required under these circumstances.

**Self-service reporting capability**

* 1. The Supplier shall provide the Buyer with the ability to modify existing reports, or design and store user-specific reports on an ad hoc basis, as specified by the Buyer.

**Supplier Performance measurement and reporting**

* 1. The Supplier shall report on its own performance against the agreed KPIs and other measures reasonably requested by the Buyer. These reports shall include summaries at region, establishment, business and Service level, as appropriate, for the following:
     1. Achievement against KPI agreements;
     2. Achievement against social value initiatives;
     3. Reasons for failure to meet any KPI agreements;
     4. Performance failures accruing as a result of failure to meet KPI agreements;
     5. Levels of Statutory Compliance;
     6. Performance against sustainability plan;
     7. Details of performance against planned maintenance activities, including reactive works generated from planned maintenance activities;
     8. Details of Assets or systems taken out-of-service for health and safety or operational reasons;
     9. Details of recommendations generated from Planned Maintenance works;
     10. Reasons for failure to complete planned statutory and mandatory inspections / tasks;
     11. Progress / status of work orders;
     12. Waste volumes;
     13. Complaints;
     14. Health and Safety accident reporting / RIDDOR reports;
     15. Environmental incidents;
     16. Security breaches;
     17. Achievement against the Delivery of statutory testing and inspections;
     18. Progress on outstanding actions; and
     19. Details of actions plans for the following Month which will be reviewed to check progress and track actions carried out to completion. The Buyer shall not unreasonably withhold or delay agreement of these action plans with the Supplier.
  2. For performance measurement and reporting, the Supplier shall report against its performance through the following:
     1. Calculation of Supplier performance results against Annex E - Service Delivery Response Times, and the KPI agreements in the Supplier performance mechanism
  3. The Supplier shall be required to input performance data relating to its operational KPIs into the Management Information System (MIS).
  4. The Supplier shall collate the data required to calculate its performance against the obligations in the Supplier performance mechanism;
  5. The Supplier shall compile and issue the required Framework Management Information (MI) data on a monthly basis via the CCS portal.
  6. The Supplier shall measure its performance each Month against each of their KPIs and calculate payment mechanism scores in accordance with its Supplier performance mechanism;
     1. Reporting Supplier performance data and associated information
  7. During the mobilisation period, the Supplier shall provide a report for the Buyer on a Monthly basis. The format will be specified by the Buyer and agreed with the Supplier;
  8. The Supplier shall provide a quarterly report to the Buyer detailing the performance scores and associated Deductions calculated; and
  9. The Supplier shall provide a reconciliation report to the Buyer within seven (7) calendar days following the end of each quarter.
  10. For statistical information reporting, the Supplier shall provide Monthly comprehensive Management Information statistics and trend analysis in relation to all aspects of the Services including:
      1. Inbound volume, by type and region;
      2. Completed Service requests, by inbound channel;
      3. Average and maximum call waiting times;
      4. Average inbound call duration;
      5. Volume of duplicate Service requests;
      6. Total outbound calls;
      7. Benchmarking; and
      8. Volume of requests originated by the Supplier.
  11. The Supplier shall provide the Buyer with any required reports, written information or statistical information in relation to the Services against all data held within the Management Information System (MIS). This will be in response to reasonable ad hoc requests from the Buyer.

1. **Service A:8 – Performance Self-Monitoring**
   1. Service A: 8 – Performance Self-Monitoring is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 8
   3. The Supplier is required to undertake a performance self-monitoring regime which is to be agreed with the Buyer. This shall be inclusive of all Services Delivered by third party suppliers and partners.
   4. Within the performance self-monitoring regime, the Supplier is required to:
      1. Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting;
      2. Monitor the performance of the Services via a programme of internal and external audits and inspections and trend analysis of recorded data in the Management Information System (MIS) and produce Monthly performance reports for the Buyer; and
      3. Maintain a Management Information System (MIS) to analyse information on the performance of each required Service. It shall be capable of reporting performance against defined performance requirements.
   5. The MIS system, utilised by the Supplier, shall at all times be capable of monitoring performance of Services, notwithstanding any changes in work practices, technology and agreed performance Standards.
   6. The Supplier shall be responsible for maintaining the MIS software and systems and shall ensure they use the latest software releases to maximise the benefits of new technology.
   7. The Supplier shall work with the Buyer and support their internal management processes. The Supplier’s self-monitoring regime shall recognise these processes and capture feedback from Buyer audits and inspections, to include independent audits scheduled by the Buyer. The Supplier shall be responsible for taking appropriate action to Deliver agreed outcomes to identified issues and failures.
2. **Service A:9 - Business Continuity and Disaster Recovery ("BCDR") Plan**
   1. Service A: 9 – Business Continuity and Disaster Recovery ("BCDR") Plan is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 9
   3. In accordance with Call-Off Schedule 8 - Business Continuity and Disaster Recovery, the Supplier shall have a BCDR Plan to Deliver the Services at each Buyer Premises throughout the duration of the Call-Off Contract.
   4. The Supplier shall:
      1. Notify the Buyer as soon as it becomes aware of a Disaster event or a likely Disaster event. The Supplier shall collaborate with the Buyer to ensure that the BCDR Plan interfaces seamlessly to support the Buyer's business;
      2. Liaise with the Buyer to ensure that appropriate communication lines are maintained;
      3. Ensure that its BCDR Plan addresses the loss of or disruption to all energy supplies and shall ensure that these have been reviewed and Tested to a programme agreed with the Buyer. The Supplier shall coordinate the BCDR Plan with the Buyer and utilities providers;
      4. Ensure its BCDR Plan is executed as planned with due expediency following the loss of one or more energy supplies. The Supplier shall inform the Buyer of all scheduled interruptions to any energy supply if it may affect the Buyer's operations; and
      5. Provide its BCDR Plan within thirty (30) Working Days (or as otherwise agreed by the Buyer at 'Further Competition' procedure) following the Call-Off Start Date. The BCDR Plan shall be reviewed on a regular basis and as a minimum once every six (6) months.
   5. At the request of the Buyer, the Supplier shall assist in testing the Buyer's BCDR Plan at intervals to be agreed by both Parties.
   6. The Buyer may require the provision of professional advice in relation to its own BCDR Plan, including the safe evacuation of premises during an emergency and the operation of emergency systems. This advice shall be of a practical nature and shall relate to the on-going provision of the Services at each Buyer Premises. The Supplier shall note that the acquisition and setting-up of immediate replacement accommodation shall not be required as part of this Service.
   7. The Buyer's BCDR Plan is confidential and the Buyer will decide which information will be divulged to assist in the process. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the Buyer.
3. **Service A:10 – Quality Management Systems**
   1. Service A: 10 – Quality Management Systems is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 10
   3. The Supplier shall have in place ISO 9001 accreditation.
   4. The Supplier shall maintain such accreditation throughout the Framework Period.
   5. The Supplier shall provide the Authority with evidence of its ISO 9001 accreditation upon request at any time during the Framework Period.
   6. The Supplier shall implement a Quality Management Plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology to align with and support the Buyer's existing ISO 9001 accreditation and its related systems and for delivering continuous improvement.
   7. The Supplier shall be responsible for undertaking an annual review of their quality management system with the Buyer to ensure compliance with ISO 9001 to ensure the management systems continue to be suitable, adequate and effective.
   8. Where requested by the Buyer the Suppliers quality management system shall be accredited by the UK Accreditation Service (“**UCAS**”). Further details of the requirement will be provided at Call-Off.
4. **Service A:11 – Staff and Training**
   1. Service A: 11 –Staff and Training is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 11
   3. The Supplier shall attract, recruit and retain staff to deliver the required Services and any future expansion of the required Services.
   4. The Supplier shall ensure that all Supplier Staff employed on the Contract receive appropriate training to ensure the successful and safe Delivery of the Services, these shall include the SDP, quality management plan, the health and safety (Safe System of Work) plan and sustainability plan. The training shall be programmed such that it includes induction, refresher and awareness training.
   5. The Supplier shall be responsible for the provision of training and refresher training to Buyer Staff including:
      1. Use of Management Information System (MIS) and associated IT systems;
      2. Business processes;
      3. Health and Safety;
      4. Use of fire-alarm testing and emergency systems; and
      5. Site Induction training.
   6. Further details of these requirements will be provided at Call-Off stage.
   7. The Supplier shall maintain appropriate staff records and training records for all Supplier Staff. The Supplier shall also maintain records of any training provided to the Buyer’s Staff.
   8. The Supplier shall work collaboratively with the Buyer by employing the Buyer’s Staff on a secondment basis to assist their personal development by:
      1. Gaining hands on work experience;
      2. Receiving training;
      3. Gaining professional qualifications; and
      4. Gaining experience of work in the private sector.
   9. Details of requirements will be defined by the Buyer at Call-Off stage.
   10. The Supplier shall ensure that all Supplier Staff provide evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act 2006. The cost of obtaining any such evidence shall be the responsibility of the Supplier.
   11. Any Supplier Staff who are employed in areas where they may have contact with children or vulnerable adults must be in receipt of an enhanced level disclosure or barring check in accordance with current legislation and guidance.
   12. Any Supplier Staff who has not received the clearance required by the Buyer, and who are required to be at the Buyer Premises must be accompanied and supervised at all times by an individual who has the appropriate level of clearance.
   13. The Supplier shall provide an induction programme for all Staff and for any relevant Buyer Staff, and also participate in any relevant Buyer induction programme.
   14. The Supplier shall investigate where more than one (1) substantiated complaint is made against any individual member of its Staff within any Month. The Supplier shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the Monthly performance reports as required through the Call-Off Contract with the Buyer.
   15. Supplier Personnel shall be suitably presented and wearing all required uniforms and/or appropriate work wear at all times (in line with the defined Standards). The Supplier shall be responsible for the provision of all equipment, workwear, uniforms and PPE for their personnel for use on the Contract.
5. **Service A:12 - Selection and Management of Subcontractors**
   1. Service A: 12 – Selection and Management of Subcontractors is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SA: 12
   3. The Supplier is required to actively manage all aspects of Sub-Contract involvement in the Call-Off Contract to ensure that all Services received reflect that required under the Call-Off Contract, and specifically that which is paid for. Key aspects of the role include the Services set out below:
      1. Protecting the Buyer's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Call-Off Contract;
      2. Ensuring that all Subcontractors operate a Safe System of Work and that all activities at the Buyer Premises are delivered in compliance with the Supplier’s Health & safety policy statement and Management Plan;
      3. Performance monitoring against agreed KPIs;
      4. Benchmarking and market testing of Services against the provision from other Service providers;
      5. Problem solving and Dispute (prevention and) resolution where issues exist;
      6. Auditing and inspecting the Subcontractors' work, ensuring that they comply with the contractual requirements on quality, Health and Safety, environmental and legislative requirements;
      7. Establish and maintain appropriate records and information management systems to record and manage the performance of the Subcontractors;
      8. Receiving, checking and authorising invoices for payment for additional Services;
      9. Receiving, checking and authorising invoices for payment for additional Services/ Billable Works in compliance with the Government’s Prompt Payment Policy 2015; and
      10. Monitoring Subcontractors' approach to rectifying defects.

**Service A: 13 – Social Value**

* 1. Service A: 13 –**Social Value** **is** **a Mandatory Service priced at Framework**
  2. In addition, the following Standards Ref apply to this Service SA: 13
  3. The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental wellbeing in connection with public Services contracts and for connected purposes as well as allowing for national and local strategies around this area.
  4. The Supplier may be required at the Call-Off stage to identify as an optional variant the social value initiatives it proposes as proportionate and relevant to the Call-Off Contract and shall be responsible for recording and reporting performance against agreed Social Value scorecards. These initiatives shall include:
     1. Creating supply chain opportunities for SME’s;
     2. Appointment of apprenticeships;
     3. Providing additional opportunities for individuals or groups facing greater social or economic barriers;
     4. Supporting work placements to school children and young adults;
     5. Recruitment of locally engaged labour;
     6. Recruitment of long-term unemployed labour;
     7. Recruitment of NEET’s labour;
     8. Recruitment of local supply chain partners;
     9. Procurement and sourcing of sustainable Services and products;
     10. Encouraging ethical and fair trade procurement; and
     11. Encouraging community engagement.

**Community benefits**

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

**The public sector in the UK**

* 1. The public sector in the UK is committed to the Delivery of high quality public services, and recognises that this is critically dependent on a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.
  2. Public bodies in the UK are adopting fair work practices, which include:
     1. A fair and equal 'pay policy' that includes a commitment to supporting the Living Wage, including, for example being a 'Living Wage Accredited Employer';
     2. Clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to apprenticeships and the development of the UK’s young workforce;
     3. Promoting equality of opportunity and developing a workforce which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
     4. Support for learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;
     5. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance; and
     6. Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice.
  3. In order to ensure the highest Standards of service quality in this Contract the public bodies in the UK expect Suppliers to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

**Service A: 14 Generic Statutory Obligations and Requirements**

* 1. Service A: 14 – Generic Statutory Obligations and Requirements is a **Mandatory Service priced at Framework**

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

* 1. The Supplier shall at all times ensure that:
     1. Service Delivery to the Buyer Premises are undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the Buyer’s premises as defined at Call Off, Good Industry Practice, manufacturer’s recommendations and where appropriate the requirements specified by the Buyer as defined at Call-Off stage;
     2. It provides any training required by the procedures and statutory provisions in respect of all Staff (whether Buyer or Supplier Staff) at the Buyer Premises;
     3. It operates a Safe System of Work in accordance with their Health and Safety Policy and ensures that all risk assessments are current and accurately reflect the works and risks associated with the Services being undertaken; and

1. The Supplier shall provide paper copies of all Documentation associated with Statutory Compliance reports or Documentation for retention at the Buyer Premises. These requirements will be defined at Call-Off stage

**Work Package B – Contract Mobilisation**

1. **Service B:1 – Contract Mobilisation**
   1. Service B - Contract Mobilisation is a **Mandatory Service priced at Call Off**
   2. In addition, the following Standards Ref apply to this Service SB
   3. The mobilisation period will be a six [6] Month period (unless otherwise agreed with the Buyer at Call-Off stage). The legal rights and obligations of the Supplier during this period are those stipulated in the Call-Off Contract.
   4. During the mobilisation period, the incumbent Supplier shall retain full responsibility for all extant Services until the Service Start Date or as otherwise formally agreed with the Buyer. The incoming Supplier's full service obligations shall formally be assumed on the Service Start Date as set out in Call-Off Schedule 22 - Call-Off Tender.
   5. The Supplier shall work cooperatively and in partnership with the Buyer, incumbent Supplier, and other Security Services supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services.

**Mobilisation Plan**

* 1. The Supplier shall:
     1. Work with the incumbent Supplier and Buyer to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;
     2. Mobilise all the Services specified in the Specification within the Call-Off Contract;
     3. Appoint a Supplier Authorised Representative who shall be responsible for the management of the mobilisation period. This is to ensure that the mobilisation period is planned and resourced adequately, and act as a point of contact for the Buyer;
     4. Produce a Mobilisation Plan, to be agreed by the Buyer, for carrying out the requirements within the mobilisation period including key Milestones and dependencies;
     5. Detail how they will work with the incumbent Supplier and the Buyer Authorised Representative to capture and load up information such as Asset data;
     6. Liaise with the incumbent Supplier to enable the full completion of the mobilisation period activities;
     7. Produce and implement a communications plan, to be agreed with the Buyer, including the frequency, responsibility for and nature of communication with the Buyer and end users of the Services;
     8. Produce a mobilisation report for each Buyer Premises to encompass programmes that will fulfil all the Buyer's obligations to landlords and other tenants. The format of reports and programmes shall be in accordance with the Buyer's requirements. Particular attention shall be paid to establishing the operating requirements of the occupiers in drawing up these programmes for agreement with the Buyer;
     9. Manage and report progress against a Mobilisation Plan;
     10. Construct and maintain a mobilisation risk and issue register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer in order to mitigate them;
     11. Attend progress meetings (frequency of such meetings shall be determined at Call-Off stage) in accordance with the Buyer's requirements during the mobilisation period. Mobilisation meetings shall be chaired by the Buyer and all meeting minutes shall be kept and published by the Supplier; and
     12. Ensure that all risks associated with the mobilisation period are minimised to ensure a seamless change of control between incumbent provider and the Supplier.

**Interaction with stakeholders**

* 1. The Supplier shall conduct site visits where weaknesses in Asset data have been identified, to reassess the accuracy of the data.
  2. The Supplier shall familiarise itself with the Buyer's Buyer Premises and the needs of the building users.
  3. The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including:
     1. Liaison;
     2. Reporting;
     3. Co-ordination and provision of Services;
     4. Attendance at meetings; and
     5. Management and resolution of stakeholder issues
  4. Further details of the stakeholder management requirements will be provided at Call-Off stage.
  5. The Supplier shall ensure that all the necessary arrangements to allow continuous operations by the building users are in place by the end of the mobilisation period.
  6. During the mobilisation period the Supplier shall undertake the routine examinations and inspections of the premises and Services necessary to assume its duties.

**Security during the mobilisation period**

* 1. The Supplier shall note that it is incumbent upon them to understand the lead-in period for security clearances and ensure that all Supplier Staff have the necessary security clearance in place before the Service Start Date. The Supplier shall ensure that this is reflected in their Mobilisation Plans.
  2. The Supplier shall ensure that all Supplier Staff and Subcontractors do not access the Buyer's IT systems, or any IT systems linked to the Buyer's, unless they have satisfied the Buyer's security requirements.
  3. The Supplier shall be responsible for providing all necessary information to the Buyer to facilitate security clearances for Supplier Staff and Subcontractors in accordance with the Buyer's requirements.
  4. The Supplier shall provide the names of all Supplier Staff and Subcontractors and inform the Buyer of any alterations and additions as they take place throughout the Call-Off Contract.
  5. The Supplier shall ensure that all Supplier Staff and Subcontractors requiring access to the Buyer's Buyer Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. Unless prior Approval has been received from the Buyer, the Supplier shall be responsible for meeting the Costs associated with the provision of security cleared escort services.
  6. If a property requires Supplier Staff or Subcontractors to be accompanied by the Buyer’s Authorised Representative, the Buyer must be given reasonable notice of such a requirement, except in the case of emergency access.

**Work Package C – Security Services**

1. **Service C:1 - Manned Guarding Service**
   1. Service C 1 -Manned Guarding Service is a **Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SC: 1
   3. Generic Security Services requirements
   4. The General Requirements for Security Services shall apply.
   5. The Supplier shall provide a professionally managed, high quality Security and Guarding Services using Approved Contractors accredited by Security Industry Authority (SIA).
   6. The recommendations from the policy development initiatives being carried out by the Government Security Secretariat, led by the Cabinet Office, will be adopted as the Standard for the delivery of Security Services across the Government and public estate. This will include a common pass system for the Civil Services, opportunities for sharing guarding contracts and other shared security services.
   7. Compliance with Data Protection Legislation and other relevant legislation shall be maintained throughout Framework period.
   8. Guidance should be sought from the various trade and governing bodies for the sector including:
      1. Security Systems and Alarms Inspection Board (SSAIB);
      2. All Supplier Staff delivering Security Services must have SIA or equivalent accreditation.
      3. All Supplier Staff delivering Security Services shall have a good comprehension of the English language and be able to follow direction and orders as necessary. Adequate written abilities shall also be expected (important when making reports in the daily occurrence book).
   9. Screening measures should reflect the risks the Buyer faces and consistent with other security measures in place.
   10. In relation to vehicle screening, similar principles to screening Supplier Staff should be applied when deciding whether, and at what level, to screen vehicles at entrances to Buyer Properties, though processes and equipment will differ from those used for personnel screening.
   11. In relation to screening mail, screening measures should be proportionate to the risks the Buyer faces and consistent with other security measures in place. Processes and equipment will likely differ from those used for personnel and vehicle screening.
   12. Clear procedures and processes shall be in place for responding to incidents.
   13. The Supplier shall agree the Standards with the Buyer and/or the Departmental Security Officer as there will be specific requirements for each Buyer Premises.
   14. The Supplier shall ensure that the Services are delivered in line with BS 25999 – Business Continuity Management. This is as an integral part of any Service offering and will need to be considered and fully scoped by each Buyer Representative.
   15. The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each Business Unit and as described in the relevant BDCR Plan.
   16. The Supplier shall ensure that regular reporting of the Service shall be captured as part of the Monthly reporting requirements. Incidents should be notified to the Buyer Security Representative within 24 hours or as soon as practicable. The daily occurrence book is to be available for inspection at any time by the Buyer.
   17. The Buyer shall agree the form of dress to be worn by Supplier Staff in each situation.
       1. Supplier may choose to have its own corporate uniform. Uniforms to cater for all seasons, e.g. winter patrols as agreed with the Buyer. Other styles will be by agreement with the Buyer.
       2. Purchase of uniforms for staff shall comply with relevant Government Buying Standards.
   18. All Supplier Staff delivering Security Services shall have successfully attended and be in possession of a first aid responder qualification. All and any relief staff must carry current certification in this first aid qualification.
   19. All Supplier Staff delivering Security Services shall be competent and trained in the response to and use of the fire alarm system and the procedures to be followed in the event of an alarm sounding.
   20. The Supplier shall provide a guarding service that will include the operation and management of CCTV within a controlled environment such as a control room. This service will be delivered in accordance to Buyers requirements. Which will include but not be restricted to :-
       1. Data that might be offered as evidence is received, stored, reviewed or analysed.
       2. Monitoring of traffic regulations.
   21. The Supplier shall provide a guarding Service that will include the duties set out below:
       1. The operation of building access control systems for people and vehicles, into Buyer Premises to prevent unauthorised access;
       2. Responding to intruder detection system alarms, fire alarms, lift alarms and incidents and hazards or threats identified and report and record to the Buyer;
       3. Supplier Staff (conducting searches) and their visitors according to the current response level for the Buyer Premises;
       4. Conduct daily checks on all security and searching equipment including CCTV systems, including confirmation of recording, search wands and archways, to ensure effective operation prior to use. Any defects found in the equipment should be reported immediately to the Buyer Authorised Representative for the Buyer Premises;
       5. Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with the Buyer’s requirements;
       6. Patrol exterior including car park areas where appropriate and interior areas of building to identify and report any hazards and security weaknesses, threats and defects and take appropriate action in line with the Buyer’s requirements;
       7. Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required;
       8. Process and enable building passes following authorisation from the Buyer and operate the Automated Access Control System ("**AACS**") in accordance with the Buyer’s requirements;
       9. Security breach patrols within the Buyer Premises are to be conducted outside of operational Working Hours and managed to identify offenders and return any confiscated materials in accordance with the Buyer’s requirements;
       10. Operate fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed professionally and in accordance with the Buyer’s requirements as outlined within the assignment instructions;
       11. Secure perimeter of the Buyer Premises, including fire exits and ensure only authorised access into the Buyer Premises in the event of evacuation.
       12. Report incidents immediately to the Buyer Authorised Representative (including the fire and incident authorised control officer) and complete a security incident or accident report form if appropriate;
       13. Monitor and control Delivery and removal of all Goods and mail to each Buyer Premises, logging and maintaining such records in accordance with the Buyer’s requirements;
       14. Operate barrier control systems;
       15. Manage car parking security;
       16. Order and keep records of taxis booked during non-operational Working Hours for Buyer staff;
       17. Liaison with the helpdesk for non-operational Working Hours Service Calls;
       18. Control all radio battery charging;
       19. Issue and receipt of fire alarm pagers daily;
       20. Manage / assist with the release of trapped staff in lifts;
       21. Open and lockup of Buyer Premises including escort of cleaning staff;
       22. Search baggage and vehicles on entry, dependent on the response level;
       23. Secure any lawfully held items surrendered or seized, provide receipts and return to the owners on leaving;
       24. Handle lost property;
       25. Inform the police when any unlawfully held item or offensive weapon is surrendered or seized; and
       26. Record and report statistics on items surrendered and seized to the Buyer.
   22. The Supplier shall maintain a physical security provision required by the Buyer to meet the requirements of Call-Off Schedule 22 - Call-Off Tender.
   23. The Supplier shall comply with the required security Standards as detailed in the Security Service Standards.
   24. The Supplier shall be responsible for the production and regular updating of assignment instructions that cover all the Buyer’s requirements. The assignment instructions shall be approved by the Buyer Security Representative. The Supplier shall comply with any assignment instructions as requested by the Buyer via the Variation Procedure as set out in clause 24 of the Core Terms.
   25. The security Service of the Supplier shall meet the requirements of the Buyer for guarding, use of technology and procedures. The Supplier shall liaise directly with the Buyer security Representative as required by the Buyer and shall at all times ensure that access to Supplier Staff is granted on request by the Buyer.
   26. The Buyer reserves the right to conduct its own spot checks of the arrangements laid down by the Supplier in order to satisfy itself of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during the Call-Off Contract without any prior notice.
   27. The Supplier shall maintain a comprehensive list of the Supplier Staff / Buyer Staff to be contacted in an emergency situation. This list shall include specialist staff and/or Subcontractors for items of plant, equipment or fabric that may affect the security of each Buyer Premises and this list shall be made available to all appropriate staff and to the helpdesk.
   28. 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.
   29. The Supplier shall be responsible for the provision of appropriate communications devices as required by Supplier Staff to deliver the services at Buyer Premises and must ensure they are sanctioned in writing by the Buyer. The Supplier shall ensure that all security staff carry valid passes as approved by the Buyer at all times whilst on duty. The Supplier shall supply and maintain all mobile communications equipment required by Supplier Staff for the supply of the Services.
   30. The Supplier shall ensure that Supplier staff delivering the service have successfully received training in lift entrapment / lift release procedures and shall ensure that at least one member of the security team per security shift at the Buyer Premises possesses a current training qualification / certification. Where the passenger lift at the Buyer Premises prevent this provision the alternative arrangements will be defined by the Buyer at Call Off.
   31. The Supplier shall be responsible for the provision of gender appropriate security staff to meet the Buyer’s security requirements.
2. **Service C:2 - CCTV / Alarm Monitoring**
   1. Service C 2 - **CCTV / Alarm Monitoring** is **a Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SC: 2
      1. The Supplier shall:
      2. Operate the Buyer’s Closed Circuit Television ("CCTV") systems in accordance with CPNI guidelines and all legislation e.g. Data Protection Act 1998;
      3. Watch and monitor all on-site CCTV displays for security incidents/breaches as part of the overall security requirements at each Buyer Premises with static guarding, unless the security measures in place at the Buyer Premises determine that the CCTV system is in place to provide an evidential record only and that real-time monitoring is not necessary;
      4. Ensure that Supplier Staff viewing CCTV displays are changed at sufficiently regular intervals to maintain alertness as defined in recognised industry guidelines and in compliance with Health and Safety legislative requirements. The Supplier shall ensure that at least one (1) guard (Security Industry Authority ("**SIA**"), CCTV certified or equivalent) monitors the CCTV screens at all times and that cameras are intelligently tasked in accordance with the Buyer’s operational requirements; and
      5. Ensure that any Supplier Staff viewing CCTV displays have immediate access to other staff, including emergency/incident control staff, at all times, to ensure the safe and secure functioning of each Buyer Premises and its building users and to facilitate the instigation of action as appropriate. It shall be the responsibility of the Supplier to publish guidelines to Suppliers and the Buyer’s Staff and update these as required, including all liaisons with and instructions from the Buyer.
   3. Where the Buyer requires a remote monitoring service at the Buyer Premises the service shall comply with the Buyer requirements and be compliant with CPNI guidelines and all legislation e.g. Data Protection Act 1998. Further requirements will be defined by the Buyer at Call Off.
   4. Any digital video recorders (DVR’s) used by the Supplier to monitor CCTV shall be provided and maintained by the Supplier (Work Package D 37.24). Where the Buyer requires DVR’s to be networked on the Buyer’s IT systems, the requirement will be specified at Call Off.
   5. All tapes / discs used by the Supplier to monitor CCTV activity shall be kept in a fire-proof secure facility to allow immediate access to their contents. It shall continue to be the responsibility of the Supplier to provide and maintain all CCTV tapes / discs in good order to enable ready access on an as-needs basis and as outlined above. The Supplier must keep all CCTV tapes / discs available for review for four (4) weeks before re-use. Tapes shall not be used more than ten (10) times.
   6. The Supplier shall manage any digital recording system in line with procedures stipulated by the Buyer.
   7. The Supplier shall keep the CCTV systems under continuous review, in order to recommend to the Buyer any revisions to the systems that may be advantageous.
   8. It shall be the Supplier’s responsibility to ensure that any incidents of breakdown of the systems are reported through the helpdesk.
   9. The Supplier shall ensure that Supplier Staff are constantly available to monitor activities shown on CCTV monitors and where CCTV coverage has failed, adequate staff are at the Buyer Premises to cover each Buyer Premises with a guarding Service.
   10. The Supplier shall ensure that a log is kept of any incidents requiring investigation/intervention by the staff delivering the security Services and this log shall be available at all times to the Buyer. All incidents shall additionally be reported to the helpdesk. The Supplier shall present any information on incidents / security breaches uncovered by their CCTV monitoring to the Buyer as part of their reporting on performance.
   11. The Supplier shall be responsible for instigating any liaison with the Buyer’s security Representative as required to ensure security is at all times uncompromised.
   12. CCTV footage shall only be released to third parties in accordance with the current security guidance including a specific court order or to assist police with an investigation and with the agreement of the appropriate Buyer security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the information Commissioner’s Office, shall be followed.
   13. The Supplier shall monitor and regularly test all remote alarm systems including lift alarms. The Buyer shall be responsible for all telephony costs associated with remote alarms.
   14. There are specific security Services required at a number of Buyer Premises. These Buyer Premises require the monitoring of proprietary remote alarm systems and panic alarm systems including any associated telephony line rental costs.
   15. The Supplier shall take note that any systems outages are regarded as requiring an emergency response due to the potential implications on health and safety for the staff, Buyer’s Staff and building users; and
   16. The Supplier may be required to provide a key holding Service for a number of Buyer Premises and have the capability to provide an occasional guarding Service on an ad hoc basis.
3. **Service C:3 - Control of Access and Security Passes**
   1. Service C 3 - Control of Access and Security Passes is a **Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SC: 3
   3. The Supplier may be responsible for the production of all visitor passes including the development on the instruction of the Buyer of new pass designs at each Buyer Premises.
   4. The Supplier shall be responsible for the provision of all consumables necessary for the production of all visitor and Supplier security passes from the Call-Off Start Date including paper visitor passes, printing consumables, lanyards and pass-holders.
   5. The Supplier shall not be responsible for the provision of access cards, hardware equipment including digital cameras, computers and printers: these shall be provided by the Buyer for the Supplier’s use at the cost of the Buyer.
   6. The Supplier shall be obliged to liaise closely with the Buyer security Representative to ensure that procedures are to their satisfaction and that the format and content of all passes are appropriate to the Buyer’s security requirements. The Supplier shall also comply and operate with the Buyer’s specific access requirements.
   7. It shall be the sole responsibility of the Supplier to control ingress and egress to each Buyer Premises outside of operational Working Hours. At no time shall the Supplier allow the entrance of unauthorised individuals into the Buyer Premises and it shall be the Supplier’s sole responsibility to manage the Service so that there is no incident of unauthorised access at any time.
   8. The Supplier shall maintain a log of all visitors escorted and unescorted passes issued by security guards and carry out a daily audit to ensure that all passes are returned. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report. The Buyer may on occasion notify the Supplier to disable lost or unreturned passes; the Supplier shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable.
   9. Audible alarm activation on automated access control systems shall be responded to immediately and effectively by the staff. The Supplier shall ensure procedures including manual override of automated systems are in place should security staff be required to respond to unusual incidents.
   10. Supplier Staff may come into contact with senior officials and members of the public. The Buyer shall provide the Supplier with the name and photograph of senior officials who regularly use each Buyer Premises. Staff shall remain fully briefed of this information at all times in order to recognise and respond appropriately to such individuals.
   11. Where card access systems are in use, the Supplier shall provide the Buyer with regular transaction reports and ad hoc reports as required by the Buyer.
   12. The Supplier shall, if required, undertake random searches of staff vehicles and Goods vehicles upon entry and exit from each Buyer Premises. Searching may include a full visual check inside to confirm Goods are bona fide and mirror search around perimeter including underneath vehicles. The Supplier shall be responsible for providing all search equipment. The Buyer’s requirements will be defined at Call-Off stage.
   13. A policy for random stop and search of baggage shall, if required, be implemented by the Supplier in line with the Buyer’s guidance/procedures with a minimum of two [2] security staff present in order to provide corroborative evidence in the event of an incident. At least one [1] female guard shall be present each shift to undertake female searches. Logs shall be confirmed with a possible need for escalation at a higher Response Level.
   14. The Supplier shall put procedures in place to ensure that its security staff are notified in advance of visitors arriving at each Buyer Premises as agreed between the Buyer and the Supplier at Call-Off stage. Supplier Staff shall contact the appropriate Buyer Staff member on the arrival of a visitor and ensure that the Buyer Staff member has the appropriate pass to escort a visitor around the Buyer Premises.
   15. The identity of visiting Subcontractor(s) and the nature of works to be carried out shall be verified by the appropriate staff. Upon verification, the appropriate staff shall issue the appropriate pass and ensure that the visiting Subcontractor(s) is escorted around the Buyer Premises by staff holding an appropriate escort status pass.
   16. The Supplier shall implement a registration procedure to log the arrival and departure of each visitor to the Buyer Premises. Registration shall include verification of visitor identity and shall also include recording of:
       1. Visitor’s full name;
       2. Visitor’s organisation;
       3. The name of the person being visited;
       4. Time of arrival; and
       5. Time of departure.

Supplier Staff shall ensure that all visitors are made aware of the Buyer’s emergency/incident management procedures.

1. **Service C:4 - Emergency Response**
   1. Service C 4 – Emergency Response is **a Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SC: 4
   3. For each Buyer Premises with an on-Site guarding Service, the Supplier shall respond to alarm activations including lift or panic alarms, within one (1) minute and call for police response if necessary and take appropriate action.
   4. The appropriate Supplier Staff shall be fully conversant with and practised in all emergency procedures in response to accidents and personal injury, as set out by the Buyer. In response to any accidents directly reported to them or any incident reported by the helpdesk, the Supplier shall complete and retain the appropriate accident record books. All security staff shall be adequately and thoroughly trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Supplier Staff shall at all times be aware of the Buyer’s current strategy to deal with emergency evacuations.
   5. In the event of an emergency, the Supplier shall be responsible for informing other members of the Supplier’s Staff, Subcontractor(s) and the Buyer. In the case of any emergency arising the Supplier shall follow the Buyer’s procedures. All security staff shall liaise with the helpdesk for communications purposes.
   6. The Supplier shall ensure that all Supplier Staff are competent and trained in the response to and use of the alarm systems and the procedures to be followed in the event of an alarm sounding.
   7. The Supplier shall develop and present an outline plan for dealing with a complete range of emergency situations and be responsible for maintaining, reviewing, updating and testing the emergency plan to ensure it reflects the Buyer requirements at all times. The Buyer shall collaborate with the Supplier on this plan and provide expert input as appropriate.
   8. The Supplier shall provide building specific plans for security incidents and/or counter terrorism and shall liaise with the Buyer to ensure efficient operation.
2. **Service C:5 - Patrols (fixed or static guarding)**
   1. Service C 5 – Patrols (fixed or static guarding) is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SC: 5
   3. The Patrols shall be set at irregular intervals for each Buyer Premises with a security guarding Service and shall cover the interior and exterior of each Buyer Premises according to the Buyer’s requirements. The frequency may be increased if the response level or local threat increases.
   4. The patrolling Schedule shall include, but shall not be limited to the following:
      1. Checking of suspicious activity, packages, persons, identification of hazards, areas unsecured, clear desk policy compliance, malfunctioning or broken lighting, security and searching equipment, barriers, doors and windows; and
      2. Identifying and recording potential health and safety, fire issues and hazards identified in the Buyer Premises.
   5. The security staff shall immediately respond and investigate alarm activations at the Buyer Premises and report and record all instances of these events to the Buyer. The Supplier shall indicate the seriousness of the hazard and seek advice from the Buyer on the appropriate remedial action. Where it is appropriate to do so, the Supplier shall take immediate remedial action to reduce risk. The primary objective at all times shall be to ensure the security of each Buyer Premises and the health and safety of its building users.
   6. The Supplier shall:
      1. Be required to keep records of the Buyer’s Staff in each Buyer Premises during non-operational Working Hours or who arrange to work on non-Working Days such as Saturdays, Sundays and/or public bank holidays or on any other public or civil Service privilege holidays. This is to ensure the health and safety of the Buyer’s Staff;
      2. Maintain a comprehensive list of locations and Assets to be overseen as part of the security Service in accordance with the Buyer’s requirements;
      3. Provide patrol monitoring systems;
      4. Keep a record for each Buyer Premises covered by the security Service. This record shall include the times of inspections, any incidents noted by staff, thefts and any faults to each Buyer Premises requiring further attention by the Supplier. Problems or faults shall be reported to the helpdesk on identification. The Supplier shall report thefts in accordance with the Buyer’s requirements;
      5. Be responsible for delivering security reports to the Buyer in line with the Buyer’s requirements; and
      6. Collate these reports so that Monthly figures can be provided to the Buyer in a format to be agreed.
3. **Service C:6 - Management of visitors and passes**
   1. Service C 6 –Management of visitors and passes is a **Mandatory Service priced at Framework**
   2. In addition, the following Standards Ref apply to this Service SC: 6
   3. 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 bona fide staff of the Buyer. It shall be incumbent on the Supplier to ensure that all visitors to the Buyer Premises have a valid reason for gaining access, by checking with the appropriate Buyer Authorised Representative and ensuring that visitors remains at reception until their meeting sponsor arrives.
   4. The Supplier shall be responsible for the production of all visitor, staff and Supplier passes, including the development of the new pass design on the instruction of the Buyer. Costs to be reimbursable as detailed in Appendix 3 – Billable Works and Approval Process.
4. **Service C:7 - Reactive Guarding**
   1. Service C 7 – Reactive Guarding is a **Mandatory Service priced at Call Off via Billable Works**
   2. In addition, the following Standards Ref apply to this Service SC: 7
   3. The Supplier shall provide a reactive guarding Service to meet the Buyer’s requirements.
   4. Where a twenty four (24) hour or other permanent guarding arrangement is in place, the Buyer may request additional ad hoc guarding. This shall be managed as per the Appendix 3 – Billable Works and Approval Process.
   5. The Supplier shall take account of the fact that the duration of the required reactive guarding may be undetermined, and shall ensure that the reactive guarding Service is maintained until such time as the Buyer informs the Supplier that the guarding is no longer required, or the Supplier satisfies the Buyer that the Buyer Premises it has been sent to secure no longer requires its presence.
5. **Service C:8 - Additional security Services**
   1. Service C 8 – Additional security Services is a **Non-Mandatory Service priced at Call Off**
   2. In addition, the following Standards Ref apply to this Service SC: 8
   3. The Supplier shall provide additional Services as directed by the Buyer for specific Sites where specific operational circumstances dictate. These shall be agreed and confirmed during Call-Off stage, once identified by the Buyer.
   4. The Supplier will provide Specialist Security Officer requirements, to be defined by the Buyer at Call-Off, these will include:
      1. Court Security Officers as defined in Courts Act 2003 Section 1 (1); and
      2. Prisoner Custody Officers as defined in The Criminal Justice Act 1991

The Supplier will provide a Specialist Security Officer requirements, to be defined by the Buyer at Call-Off. The Service will include elements of delivery in relation to safety, security and personal wellbeing of the Buyers staff. It will be a comprehensive service that has a security role, but will be predominately Customer Service driven with a pastoral element.

1. **Service C:9 - Enhanced security requirements**
   1. Service C 9 –Enhanced security requirements is a **Non-Mandatory Service priced at Call Off**
   2. In addition, the following Standards Ref apply to this Service SC: 9
   3. The Supplier shall comply with all of the Buyer’s policies and procedures on security and act upon the instructions of Buyer Security Representative, should there be a change in the Response Level associated with the Buyer Premises.
   4. The Supplier shall ensure that all staff delivering the enhanced security requirements Services shall be conversant with the varying response levels and associated changes in security procedures required by the changes in the response level for the Buyer Premises. The Buyer shall instruct the Supplier which level is in force. The Supplier shall provide security measures appropriate to this level.
   5. The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert, for example, to follow a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival.
   6. The Buyer shall instruct special security arrangements that may be necessary to protect senior officials or visiting persons. In these cases the Supplier shall co-operate with the police, special branch, diplomatic protection group and any national security Service as directed by the Buyer security Representative. The Supplier shall form part of the overall security arrangements and shall report as appropriate.
   7. The Buyer may require the Supplier to provide additional security staff in circumstances including demonstrations, riots or other events which may require Services to be provided in common parts of shared areas. The Supplier shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. For these purposes, the Supplier shall be required to maintain a pool of security cleared staff and other back-up arrangements. Wherever possible, at least three (3) Working Days’ notice of such a requirement shall be provided. The Supplier shall provide the additional resources and shall be paid in accordance with Appendix 3 – Billable Works and Approval Process.
   8. The Supplier may be required to provide extra guards at evenings or weekends to supervise Subcontractors who have insufficient security clearance to work unsupervised.
2. **Service C:10- Key Holding**
   1. Service C 10 –Key Holding is a **Non-Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SC10.
   3. The Supplier shall provide a professional key holding Service, being the custodian of building access keys and alarm system codes, ensuring compliance with security industry authority and its licensing requirements.
   4. In the event of a break-in or attack at a Buyer Premises, the Supplier shall respond, secure and make safe in accordance with the Buyer’s requirements.
   5. The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend Buyer Premises twenty four (24) hours a day, seven (7) days a week, fifty two (52) weeks a year. These shall include provision of access for the Buyer Authorised Representative, responses to fire alarms, lift alarms and security alarms.
   6. Supplier Staff shall only issue keys to the Buyer Authorised Representative. Master key usage shall be limited in accordance with the Buyer’s requirements and shall not be removed from the Buyer Premises.
   7. The Supplier shall provide an effective system to manage and control the issue and retrieval of keys.
3. **Service C:11 - Lock Up / Open Up of Buyer Premises**
   1. Service C 11 – Lock Up / Open Up of Buyer Premises is a **Non-Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SC: 11
   3. On attendance at each Buyer Premises as key holder for the Buyer, the Supplier shall provide assistance to the emergency Services on arrival to ensure the Buyer Premises is fully secured and alarms reset as necessary. The Supplier shall liaise with the helpdesk with reference to any reactive maintenance required in order to secure each Buyer Premises.
4. **Service C:12 - Patrols (mobile via a specific visiting vehicle)**
   1. Service C 12 – Patrols (mobile via a specific visiting vehicle) is a **Non-Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SC: 12
   3. The Buyer may require the Supplier to provide an ad hoc mobile security patrol service to vacant and surplus Buyer Premises and on occasion at an occupied Buyer Premises. This additional requirement shall be managed as per Appendix 3 – Billable Works and Approval Process.
   4. A Mobile Security Patrol Service shall be required to make regular visits to each Buyer Premises and check that the security of the Buyer Premises and its perimeter has not been compromised.
   5. The Supplier shall also be required to provide a defect and incident reporting procedure as part of the Mobile Security Patrol Service in accordance with the Buyer’s requirements. Where requested by the Buyer, the Supplier shall conduct a specific security assessment of each Buyer Premises prior to commencing the mobile security patrol Service.
   6. The Supplier shall make a copy of the security assessment report available to the Buyer.
5. **Service C:13 - Reception Service**
   1. Service C 13 –Reception Service is **a Non-Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SC: 13
   3. The Supplier shall provide a professional, reception Service appropriate to the business use of the Buyer Premises. In reception areas of each Buyer Premises, the reception Service shall liaise with and complement the security Service.
   4. The Supplier shall provide innovative proposals for the optimisation of the management of visitor ingress and egress in the reception area. This shall include appropriate management of the interfaces between the reception and security Services to ensure that all visitors and staff receive a courteous and professional Service each time they visit each Buyer Premises. However, for the avoidance of doubt where similar Services are described in the reception Service and the security Service, the requirements of the security Service shall take precedence.
   5. The Buyer may play host to senior UK and foreign politicians, business visitors and members of the public who have occasional access to the Buyer Premises. The Supplier shall recognise the importance of such visitors by developing a response which addresses this issue within the overall management of the reception Service.
   6. The Supplier shall provide a switchboard Service and make use of the Buyer’s telephony systems to manage incoming telephone calls for the Buyer’s Staff at each Buyer Premises where the switchboard Service is combined with each Buyer Premises' reception Service. The Supplier shall ensure that incoming calls are dealt with promptly, accurately and politely. Incoming calls shall be routed to the appropriate member of staff or building user as defined by the local details supplied by each Buyer Premises.
   7. Supplier Staff delivering the reception Services shall take Delivery of any items, which are delivered by hand at the reception desk. Mail room staff shall receive Delivered items from the reception staff and deal with these as necessary. All inward Goods shall be via the loading bay at all times. Supplier Staff delivering the reception Services shall be responsible for advising those delivering other Goods of the location of the goods entrance.
   8. The Supplier shall provide a professional, night reception Service appropriate to the business use of the Buyer Premises. In reception areas of each Buyer Premises, the night reception Service is expected to liaise with and complement the security Service. The Supplier shall be responsible for providing a seamless and integrated Service within reception areas in order to receive and manage staff and visitors efficiently and in a welcoming manner. The Supplier shall ensure that all enquiries to the Buyer are dealt with professionally and promptly.
6. **Service C:14 - Taxi Booking Service**
   1. Service C 14 –Taxi Booking Service is a **Non-Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SC: 14
   3. The Supplier shall manage and co-ordinate a Taxi Booking Service for the Buyer. The Supplier shall propose a third party supplier to provide Taxi Services for the Buyer.
   4. The use of environmentally preferable vehicles such as Ultra Low Emission Vehicles ("**ULEV**") and those powered by Liquid Petroleum Gas ("**LPG**") shall be considered.
7. **Service C:15 - Car Park Management and Booking**
   1. Service C 15 –Car Park Management and Booking is a **Non-Mandatory Service.**

30.2 In addition, the following Standards Ref apply to this Service SC: 15

* 1. The Supplier shall where required provide a car park management service via the helpdesk.

1. **Service C:16 - Voice announcement system operation**
   1. Service C 16 –Voice Announcement System Operation is a **Non-Mandatory Service.**

31.2 In addition, the following Standards Ref apply to this Service SC: 16

* 1. Where available at each Buyer Premises, the Supplier shall use the voice announcement system on occasions requiring broadcasts or announcements to be made to the Buyer's Staff, as requested by the Buyer.
  2. The Supplier shall ensure that Supplier Staff using the voice announcement system are trained in its use and in the making of announcements.

1. **Service C:17 - Flag Flying Service**
   1. Service C 17 – Flag flying service is a **Non-Mandatory Service.**

In addition, the following Standards Ref apply to this Service SC: 17

* 1. The Supplier shall provide a flag flying service. The times and types of flag to be flown are to be in accordance with official guidance obtained from the relevant Buyer and the published instructions of the Department for Culture, Media and Sport ("**DCMS**").
  2. A cleaning regime shall be identified for flags and agreed in advance with the Buyer.
  3. The Supplier shall ensure that all Supplier Staff involved in flag raising and lowering are trained in the use of national flags and abide by the required Standards as defined within the Security Service Standards. Certain Government buildings utilise non-standard flags from time to time, including Falklands, Olympics, and Royal Standards. When requested by the Buyer, the Supplier shall have the means to purchase, rent or have manufactured any identified flag within the shortest reasonable time.

1. **Service C: 18 –** **Cash and Valuables in Transit. (CVIT)**
   1. Service C 18 – **Cash and Valuables in Transit.** is **a Non-Mandatory Service.**

In addition, the following Standards Ref apply to this Service SC: 18

* 1. The Supplier is to provide a Cash and Valuables in Transit (CVIT) service which is to include the provision of:
     1. transporting,
     2. storing
     3. sorting cash and other valuables.

The services to include the transportation and processing of cash and valuables, precious metals which is to include but not limited to:

* + 1. banknotes,
    2. coins,
    3. bulk cash,
    4. diamonds,
    5. non-personalised smart cards,
    6. Non-personalised passports and other valuables.

1. **Service C: 19 – Canine Detection.**
   1. Service C 19 **–** Canine Detection is a **Non-Mandatory Service.**

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

* 1. The Supplier is to provide a canine detection service with the ability to deliver, mobile and real-time search and detection capability, with the ability when requested by the buyers to screen people at Crowded Places and other high footfall locations.
  2. The ability when required to be trained to detect firearms, as well as a wide variety of other contraband, such as narcotics. The combining of capabilities to be avoided unless a common operational response is acceptable to the buyer.
  3. The Service shall cover but not be limited to the following:-
     1. Tracking
     2. Trailing
     3. Hard Surface Tracking
     4. Multi Environmental Body Search
     5. Individual Trouble Shooting – Detection
     6. Individual Trouble Shooting – Security
     7. General Security – Protection
     8. General Security – Site Body Search
     9. Detection Dog Handler Certification & Accreditation
     10. Detection Dog Instructor Certification & Accreditation
  4. Where this service is requested then the responsibility for kennelling, standardised training, accreditation, annual licensing and welfare of the animals is the sole responsibility of the supplier, such that they are maintained at the required standard for operational deployment.

**Work Package D – Technical Security.**

1. **Work Package D.1 – Risk Assessment**
   1. Service D: 1 - Risk Assessment is a **Non - Mandatory Service priced at Call Off**
   2. In addition, the following Standards Ref apply to this Service SD: 1
   3. The Supplier shall produce physical security risk assessments for sites, as requested by the Buyer. The Supplier shall be cognisant when producing a risk assessment relating to the need for a security-minded approach to digital engineering, where data and information about the site or assets is gathered, processed or stored in electronic form – as requested by the Buyer.
   4. The Supplier shall ensure that where the Buyer requests the Supplier to produce or assist in the production of a Physical Security Risk Assessment or a risk assessment relating to the need for a security-minded approach to digital engineering, that this is undertaken by a registered member of the following accreditation bodies:-
   5. Register of Security Engineers (RSES) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA).
   6. Register of Chartered Security Professionals (charteredsecurityprofessional.org).
   7. Association of Security Consultants (ASC) (securityconsultants.org.uk).
2. Certified Professional Scheme – National Cyber Security Centre (NCSC) **(**www.ncsc.gov.uk/articles/about-certified-professional-scheme).
   1. Where the Buyer directs the supplier not to use the above accreditation bodies, the Buyer will be responsible for accessing any relevant threat or security information and provide appropriate briefing to the consultant retained.
   2. The Physical security Risk Assessment will include the proportionate, appropriate and cost effective deployment of security measures and will include but not be limited to:
      1. An assessment of site profile
      2. The importance of the site/operation to the continuity of Buyer Organisation
      3. The prevailing Security Response Level
      4. As a minimum the Supplier shall comply with the CPNI Guidance the production of Physical Security Assessments.
   3. The risk assessment relating to the need for a security-minded approach to digital engineering shall comply with PAS 1192-5 and any updates to this Standard
3. **Work Package D.2 – Electronic Security Systems**
   1. Service D:2 **- Electronic Security Systems is a Non - Mandatory Service priced at Call Off**
   2. In addition, the following Standards Ref apply to this Service SD: 2
   3. The Supplier shall design, supply, maintain and install systems to meet the required Buyers Standard.
   4. The Supplier shall be a member of an Industry Recognised Accreditation Organisation.
   5. Prior to commencing any work, the Supplier shall ensure a current Systems based Risk Assessment is in place, in line with CPNI Guidance and PAS 127:2014 Guidance.
   6. 18.4 The Supplier shall ensure that where they design the system that the design is undertaken by a registered member of the following accreditation bodies:-
   7. Register of Security Engineers (RSES) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA).
   8. Register of Chartered Security Professionals (charteredsecurityprofessional.org).
   9. Association of Security Consultants (ASC) (securityconsultants.org.uk).
   10. Certified Professional Scheme – National Cyber Security Centre (NCSC) (www.ncsc.gov.uk/articles/about-certified-professional-scheme).
   11. Where the Buyer directs the supplier not to use the above accreditation bodies, the Buyer will be responsible for accessing any relevant threat or security information and provide appropriate briefing to the consultant retained.
   12. The Supplier shall ensure that where they supply systems and equipment that they hold relevant and current accreditation to support the system and / or equipment, including holding valid certification for such manufacturers.
   13. The Supplier shall provide open protocol systems, unless requested otherwise by the Buyer.
   14. The Supplier shall provide data storage capacity.
   15. The Supplier shall provide where requested training on Supplier provided systems to Buyers staff which shall include but not be limited to:-
       1. Retrieval of data, to include downloading and copying for evidential purposes;
       2. Emergency Response;
       3. Security Procedures; and
       4. System operation
   16. The systems shall include but not be limited to the following Electronic Systems:
       1. Perimeter intrusion detection systems (PIDS)
       2. Intruder detection systems (IDS)
       3. Alarm signalling
       4. Security lighting
       5. Closed circuit television systems (CCTV)
       6. Network video recorders (NVR)
       7. Automatic access control system (AACS)
       8. Security management systems (SMS), fully integrated electronic security solutions.
       9. IT equipment - Operating base for security systems
       10. Electronic locking systems
       11. Security screening applications
       12. Biometric technologies
       13. Electronic airspace coverage

**Perimeter intrusion detection systems**

* 1. The Supplier shall ensure that the Perimeter Intrusion Detection System (PID) has the capability to:
     1. integrate with other electronic systems and the provision of an uninterrupted power supply (UPS); and
     2. provide effective detection performance, a minimal false alarm rate and facilitate effective alarm verification (through adequate zoning).
     3. The Supplier shall ensure that following installation and prior to acceptance of the PIDS, it will be subjected to a range of commissioning tests.
     4. The Supplier will install the PIDS according to the manufacturer’s installation procedures.

**Intruder detection systems (IDS)**

* 1. The Supplier shall ensure that IDS consists of at least two separate components:
     1. IDS control and indicating equipment (CIE)
     2. Detectors – individual mounted detectors

**Alarm signalling**

* 1. The Supplier shall provide when requested by the Buyer, the following Alarm Signalling systems: (these lists are not exhaustive)
     1. Speech dialler or auto (GSM) dialler system
     2. Monitored systems
     3. Digital communications (Digicom)
     4. Monitored signalling systems
     5. Dual-Path signalling systems
     6. IP (Internet Protocol) signalling
  2. To support the following:
     1. Cell call systems
     2. Personal alarm systems
     3. Affray alarm systems
     4. General alarm systems
     5. Nurse call systems
     6. Disabled call systems

**Security lighting**

* 1. The Supplier shall ensure lighting meets all Local Authority and Statutory requirements unless specified by the Buyer at Further Competition, with respect to the following:
     1. Minimum illumination
     2. Lamp type
     3. Mounting arrangement
     4. Power and control arrangement

**Closed circuit television systems (CCTV)**

* 1. The Supplier shall ensure that where requested by the Buyer, CCTV can monitored in real-time modes including but not limited to:
     1. operators
     2. alarm triggers
     3. video analytics
  2. The above real time modes can delivered via analogue, digital, fixed, pan-tilt-zoom, thermal cameras and thermal imagers
  3. The Supplier shall upon request to supply the following camera types:
     1. Box
     2. Dome
     3. PTZ
     4. Bullet
     5. IP
     6. Day/night
     7. Thermal
     8. Wide dynamic
     9. Wireless IP
     10. High Definition
     11. Varifocal
     12. Discreet

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

* 1. The Supplier shall provide NVR and/ or DVR with ability to deliver:
     1. recordings for evidential purposes
     2. integration with other electronic systems (NVR)
     3. automatic analysis of video
  2. The Supplier shall, upon request, supply the following recorder types:
     1. NVR
     2. Hybrid DVR
     3. DVR
     4. IP Server

**Automatic Access Control System (AACS)**

* 1. The Supplier shall ensure that the chosen AACS has been allocated a ‘CLASS' rating.
  2. The Supplier shall ensure that all systems are supplied and installed in accordance with current CPNI Best Practise Guidance for Access Control Systems
  3. The Supplier shall ensure that the AACS must work with any card and reader that meets the ISO 14443 standards.
  4. Must be open to a federated authentication system solution.
  5. The Supplier shall ensure that System cards must be selected from those named in the CPNI’s Catalogue of Security Equipment (CSE):
  6. In order of preference, be based on one of the following technical options:
     1. NXP Mifare Desfire EV1)
     2. HID iClass family
  7. Cards and Readers must be selected from those named in this procurement guide or from CPNI’s Catalogue of Security Equipment (CSE):
  8. Compliant with ISO 7816, and ISO 14443 standards and fully interoperable across those standards
  9. Cards and readers should:
     1. Be open standards-based
     2. Use non-proprietary cryptographic algorithms
  10. To provide flexibility, a non-proprietary database (such as an XML schema or JSON) should be adopted, with appropriate middleware where necessary to enable the importing or exporting of data. It is vital that, to enable future joint access control, details of valid credentials can be transferred between Buyer’s access control systems.
      1. Standard fields used by all systems must include:
      2. Unique identification number
      3. Name
      4. Departmental code
  11. The Supplier upon request to supply the following access control types,
  12. Non - Mandatory Access Control, Discretionary Access Control, Role Based Access Control.
  13. Provision of Applications (Apps) to support the remote production and management of access passes and visitor management.

**Security Management Systems (SMS)**

* 1. The Supplier shall provide a Security Management System that facilitates the integration of, but is not restricted to the following systems:
     1. Intruder Alarm Systems, IDS
     2. Automatic Access Control, AACS
     3. Closed Circuit Television, CCTV
     4. Perimeter Intruder Detection Systems, PIDS
     5. Security Lighting
     6. Alarm Signalling
     7. Locking Systems
     8. User Interface
  2. The Supplier shall ensure that the individual systems function autonomously in the event the Security Management System fails.

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

* 1. Where security systems operate on IT equipment, where requested Suppliers shall design, supply and install such systems
     1. Networking,
     2. Cisco switches,
     3. Network servers
     4. Microsoft application programs
     5. SQL databases

**Electronic Locking Systems**

* 1. The Supplier shall deliver an Electronic Locking System that can be integrated with other electronic systems

**Security Screening Applications**

* 1. The Supplier shall provide applications for the checkpoint security screening of people, and their bags and possessions including but not limited to:
     1. permanent and temporary installations at Buyer Premises
     2. events and sporting venues at Buyer Premises
  2. The applications shall include but not be restricted to the following applications:
     1. X Ray
     2. Walkthrough metal detector (WTMD)
     3. Hand-held metal detector (HHMD)
     4. Body scanners, e.g. millimetre wave imagers and portals, X-ray backscatter imagers
     5. Explosives trace detection (handheld or desktop) (ETD)
     6. Mail screening

**Biometric Technologies**

* 1. The Supplier shall provide applications for Biometric verification with the functionality to identify persons by the following unique identifiers, including but not limited to:-
     1. Fingerprints
     2. Retina and iris pattern
     3. Face recognition
     4. Finger/palm vein
     5. Hand geometry
     6. Earlobe geometry
     7. Signatures
     8. Voice pattern
     9. DNA

**Electronic Airspace Coverage**

* 1. The Supplier shall provide Unmanned Aerial Vehicles (UAVs) which are capable of providing the following methods of surveillance, including but not limited to:
     1. GPS tracking,
     2. camera observation
     3. data mining and profiling; and
     4. biometric surveillance
  2. The Supplier shall provide UAV’s with the ability to:
     1. Line Monitor utilising fixed-wing UAVs with the ability to provide high-level feedback.
     2. Site Monitor utilising multi-rotors to provide higher manoeuvrability and the ability to hover more easily.
     3. Provide live streaming of detailed data, with the ability to follow objects or intruders from a safe distance and quickly cover a large area, and to record and interpret images where required.
  3. The Supplier shall provide:
     1. A Privacy Impact Assessment to ensure compliance with the Information Commissioners Office code of practice under section 51 of the Data Protection Act (DPA).
     2. Trained operatives to deliver UAV service.
     3. UAV operational training to Buyers staff.
     4. UAV Radar system to detect, track and alert to the presence of UAVs.
     5. RF inhibition technology to disrupt a wide range of command and control protocols used in the deployment of UAVs.
  4. The Supplier shall provide where required a system effective against multiple, simultaneous drone threats including swarms.
  5. The Supplier shall provide where required a system that can be used stand-alone or easily integrated into any suite of electronic assets and tailored to any specific circumstance or requirement.

**Design, Supply and Install**

* 1. The Supplier shall design, supply, maintain and install systems that meet the Buyers Requirements and Standards.
  2. The systems shall include but not be limited to the following Electronic Systems.
     1. Perimeter intrusion detection systems (PIDS)
     2. Intruder detection systems (IDS)
     3. Alarm signalling
     4. Security lighting
     5. Closed circuit television systems (CCTV)
     6. Network Video Recorders (NVR)
     7. Automatic Access Control System (AACS)
     8. Security management systems (SMS), fully integrated electronic security solutions.
     9. IT equipment - Operating base for security systems
     10. Electronic Locking Systems
     11. Security Screening Applications
     12. Biometric technologies
  3. The Supplier shall ensure that where they design the system that the design is undertaken by a registered member of the following accreditation bodies:-
  4. Register of Security Engineers (RSES) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA).
  5. Register of Chartered Security Professionals (charteredsecurityprofessional.org).
  6. Association of Security Consultants (ASC) (securityconsultants.org.uk).
  7. Certified Professional Scheme – National Cyber Security Centre (NCSC) (www.ncsc.gov.uk/articles/about-certified-professional-scheme).
  8. Where the Buyer directs the supplier not to use the above accreditation bodies, the Buyer will be responsible for accessing any relevant threat or security information and provide appropriate briefing to the consultant retained.
  9. This service will follow the RIBA process for works and will be priced via the billable works process at Call Off.

1. **Work Package D 3 – Physical Security System**
   1. Service D 3 -Physical Security System is a **Non - Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SD: 3
   3. The Supplier shall design, supply, maintain and install physical infrastructure that meets the required Buyers Standard. The infrastructure shall include but not be limited to:
      1. Perimeter Fences (and gates),
      2. Automatic barriers, gates, rising bollards and blockers,
      3. Windows and glazing,
      4. Security doors and door furniture,
      5. Strong and secure rooms.
   4. The Supplier shall be a member of an Industry Recognised Accreditation Organisation.
   5. Prior to commencing any work, the Supplier shall ensure a current Systems based Risk Assessment is in place, in line with CPNI Guidance and PAS 127:2014 Guidance.
   6. The Supplier shall ensure that where they design the system that the design is undertaken by a registered member of the following accreditation bodies:-
   7. Register of Security Engineers (RSES) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA).
   8. Register of Chartered Security Professionals (charteredsecurityprofessional.org).
   9. Association of Security Consultants (ASC) (securityconsultants.org.uk).
   10. Where the Buyer directs the supplier not to use the above accreditation bodies, the Buyer will be responsible for accessing any relevant threat or security information and provide appropriate briefing to the consultant retained.
   11. The Supplier will provide open protocol systems, unless requested otherwise by the Buyer.

**Perimeter Fences (and gates)**

* 1. Service D: 3 - Perimeter Fences (and gates) is a **Non - Mandatory Service**.
  2. In addition, the following Standards Ref apply to this Service SD: 3
  3. The Supplier shall provide Perimeter Fences (and Gates) that meet:
     1. the prescriptive requirements of BS1722;
     2. standard government designs for which drawings are available; and
     3. Proprietary systems.
  4. The Supplier shall provide the following types of fences, including but not limited to:
     1. Chain Link
     2. Welded mesh
     3. Palisade
     4. Perimeter Walls
     5. Propriety Fences – High Tensile Woven Steel Mesh, Glass reinforced plastic, Timber and Mesh combinations and novel palisade designs with anti-cut features.
  5. The Supplier shall ensure that all Perimeter security components meet the Standards, including but not limited to:
     1. Gates and other access points;
     2. Topping;
     3. Burrow resistance measures;
     4. Detection systems, these must be able to integrate with other security systems where required;
     5. Internal release mechanisms;
     6. Locking requirements;
     7. Turnstiles;
     8. Integration with Vehicle barriers;
     9. Associated Ground Works.

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

* 1. Service D: 3 - Automatic barriers, gates, rising bollards and blockers is a **Non - Mandatory Service.**
  2. In addition, the following Standards Ref apply to this Service SD: 3
  3. The Supplier shall provide Automatic barriers, gates, rising bollards and blockers
  4. The Supplier shall provide Vehicle Security Barriers (VSB’s) including active, passive, and retractable, rising, sliding and swinging including but not limited to the following types:
     1. Blocker
     2. Bollard
     3. Door
     4. Gate
     5. Perimeter
     6. Portal
     7. Planter

**Glazing (Windows)**

* 1. Service D: 3- Glazing (Windows) is a **Non - Mandatory Service.**
  2. In addition, the following Standards Ref apply to this Service SD: 3
  3. The Supplier shall provide Glazing and associated window components, typically comprising the following
     1. Glass
     2. Seals and/or anchorage to the support structure/frame
     3. Supporting structure/frame
     4. Anchors connecting the support structure to the building frame/walls
     5. Hardware associated with openable windows, e.g. hinges and locking systems
     6. Anti-shatter film
     7. Bomb blast net curtains.

**Security Doors and Door Furniture**

* 1. Service D: 3 - Security doors and door furniture is a **Non - Mandatory Service.**
  2. In addition, the following Standards Ref apply to this Service SD: 3
  3. The Supplier shall provide Security doors and associated door furniture, comprising the following components:
     1. Door leaf
     2. Door furniture
     3. Locking hardware
     4. Door frame
     5. Frame fixings
     6. Supporting structure
     7. Side and overhead panels.
  4. The Supplier shall ensure that Security doors provided are able integrate with sensors for intrusion detection and access control systems.
  5. The Supplier shall provide doors which are capable of providing protection from the following:
     1. Blast
     2. Ballistic
     3. Manual forced entry
     4. Surreptitious entry

**Security Walling System.**

* 1. Service D: 3 - Security Walling System is a **Non - Mandatory Service.**
  2. In addition, the following Standards Ref apply to this Service SD: 3
  3. The Supplier shall provide Security walling systems designed to meet a range of threats including but not limited to:
     1. Resistance to forcible entry
     2. Ballistic resistance
     3. Blast protection (either external or internal)
     4. Evidence of attempted surreptitious entry
  4. The Supplier shall ensure that the Security walling system design is to include the following:
     1. Doors;
     2. Locks;
     3. Floors;
     4. Ceilings;
     5. Walls;
     6. Glazing

**Physical Systems Design, Supply and Install**

* 1. Service D 3 - **Design, Supply and Install** is **a Non - Mandatory Service.**
  2. In addition, the following Standards Ref apply to this Service SD: 3
  3. The Supplier shall design, supply, maintain and install physical infrastructure that meets the Buyers Requirements and Standards.
  4. The infrastructure shall include but not be limited to:
     1. Perimeter Fences (and gates),
     2. Automatic barriers, gates, rising bollards and blockers,
     3. Windows and glazing,
     4. Security doors and door furniture,
     5. Strong and secure rooms.
  5. The Supplier shall ensure that where they design the system that the design is undertaken by a registered member of the following accreditation bodies:-
     1. Register of Security Engineers (RSES) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA).
     2. Register of Chartered Security Professionals (charteredsecurityprofessional.org).
     3. Association of Security Consultants (ASC) (securityconsultants.org.uk).
  6. Where the Buyer directs the supplier not to use the above accreditation bodies, the Buyer will be responsible for accessing any relevant threat or security information and provide appropriate briefing to the consultant retained.
  7. This service will follow the RIBA process for works and will be priced via the billable works process at Call Off.

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

1. **Service D: 4 -** Maintenance of Security Services is a **Non - Mandatory Service.**
2. In addition, the following Standards Ref apply to this Service SD: 4

**Maintenance Services**

* 1. The Supplier shall provide a Planned Preventative Maintenance Service, Reactive Maintenance Service, Ad-Hoc Services (as required) and provision of Customer Consumables to the Customer in relation to security equipment 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. It will be the Supplier’s responsibility to ensure the continued functioning of security systems and / or assets.
  4. The Supplier shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale
  5. The Supplier shall liaise with the Buyer’s security representative and any relevant Government security equipment specialists over the issues of security systems and / or assets including synergistic areas where security provision is supplied directly by Government staff.
  6. The Supplier shall fully maintain the following Security Equipment (This List is not exhaustive)
     1. CPNI Approved Class 3 High Security System;
     2. Circle Locks;
     3. Specialist Security Doors;
     4. Security Systems;
     5. Alarms; Access;
     6. Intruder Systems;
     7. CCTV Equipment (including cabling);
     8. X-ray and scanning equipment;
     9. Search arches;
  7. Pass production equipment including but not limited to:
     1. Printers;
     2. Hardware; and
     3. Software;
  8. Barrier Systems including but not limited to:
     1. Rising bollards;
     2. Remote control gates;
     3. Electronic Gates;
     4. Crash Barriers.
     5. Locksmith Service including but not limited to:
     6. Safes;
     7. Codor Locks;
     8. Ancillary equipment including but not limited to:
     9. UPS
     10. Generators
     11. Air conditionin

**Planned Preventative Maintenance Services**

* 1. In respect of all of the Services, the Supplier shall provide a comprehensive PPM system in accordance with SFG20 or (if not applicable), with good industry practice and Standards defined by the Buyer at Call-Off stage during operational hours,
  2. The Supplier will be responsible for the delivery of all planned maintenance services and shall ensure that Statutory Compliance is achieved and maintained at all Buyer Premises. The service shall be inclusive of the delivery of all statutory inspections, risk assessments, written scheme of examination and insurance inspections as required to achieve full Statutory Compliance at Buyer premises.
  3. The Service shall recognise Buyer requirements in regard to the Delivery of planned maintenance that may be in addition to or in replacement of SFG20 requirements, landlord tenancy agreements that exist at the Buyer Premises and shall be responsible for ensuring these requirements are fully captured in the planned maintenance regime and managed via the CAFM System in accordance with the Asset information requirements to ensure that all Services are Delivered in full compliance with the Buyer’s legal, statutory and lease obligations.
  4. Where SFG20 is not applicable to a planned maintenance activity or where the Buyer has specified bespoke requirements for the maintenance of systems and / or Assets are applicable, the Supplier shall be responsible for the creation of discretionary PPM task instructions to meet the Buyer’s requirements in accordance with SFG20. The Supplier shall ensure that these discretionary PPM activities are approved by the Buyer prior to their addition to the PPM schedules and upload to their SFG20 / CAFM System.
  5. 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 the implementation of the change they will be managed via the Contract Variation process.
  6. The Supplier shall ensure that the planned maintenance schedules capture the requirements outlined within the Buyer’s quality management plan and sustainability management plan.
  7. Where agreed with the Buyer, the PPM schedule should include any agreed maintenance system, such as business focussed maintenance ("BFM"), condition based maintenance ("CBM") etc. The revised planned maintenance processes and scheduling shall be reflected within SFG20 where appropriate and be managed via the Supplier’s CAFM System.
  8. The Supplier shall provide installation work associated with planned and reactive maintenance works and Billable Works without compromising the integrity of any historic Buyer’s Premises and in a manner so as to avoid damage. Prior to carrying out work to a historic Buyer’s 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 to seek formal approval to proceed with any works.
  9. PPM tasks shall be generated through the CAFM System on a Monthly basis, in advance. The Supplier shall work to an annual PPM programme and ensure that an annual PPM schedule for the relevant year is available on the CAFM System for each respective Buyer Premises in accordance with the following process:
     1. Not less than six (6) weeks prior to the start of an annual planned maintenance programme, the Supplier shall provide the Buyer with a proposed annual planned maintenance programme;
     2. The Buyer will notify the Supplier of any comments;
     3. The Supplier will revise the proposed annual planned maintenance programme to take account of the Buyer’s comments; and
     4. The Supplier will then resubmit the proposed annual planned maintenance programme to the Buyer;
  10. In the absence of any comments from the Buyer, the Supplier is in no way relieved of any of its obligations under this Framework Schedule 1a- Specification including this PPM strategy.
  11. The Supplier shall, subject to the Inclusive Repair Threshold, maintain Assets leased to or leased by the Buyer in accordance with the requirement of the lease or as specified by the Buyer. All planned maintenance regimes will be approved by the Buyer prior to upload on the CAFM System and undertaking any works. Further details of the Services required shall be defined at Call-Off stage.
  12. The Supplier shall prioritise work on the system 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.
  13. The annual PPM programme shall detail the frequency, schedule of tasks, input requirements and maintenance Standards to be applied and resource requirements for all Services.
  14. The Supplier shall ensure they operate a Safe System of Work in accordance with their Health and Safety Policy and that risk assessments are site specific and not generic and shall include the following:
      1. Asset criticality;
      2. Any relevant equipment manufacturers’ recommendations;
      3. Industry Standard specification;
      4. The Supplier’s experience of similar equipment and Services; and
      5. The risk to and/or impact upon the business that could result from failure of the Asset.
  15. The Supplier shall ensure that:
      1. The PPM works task sheet clearly identifies the Asset type, location, SFG20 task instruction and frequency or if not applicable, details of the work required and frequency as defined and agreed with the Buyer;
      2. Where the time between activities is greater than one year, those activities are to be undertaken on an appropriate rolling programme as agreed with the Buyer at Call-Off stage; and
      3. Costs for all consumable items and replacement parts which are required to satisfactorily maintain the Services are of the same quality and type or better as provided for the original installation. Replacement components shall be of the same manufacturer as the equipment being serviced wherever possible. Costs for the provision of these consumables and replacement parts / components shall be included in the Charges.
  16. The Supplier shall be responsible for the safe keeping 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.
  17. The Supplier shall agree access arrangements for restricted areas in advance with the helpdesk in order 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.
  18. The Supplier shall agree with the Buyer the process relating to the retention of all statutory and Non - Mandatory certificates and related documentation.
  19. The Supplier shall provide expert and technical advice on all maintenance matters upon the request of the Buyer.
  20. The Services shall include but not be restricted to :-
      1. Air conditioning systems maintenance
      2. Security, access and intruder systems maintenance
      3. Automated barrier control system maintenance
      4. Standby power system maintenance
      5. Voice announcement system maintenance
      6. Locksmith Services
      7. Statutory Obligations
      8. Cable management

**Air conditioning systems maintenance**

* 1. In addition, the following Standards Ref apply to this Service SF
  2. The Supplier shall maintain air conditioning systems by using the same principles employed for other mechanical and electrical systems. Some of the air conditioning systems shall be designated by the Buyer as business critical systems where appropriate.
  3. This provision is inclusive of ductwork and terminal units.
  4. The Supplier shall deliver air quality monitoring at the Buyer Premises to meet COSHH 2002 and EH40 statutory requirements and all other statutory and best practice requirements linked to the delivery of the service, including HSEG409, HSG173 and CIBSE KS17. Where the installation of new fixed monitoring equipment is required to deliver these services the costs shall be met by the Buyer.
  5. The insides of ventilation and air conditioning ductwork shall be kept clean in accordance with Service SC3 Environmental Cleaning (below). The Supplier shall maintain the systems and ensure compliance with legal obligations in respect of health and safety and the management of greenhouse gases and ozone depleting substances and any other Specification or Standard required by the Buyer.

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**Security, access and intruder systems maintenance**

* 1. In addition, the following Standards Ref apply to this Service SF
  2. The Supplier shall maintain all security, access and intruder systems within the Buyer’s Buyer Premises and any new systems put in place to ensure correct functioning throughout the course of the Call-Off Contract.
  3. It will be the Supplier’s responsibility to ensure the continued functioning of security, access and intruder systems.
  4. The Supplier shall ensure that any failure that leads to a weakness in security is rectified within the agreed timescale.
  5. The Supplier shall liaise with the Buyer’s security representative and any relevant Government security equipment specialists over the issues of security, access and intruder system including synergistic areas where security provision is supplied directly by Government staff.

**Automated barrier control system maintenance**

* 1. In addition, the following Standards Ref apply to this Service SF
  2. Where automated barriers, shutters, turn-styles, doors and electrified fencing are installed at the Buyer Premises and included in the scope of Services, the Supplier shall be required to provide a maintenance service for these Assets as part of the overall mechanical and electrical maintenance strategy across each Buyer Premises.

**Standby power system maintenance**

* 1. In addition, the following Standards Ref apply to this Service SF
  2. The Supplier shall:
     1. Be responsible for the maintenance and operation of backup generators and uninterrupted power supply equipment;
     2. Ensure that the backup equipment is available at all times and starts within ten (10) seconds of a mains power supply interruption or fluctuation;
     3. Be responsible for the accurate recording of systems that are connected to the generators and Uninterruptable Power Supply ("UPS") systems;
     4. Be responsible for ensuring that the systems are not overloaded and the balance between phases is maintained;
     5. Ensure that fuel levels in storage tanks are maintained at a minimum of seventy five per cent (75%) capacity;

**Voice announcement system maintenance**

* 1. In addition, the following Standards Ref apply to this Service SF
     1. The Supplier shall be responsible for the provision and maintenance of all voice announcement systems and equipment. Where appropriate, this shall encompass liaison with the relevant third party supplier, ensuring that appropriate maintenance (both reactive and proactive) is carried out in accordance with service contracts, managing the renewal of service contracts and liaising with the Buyer.

**Locksmith Services**

* 1. In addition, the following Standards Ref apply to this Service SF
  2. The Supplier shall:
     1. Provide a specialist locksmith Service to repair or replace ironmongery at the Buyer Premises;
     2. Ensure that notification of a requirement for locksmith Services will be satisfied in accordance with Annex E – Service Delivery Response Times; and
     3. Demonstrate through the appropriate level of security clearance, as specified by the Buyer, that any of its Staff involved in these Services are appropriate to the operating environment.
  3. Locksmith Services will be paid for in accordance with Appendix 3 - Billable Works and Approvals Process.

**Statutory Obligations**

* 1. Statutory Obligations is a **Non - Mandatory Service.**

**Generic Statutory Obligations and Requirements**

* 1. The Supplier shall at all times ensure that:
     1. The Technical Security operation of the Buyer Premises and Delivery of the Technical Security are undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the Buyer’s premises as defined at Call Off, Good Industry Practice, manufacturer’s recommendations and where appropriate the requirements specified by the Buyer as defined at Call-Off stage;
     2. It provides any training required by the procedures and statutory provisions in respect of all Staff (whether Buyer or Supplier Staff) at the Buyer Premises;
     3. It operates a Safe System of Work in accordance with their Health and Safety Policy and ensures that all risk assessments are current and accurately reflect the works and risks associated with the Services being undertaken; and
     4. It ensures all activities relating to Statutory Compliance is managed through their CAFM System and that the Buyer has access to the data, via electronic interface or direct access to the Supplier’s CAFM System.
  2. The Supplier shall be responsible for the production, review and update of all risk assessments and written schemes of examination to meet all statutory requirements e.g. SFG20, CIBSE Guide M as required as they apply to the Statutory Compliance services specified by the Buyer.
  3. The Supplier shall provide paper copies of all Documentation associated with Statutory Compliance reports or Documentation for retention at the Buyer Premises. These requirements will be defined at Call-Off stage.

**Statutory Inspections**

* 1. The Supplier shall be responsible for ensuring that the Buyer premises achieve full Statutory Compliance at all times.
     1. The requirement of this service is to deliver a service applicable where delivery of maintenance services (as outlined in Work Package C) are not required by the Buyer at Call Off. For the avoidance of doubt, this service excludes planned maintenance activities which are not associated with statutory inspections.
  2. The Supplier shall be responsible for the delivery of all statutory inspections, certification, air monitoring, risk assessments, written schemes of examination and insurance inspections as required to achieve and maintain Statutory Compliance.
  3. The service shall be fully inclusive of all Buyer’s systems and assets access control and security systems.
  4. The Supplier shall set up an annual programme of statutory inspections to ensure all assets and equipment receive the required inspections at the correct time as specified by legislation, approved codes of practice, best practice and manufacturer’s guidelines as appropriate.
  5. The Supplier will ensure that any specific requirements of the Buyer are included in the planning and Delivery of these works.
  6. The programme shall be issued to the Buyer sixty (60) days in advance of all works taking place.
  7. The Supplier shall at all times comply with all relevant EC and UK statutory and legislative requirements, including any alterations to policy as may take place and shall be the sole point of contact for any of the Buyer’s concerns with that aspect of performance.
  8. Periodic inspections will be made by Public Health, Hygiene, Fire Inspectors, the Buyer Authorised Representative, landlord and other such persons. The Supplier shall co-operate with the persons executing these inspections.
  9. The control and execution of this Service shall be managed entirely by the CAFM System and subject to the specified performance Standards, whether fulfilled directly by its Staff or by a third party supplier.
  10. The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM System.

**Cable management**

* 1. This Service requirement shall be outside the Charges and shall be dealt with via the Billable Works Process.
  2. The Supplier shall be responsible for installing additional data cabling and moving floor boxes and grommets as instructed by the Buyer. The Supplier shall ensure that all cabling which the Supplier installs is of a suitable Specification to guarantee continuity of the Services and signal quality. This cabling shall be used exclusively for the transmission of data or voice.
  3. The Supplier shall provide installation work without compromising the integrity of any historic Buyer Premises and in a manner so as to avoid damage to the building fabric. Prior to carrying out work to a historic Buyer Premises the Supplier shall undertake a full survey of the proposed cable routes, prepare a method statement and discuss their proposal with the Buyer.

**Reactive maintenance services**

* 1. The Supplier shall provide a professionally managed Service for reactive repairs and maintenance 24 hours per day, 365 days per year.
  2. This Service shall be managed through the CAFM System. All 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 stage) shall be carried out and included within the Supplier’s Charges.
  3. All 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) and works arising from planned maintenance, are to be managed using the Billable Works and Approvals Process as outlined Call-off Schedule 4A - Billable Works and Projects. All Works Arising from Planned Maintenance (including labour, materials, profit, Overheads and any other relevant Costs) up to an Inclusive Repair Threshold (threshold to be agreed at Call-Off stage) shall be carried out and included within the Supplier’s Charges.
  4. The helpdesk element of the CAFM System shall be the sole focus of reactive maintenance activities.
  5. The Supplier shall work alongside the Buyer in forward planning, providing cost estimates for financial planning and 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 ("Beyond Economic Repair").
  6. 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 Schedule 4a (Billable Works and Projects). 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. 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;
  7. 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; and/or
  8. Any recommendations carried out as a result of Condition Surveys.
  9. 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.
  10. The Supplier shall proceed with emergency tasks in accordance with work package N (helpdesk), in the event of critical or emergency tasks to mitigate health and safety or Business Continuity and Disaster Recovery risks (as further explained in Call‑Off Schedule 8 – Business Continuity and Disaster Recovery. 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.
  11. The Inclusive Repair Threshold shall apply to the task of making safe and shall be applied retrospectively after the situation has been made safe.
  12. The Supplier shall ensure that all its conducting maintenance work remain fully engaged to ensure a fault free operation. The inherent skills of the Supplier’s Staff shall ensure the timely identification and rectification of faults. Both faults identified by Buyer and the Supplier’s Staff shall be logged through the CAFM System for quality analysis. Each and every reactive Service request shall have an associated history, including completion date and time, within the helpdesk system.
  13. 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; and
      4. Details of the condition at the previous maintenance work or inspection; and
      5. An estimate of the cost of repair or replacement.
  14. 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 4A - Billable Works and Projects).
  15. The Supplier shall ensure that all Supplier Staff attend to calls, with suitable and sufficient equipment and suitable training to deal with the reactive maintenance repair in a competent, safe and efficient manner.
  16. The Supplier shall at all times ensure that its Staff are competent, appropriately trained and deployed to cater for the variety of planned and unplanned demands in relation to reactive maintenance. The Supplier shall ensure that Supplier Staff who are dispatched to reactive activities are appropriately trained to deliver a first-time fix. Where interface with electrical, mechanical or medium to high temperature hot water systems are involved, documented training schemes must be evidenced.

**CAFM System**

* 1. The Supplier shall provide the CAFM System and associated software required to deliver the services for the Buyer and should include Costs in the Charges.
  2. The Supplier shall be responsible for recording data within their CAFM system or associated system, which is aligned with the Buyers Asset information requirements. This will be aligned with the service level and duties required under an SFG20 regime.
  3. At the end of the Call-Off Contract Period, or in the event of termination of the Call-Off Contract and for any reason, ownership of the Buyer’s data contained within the CAFM System shall remain with the Buyer.
  4. The Supplier shall ensure that all managerial quality monitoring, complaints. PPM and reactive activities are managed, executed and monitored through the CAFM System.
  5. The Supplier shall ensure that the Buyer has full access to the live CAFM System data at all times and be responsible for ensuring that the data can be accessed electronically via the Buyers internal network i.e. a web based application which can be accessed via a web browser. The Supplier shall be responsible for the provision of a reasonable number of licences for Buyer Staff to allow access to the CAFM system. Details of the requirements shall be defined and priced at Call Off.
  6. An application programming interface or export function for the systems data should be available at all times to the Buyer.
  7. The Supplier shall work closely with the Buyer during the mobilisation period to produce and maintain a contract fixed Asset register in line with the Asset information requirements schedule as defined by the Buyer. This shall be compiled from condition surveys, location surveys, operating and maintenance manuals and all Asset register details entered into the CAFM System at the Buyer Premises.
  8. At the end of the Contract, the Supplier shall be responsible for ensuring that all information is quality checked to ensure full compliance with the Standards of a Construction Operations Building information Exchange. Information shall be codified in line with SFG20, Uniclass 2015 and NRM3 for quality assurance purposes for completeness and accuracy.
  9. The Supplier will work with the Buyer to limit the requirement for further survey and Asset verification in the event of the coming to an end of their Contract.
  10. The Supplier shall ensure that all feedback information associated with its activities and information relating to the completion of Service requests is promptly and accurately entered into the CAFM System.
  11. The Supplier shall provide the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM System to the mutual benefit of both itself and the Buyer. This shall include:
      1. The adoption of point cloud survey information;
      2. Building information models;
      3. Photogrammetry; and
      4. Telemetry.
  12. The Supplier shall ensure that:
      1. All Assets are individually referenced and capable of being identified in four hierarchical structures to include service type, geographical location, NRM3 and Uniclass 2015;
      2. The CAFM System has the flexibility to allow these four (4) hierarchies to be cross-referenced at different levels to allow greater capability in identifying particular Assets, systems or sections of Services within any Buyer Premises. The Supplier shall take into account the appropriate data security considerations of how this information is stored and be aware of the Centre for Protection for National Infrastructure guidance;
      3. All Assets which are scheduled for maintenance or require attention due to malfunction are clearly identified on job sheets, using digital formats / forms wherever possible, with respect to type and accurate location;
      4. The CAFM System has the ability to record and track the history of reactive work on specific Assets as required by the Buyer; and
      5. All response and rectification periods required by the Buyer are maintained within the CAFM System and the CAFM System has the capability to produce alerts as reactive or planned works that are about to breach their KPI agreement.
  13. The Supplier shall create a measure within the CAFM System which allows the suspension of any reactive activity which results in a repair which cannot be completed due to lead times of replacement parts or the need for the Buyer’s sanction of Costs (e.g. automated delay request and authorisation process). The Supplier shall agree in advance with the Buyer the exact criteria for suspension.
  14. The Supplier shall ensure that the CAFM System has the capability to link duplicate Service requests and parent and child Service requests and track Service requests through the various stages to completion.
  15. All parent and child relationships should be codified and recorded within any data or information exchange from the CAFM System(s).
  16. The Supplier shall ensure that the CAFM System captures all Costs including maintenance, direct labour and Subcontractor labour, in addition to material Costs for each Asset.
  17. The Supplier shall ensure that they are capable of interacting with the Buyer’s IT systems, an independent helpdesk and/or assurance service Supplier where appropriate. In such a situation the Supplier shall be required to use the Buyer’s defined master data to report activities against. This will be defined at Call-Off.
  18. The Supplier shall have the capability to operate its CAFM System in a way that integrates data with the Buyer’s IT systems, the CAFM System of an independent helpdesk and/or assurance service Supplier where appropriate. Should this be a requirement, this would be defined at Call-Off.
  19. The CAFM shall have the capability to:
      1. Record and report by each Buyer Premises or location;
      2. Review work assignment to both maintenance staff and Subcontractors;
      3. Track maintenance activity, status updates and the provision of on-screen alerts;
      4. Provide automated email notifications of work requests;
      5. Provide automatic status updates to the Buyer’s Representatives;
      6. Provide search and visibility of calls and activities;
      7. Provide automatic associated hazard warnings, for example () asbestos alerts;
      8. Provide status reports and updates on the level of Statutory Compliance at the Buyer Premises;
      9. Allocate and schedule appointment dates and times with the occupants of residential housing and Buyer’s representatives within Buyer Premises for maintenance works, audits and inspections;
      10. Provide online portal systems to facilitate automated online booking systems to enable the Buyer’s representatives and residential housing occupants to schedule attendance for works directly online;
      11. Provide a repository for all Buyer documents to include but be limited to CAD drawings, schematic drawings, photographs, BIM drawings, statutory certificates in various formats to include 2D, 3D and scanned documents;
      12. Provide automated facilities for online invoicing, hard and soft charging processes and payment processes;
      13. Provide clear and proactive management of KPI agreements;
      14. Log Service requests via intranet and internet; and
      15. Automatically prioritise work and job escalation when appropriate.
  20. Manage room booking / workplace allocation:
      1. All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces and workplace hubs shall be booked and managed by a room booking system to optimise as far as is practicable the use of space;
      2. The Service shall include the facility to accept electronic online bookings and confirmations;
      3. The system shall ensure no double bookings;
      4. The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support; and
  21. Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support.
  22. The Asset tracking functionality shall operate in line with the Asset information requirements of the Buyer and have the capability to:
      1. Provide various forms of information relating to Assets including location, warranty, parts and maintenance records;
      2. Construction Operation Building information Exchange ("COBie") sheets;
      3. Building information Models for New Build and Retrofit projects. This should include access to BIM object library where available;
      4. Provide logical grouping of Assets for easy storage, retrieval and viewing codified in line with SFG20, NRM3 and Uniclass 2015;
      5. Provide the ability to record planned and reactive maintenance information to enable full visibility of an Assets service history;
      6. Ensure future planned and reactive maintenance requirements generate alerts at the appropriate time;
      7. Integrate with other facilities data to provide detailed financial and ownership details;
      8. Identify movement and tracking of Assets within existing or external systems;
      9. Associate Assets to the Buyer’s Staff departments or locations;
      10. Associate Asset contract for automatic issue of related Service requests to maintaining third party suppliers;
      11. Provide an export capability of Asset data to third party applications using industry standard tools, for example an application programming interface ("API") or through export to a suitable interoperable file format aligned to the information structure of COBie and the classification Standards of SFG20, NRM3 and Uniclass 2015;
      12. Provide full Asset reporting for distribution to interested parties defined by the Buyer; and
      13. Provide the ability for two-way communication including importing data from third party financial software or exporting to a data file.
  23. The cost control functionality shall have the capability to:
      1. Track costs through multi-level hierarchy of budgets, contracts and projects;
      2. Provide transparency of full facilities spend and generation of single or multi-line purchase Orders;
      3. Utilise the NRM3 standard to classify the information
      4. Discount purchase Orders or individual line items;
      5. Provide purchase Order receipt acknowledgement;
      6. Navigate, search and view all budget information;
      7. Link trade rates to the contractual resource rates agreed with the Buyer;
      8. Provide projects functionality which enables tracking of project spend, progress against the defined RIBA outputs, key Milestone Dates and stakeholders;
      9. Provide costs for all Billable Works;
      10. Easily distribute information to stakeholders;
      11. Ensure financial reports are available for ad hoc reporting or scheduled generation basis;
      12. Navigate data tree to ensure simple management and retrieval of all facilities information; and
      13. Manage health and safety equipment and Service requests.
  24. The property management functionality shall have the capability to:
      1. Provide processes to allocate accommodation and manage Buyer’s residential property portfolio;
      2. Provide a dynamic link to property related planned maintenance activities;
      3. Provide storage and maintenance of hazardous related data, for example asbestos;
      4. Track the condition of the Buyer Premises including structure, fabric and mechanical elements;
      5. Monitor building lifecycle costs and energy efficiency;
      6. Store all Buyer Premises related documents including contracts, lease agreements and health and safety documents;
      7. Store all details of the Buyer’s residential properties including photographs, CAD plans, floor plans, external grounds drawings; resident facilities, utility infrastructure and providers, contracts, lease agreements and health and safety documents;
      8. Navigate the storage of Buyer Premises contact information;
      9. Generate property management reports;
      10. Use industry standard BIM tools to detail, plan and manage space allocation;
      11. Utilise industry standard classification SFG20, Uniclass 2015 and NRM3 to map spaces, Assets and assign attributes; in line with the COBie structure; and
      12. Ensure easy movement and tracking of Assets within the CAFM System.
  25. The report functionality shall have the capability to:
      1. Report on helpdesk performance management;
      2. Automatically generate reports;
      3. Provide direct email distribution to stakeholders;
      4. Produce specific corporate reporting requirements;
      5. Analyse data;
      6. Provide extensive reports as standard;
      7. Provide measured performance benchmarking; and
      8. Provide cost control and monitoring.
  26. The Supplier shall ensure that that in line with best practice, the CAFM System has its own Business Continuity and Disaster Recovery Plan in place to enable continuity of service without degradation.

**Helpdesk Services**

* 1. The Supplier shall provide a fully staffed, supervised helpdesk Service linked to the CAFM System for all technical related Service requests and fault reporting, twenty four (24) hours per day 365 days per year. The Buyer and the Supplier shall agree a reporting function in relation to the helpdesk requirements at Call-Off stage.
  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 and shall also be the focus for all day-to-day operational activities across all aspects of the Technical Security;
     3. Ensure that the helpdesk provides a telephone single point of contact (free of charge for Buyer Staff, Buyer Premises Occupants, tennants residing in Buyer’s residential properties and stakeholders from UK landlines); and
     4. Ensure continued Service Delivery for all Services under its control during the core service hours (as agreed by the Buyer at Call-Off stage).
  3. The Supplier helpdesk shall accept Service requests from all Buyer’s Staff, Buyer Premises Users, occupants residing in Buyer’s residential properties and stakeholders who are reporting faults 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 on the CAFM System. Further details of these Services shall be provided at Call-Off stage.
  5. The Supplier helpdesk shall accept Service requests raised by telephone calls, emails, text messages and web portals.
  6. The Supplier shall ensure that all Service requests are logged on to the CAFM System without unnecessary delay, allocated a unique reference number and responded to as follows:
     1. Telephone call requests within twenty (20) seconds;
     2. Text message requests within ten (10) minutes;
     3. Email requests within fifteen (15) minutes; and
     4. Portal requests within five (5) minutes.
  7. The Supplier shall be responsible for the issue of an acknowledgment within five (5) minutes of receipt and shall issue an update to the Buyer advising on the action to be taken within one (1) hour of the request being logged on the CAFM System or upon request.
  8. If for any reason the helpdesk response to a telephone request exceeds twenty (20) seconds before being answered by a helpdesk operator, then the caller shall be made aware of where they are in the queue, approximately how long they will be required to wait and be given an option to leave a message and be called back within one (1) hour.
  9. The Supplier helpdesk shall record details of the Service request on the CAFM System, to include:
     1. Name;
     2. Contact details, to include telephone number, email address and work location;
     3. Location of the Buyer Premises to which the request is related;
     4. Nature of the request;
     5. Date and time;
     6. The actual response time as specified within the agreed;
     7. A 'Unique Service Request' reference number;
     8. Action taken; and
     9. Details of progress throughout the Service request management lifecycle.
  10. Further information will be provided by the Buyer at Call-Off stage.
  11. The Supplier shall ensure that the person who raised the task is updated regarding the status and progress of any open Service requests through each stage of the Process, including notifications of delays, closure or completion.
  12. The Supplier shall ensure that where a Service request was not completed in accordance with the timeframes specified in the agreed KPI they reprioritise the Service request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes agreed with the Buyer. The Supplier shall ensure that all revisions to timeframes as agreed and authorised with the Buyer are recorded on the CAFM System.
  13. To mitigate the risk of the creation of a backlog of work, the Supplier shall record all instances where a Service request failed to be completed within the agreed KPI on the CAFM System and issue daily reports to the Buyer. Further information will be provided at Call-Off.
  14. The Supplier shall:
      1. Ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM System;
      2. Make audio recordings of all telephone conversations for the purpose of monitoring and auditing helpdesk performance. The Supplier shall retain such recordings for twelve (12) Months on a rolling programme. Further details will be provided at Call-Off;
      3. Provide appropriate staff to ensure that the helpdesk can operate within the requested performance parameters as agreed between the Buyer and the Supplier;
      4. Ensure that all staff appointed to operate on the helpdesk are capable of handling all faults and in scope Service requests, irrespective of the time of the day;
      5. Ensure that all staff appointed to operate on the helpdesk can access and report the status of all Service requests at any such time as requested by the Buyer;
      6. Provide multilingual helpdesk operators and translation Services where required to meet Buyer requirements. Where these Services are required further details will be provided at Call-Off:
  15. The Supplier shall provide all staff appointed to operate on the helpdesk with documented training, including:
      1. Training on the CAFM System package;
      2. Customer Service skills;
      3. Service call management;
      4. Listening skills;
      5. Escalation procedures;
      6. Buyer emergency procedures; and
      7. Training in respect of all operational areas of the Buyer Premises.
  16. Ensure that all staff appointed to operate on the helpdesk have the appropriate security clearance to work on a Buyer account;
  17. Where required provide a room booking Service via the helpdesk;
  18. Where required provide a car park management Service via the helpdesk; and
  19. Where required support the wider Government HUB strategy via the provision of a workplace booking Service managed through the CAFM System where shared accommodation arrangements exist at nominated Buyer Premises via the helpdesk. Further details will be provided at Call-Off stage

1. **Work Package E – Alarm Response Centre.**
   1. Service E - **Alarm Response Centre is** **a Non-Mandatory Service.**
   2. In addition, the following Standards Ref apply to this Service SE
   3. The Supplier is to provide a central facility for receiving alarm notifications, monitoring CCTV images, radio and any other communication, controlling response to emergency incidents and providing a 24/7 helpdesk function.
   4. The Service shall cover but not be limited to the following:-
      1. Alarm Receiving Centres (ARC) for intruder and fire alarms,
      2. Remote Video Response Centres (RVRC) for detector–activated CCTV,
      3. After-Theft Vehicle Tracking ARCs for after-theft vehicle tracking and recovery
      4. Alarm Receiving Centres for the monitoring of Lone Worker Devices (LWD)
   5. The Monitoring activity, where required, is to be accredited by a Third Party.
   6. This facility shall not be located on the Buyer’s Premises and may be a shared facility.
   7. The service will be delivered in accordance with the Standards, Legislation and Good Industry Practice.

**Work Package F – Helpdesk Services**

1. Service F - **Helpdesk Services is** **a Mandatory Service.**
2. In addition, the following Standards Ref apply to this Service SF
   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. The Buyer and the Supplier shall agree a reporting function in relation to the helpdesk requirements at Call-Off stage.
   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 and 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, occupants residing in Buyer’s residential properties and stakeholders from UK landlines); and
      4. Ensure continued Service Delivery for all Services under its control during the core service hours (as agreed by the Buyer at Call-Off stage).
   3. The Supplier helpdesk shall accept Service requests from all Buyer’s Staff, Buyer Premises Users, occupants residing in Buyer’s residential properties 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. Further details of these Services shall be provided at Call-Off stage.
   5. The Supplier helpdesk shall accept Service requests raised by telephone calls, emails, text messages and web portals.
   6. The Supplier shall ensure that all Service requests are logged on to the System without unnecessary delay, allocated a unique reference number and responded to as follows:
      1. Telephone call requests within twenty (20) seconds;
      2. Text message requests within ten (10) minutes;
      3. Email requests within fifteen (15) minutes; and
      4. Portal requests within five (5) minutes.
   7. The Supplier shall be responsible for the issue of an acknowledgment within five (5) minutes of receipt and shall issue an update to the Buyer advising on the action to be taken within one (1) hour of the request being logged on the System or upon request.
   8. If for any reason the helpdesk response to a telephone request exceeds twenty (20) seconds before being answered by a helpdesk operator, then the caller shall be made aware of where they are in the queue, approximately how long they will be required to wait and be given an option to leave a message and be called back within one (1) hour.
   9. The Supplier helpdesk shall record details of the Service request on the System, to include:
      1. Name;
      2. Contact details, to include telephone number, email address and work location;
      3. Location of the Buyer Premises to which the request is related;
      4. Nature of the request;
      5. Date and time;
      6. The actual response time as specified within the agreed;
      7. A 'Unique Service Request' reference number;
      8. Action taken; and
      9. Details of progress throughout the Service request management lifecycle.
   10. Further information will be provided by the Buyer at Call-Off stage.
   11. The Supplier shall ensure that the person who raised the task is updated regarding the status and progress of any open Service requests through each stage of the Process, including notifications of delays, closure or completion.
   12. The Supplier shall ensure that where a Service request was not completed in accordance with the timeframes specified in the agreed KPI they reprioritise the Service request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes agreed with the Buyer. The Supplier shall ensure that all revisions to timeframes as agreed and authorised with the Buyer are recorded on the Management Information System.
   13. To mitigate the risk of the creation of a backlog of work, the Supplier shall record all instances where a Service request failed to be completed within the agreed KPI on the System and issue daily reports to the Buyer. Further information will be provided at Call-Off.
   14. The Supplier shall:
       1. Ensure that all necessary procedural and emergency contact information is kept up to date at all times.
       2. Make audio recordings of all telephone conversations for the purpose of monitoring and auditing helpdesk performance. The Supplier shall retain such recordings for twelve (12) Months on a rolling programme. Further details will be provided at Call-Off;
       3. Provide appropriate staff to ensure that the helpdesk can operate within the requested performance parameters as agreed between the Buyer and the Supplier;
       4. Ensure that all staff appointed to operate on the helpdesk are capable of handling all issues and in scope Service requests, irrespective of the time of the day;
       5. Ensure that all staff appointed to operate on the helpdesk can access and report the status of all Service requests at any such time as requested by the Buyer;
       6. Provide multilingual helpdesk operators and translation Services where required to meet Buyer requirements. Where these Services are required further details will be provided at Call-Off:
       7. Provide all staff appointed to operate on the helpdesk with documented training, including:
          1. Customer Service skills;
          2. Service Call management;
          3. Listening skills;
          4. Escalation procedures;
          5. Buyer emergency procedures; and
          6. Training in respect of all operational areas of the Buyer Premises.
       8. Ensure that all staff appointed to operate on the helpdesk have the appropriate security clearance to work on a Buyer account;
       9. Where required provide a room booking Service via the helpdesk;
       10. Where required provide a car park management Service via the helpdesk; and
       11. Where required support the wider Government HUB strategy via the provision of a workplace booking Service managed through the System where shared accommodation arrangements exist at nominated Buyer Premises via the helpdesk. Further details will be provided at Call-Off stage.

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

1. Service G -Management of Billable Works is a **Mandatory Service.**

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

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 4A - Billable Works and Projects and Standard SA7 when delivering all new works on behalf of the Buyer.

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

1. Building information Modelling ("BIM") and Government Soft Landings ("GSL") where applicable are a **Mandatory Service** **to be priced at Call Off.**
   1. The Supplier shall support the Authority and individual Buyer requirements for Delivery of a number of strategic priorities related to the wider Government policy by the adoption of measures to improve efficiency and value for money.
   2. These shall include:
      1. Delivering projects in line with Government’s Common Minimum Standards where applicable;
      2. Government Soft Landings ("GSL"); and
      3. Building information Modelling ("BIM") Level 2 for all Projects.
      4. The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.
      5. The Supplier shall comply with BIM Level 2 Standards and any updates to these Standards. Where Buyer requirements exceed this level, further information will be provided at Call-Off.
   3. The Supplier should be aware that for the purposes of this Framework PAS 1192:2 relates to project Delivery within the suite of BIM Standards, PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001 and PAS 1192:5 relates to the specification for security minded building information modelling, digital built environments and smart asset management, as summarised in Annex E.
   4. It is expected that the classification Standards applied should as a minimum reference Uniclass 2015, SFG20 and the NRM3 to enable the ease of transfer between projects and Asset management operations.
   5. The Buyer shall be responsible, upon request, for the provision of a fully complete Asset register as a minimum codified in line with the above Standards and presented using a Construction Operations Building information Exchange ("COBie") file either in .XLS or .XML.
   6. The Supplier shall ensure that where other forms of digital engineering (for example, computer-based technologies including off-site, factory-based fabrication, on-site automation, and sophisticated cyber-physical systems) are being used to deliver a part or the whole of the work or will be used to deliver future services, the Supplier shall follow the Buyer’s requirements in relation to the security-minded approach to be adopted.

**PART B - ANNEXES**

**ANNEX A – SECURITY SERVICE STANDARDS**

**SECURITY SERVICE STANDARDS**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **WORK PACKAGE A: CONTRACT MANAGEMENT** | | | | | |
| **Service Reference** | | | **Service Description** | **Service Standard** | |
| A:1 | | | Integration | SA1 | |
| A:2 | | | Health & Safety | SA2 | |
| A:3 | | | Management Services | SA3 | |
| A:4 | | | Service Delivery Plans | SA4 | |
| A:5 | | | Risk Management | SA5 | |
| A:6 | | | Customer Satisfaction | SA6 | |
| A:7 | | | Reporting | SA7 | |
| A:8 | | | Performance Self-Monitoring | SA8 | |
| A:9 | | | Business Continuity and Disaster Recovery (“BCDR”) Plans | SA9 | |
| A:10 | | | Quality Management System | SA10 | |
| A:11 | | | Staff and Training | SA11 | |
| A:12 | | | Selection and Management of Subcontractors | SA12 | |
| A:13 | | | Social Value | SA13 | |
| A:14 | | | Generic Statutory Obligations and Requirements | SA14 | |
| **WORK PACKAGE B: CONTRACT MANAGEMENT** | | | | | |
| **Service Reference** | | | **Service Description** | **Service Standard** | |
| General Requirements | | |  |  | |
| B:1 | | | Contract Mobilisation | SB | |
| **WORK PACKAGE C: SECURITY SERVICES** | | | | | |
| Service Reference | | | Service Description | Service Standard | |
|  | | | General Requirements |  | |
| C:1 | | | Manned Guarding Service | SC1 | |
| C:2 | | | CCTV / Alarm Monitoring | SC2 | |
| C3 | | | Control of Access and Security Passes | SC3 | |
| C4 | | | Emergency Response | SC4 | |
| C:5 | | | Patrols (Fixed or Static Guarding) | SC5 | |
| C:6 | | | Management of Visitors and Passes | SC6 | |
| C:7 | | | Reactive Guarding | SC7 | |
| C:8 | | | Additional Security Services | SC8 | |
| C:9 | | | Enhanced Security Services | SC9 | |
| C:10 | | | Key Holding | SC10 | |
| C:11  C:12  C:13  C:14  C:15  C:16  C:17  C:18  C:19 | | | Lock Up / Open Up of Premises  Patrols (Mobile via specific visiting vehicle)  Reception Services  Taxi Booking Service  Car Park Management and Booking  Voice Announcement System Operation  Flag Flying Service  Cash and Valuables in Transit (CVIT)  Canine Detection | SC11  SC12  SC13  SC14  SC15  SC16  SC17  SC18  SC19 | |
|  | | |  |  | |
| **WORK PACKAGE D: TECHNICAL SERVICES** | | | | | |
| **Service Reference** | | | **Service Description** | **Service Standard** | |
| General Requirements | | |  |  | |
| D:1 | | | Risk Assessment | SD1 | |
| D:2 | | | Electronic Security Systems | SD2 | |
| D:3 | | | Physical Security Systems | SD3 | |
| D:4 | | | Maintenance of Security Services | SD4 | |
| **WORK PACKAGE E: ALARM RESPONSE CENTRES** | | | | | |
| **Service Reference** | | | **Service Description** | **Service Standard** | |
| S | | | Alarm Response Centre | SE | |
| **WORK PACKAGE F: HELPDESK SERVICES** | | | | | |
| **Service Reference** | | | **Service Description** | **Service Standard** | |
| SF | | | Helpdesk Service |  | |
| **WORK PACKAGE G: MANAGEMENT OF BILLABLE WORKS** | | | | | |
| Service Reference | | | Service Description | Service Standard | |
| SG | | | Management of Billable Works | SG | |
|  | | | **WORK PACKAGE H: BUILDING INFORMATION MODELLING (“BIM”)AND GOVERNMENT SOFT LANDINGS (“GSL”)** |  | |
| Service Reference | | | Service Description | Service Standard | |
| SH | | | Building information Modelling ("BIM") and Government Soft Landings ("GSL") |  | |
|  | | |  |  | |
|  | | |  |  | |
| **WORK PACKAGE A – CONTRACT MANAGEMENT** | | | | |
| **Service A:1** | | **SA1: Integration** | | |
| Standard | | The Supplier shall provide an innovative and professional Security Service that recognises advances in technology, operational efficiencies, workforce synergies and operational improvements that will deliver improved performance and value for money for the Buyer. | | |
| **Service A:2** | | **SA2: Health And Safety** | | |
| Legislation, ACoP or similar industry or Government guidelines | | The Supplier shall be compliant with Annex B including:  Legislative Standards;  UK Legislation;  BS/ISO/EN Standards;  Guidance Notes / Codes of Practice; and  Building Regulations (England & Wales only). | | |
| Standard | | As a minimum, the Supplier shall produce and comply with the following documents:  A forward maintenance register;  Planned and preventative maintenance schedule;  Accident/Incident reports (RIDDOR);  Fire evacuation drill reports;  Statutory inspection reports, assessments and reviews;  Risk assessment reports and reviews;  Compliance certificates;  Security incident reports;  Disability discrimination assessments and reports;  Method statements for meeting the Buyer’s requirements;  Health and safety policies and procedures; and  Scope and Services objectives.  The Supplier shall at all times ensure that:  The operation of the Buyer Premises and delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements;  It provides any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures;  It produces detailed procedures for a variety of emergency situations in conjunction with Buyer. These procedures shall be continually updated and reviewed as circumstances demand and at least annually;  It develops and maintains fire and emergency procedures, systems, equipment and staff training in order to produce a safe environment for the designated site and its users. Systems will be unobtrusive where possible to assist in creating a positive building atmosphere for all users;  It shall carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site;  It programmes and implements Health and Safety inspections of the Buyer Premises and Service delivery annually, and provides evidence to the Buyer on request;  It conducts and reviews all risk assessments relevant to the operation of the Buyer Premises and the delivery of Services in accordance with current statutory health and safety legislation;  It undertakes a Monthly review of all accidents occurring at the Buyer Premises whether relating to the Supplier's or Buyer's staff using the Buyer Premises or to the Supplier's delivery of Services. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation;  It reviews all policies and associated documentation on a regular basis and at least annually and provide evidence of such on request by the Buyer;  It complies with all health and safety obligations including at all the Buyer’s Premises which are occupied under leasehold arrangements;  It shall at all times provide and maintain the first aid kits and other safety equipment and all related consumables issued to and used by Supplier staff on the Buyer Properties; and  It provides the required numbers of staff with an appropriate first aid responder qualification and training for emergency responses in accordance with health and safety legislation, as required by legislation and risk assessment (as a minimum) and any Buyer’s specific requirements. | | |
| **Service A:3** | | **SA3: Management Services** | | |
| Legislation, ACoP or similar industry or Government guidelines | | ISO 9001: 2008 Quality Management Plan (and replacement ISO 9001:2015 when published).  Call-Off Schedule 7 - Key Staff.  Call-Off Schedule 3 - Continuous Improvement.  Call-Off Schedule 15 - Contract Management. | | |
| Standard | | The Supplier shall manage the Contract in accordance with the personnel and processes as detailed in the Service Delivery Plan as agreed with the Buyer.  The Supplier shall manage the customer satisfaction, complaint and key performance indicator measurement processes to ensure agreed performance standards are fully met.  The Supplier shall produce and issue the agreed management reports and attend meetings as requested by the Buyer to maintain the agreed contractual performance standards. | | |
| **Service A:4** | | **SA4: Service Delivery Plans** | | |
| Standard | | Call-Off Schedule 13 - Mobilisation Plan and Testing.  As a minimum, the buildings and Asset maintenance management Service Delivery Plan shall contain:  Scope and Services objectives;  Approach and methodology;  Asset management method statement for meeting the Buyer’s requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;  Variation procedures and additional work requests;  Operational structure including resource proposals;  Planned maintenance and Asset lifecycle replacement schedule and delivery methodology;  Quality statement;  Procurement of Services;  Procurement of materials taking account of embodied carbon and recycled content;  Management of energy use including lighting;  Scope of Service;  Planned preventative maintenance methodology/schedule;  Computerised Asset management system;  Building management system;  Routine maintenance;  Formulation of the planned preventative maintenance programme;  Maintenance management, recording and reporting;  Critical spares management;  Inspections;  Conservation and sustainability;  Maintenance and renewal;  Management arrangements;  Quality management;  Operational liaison;  Reactive Maintenance Works; and  Reactive vandalism maintenance Service.  In use and occupied space shall be maintained to appropriate Standards which are deemed ‘fit for function’ by type (i.e. office).  Vacant space shall be maintained to appropriate Standards (e.g. mothballing & re-commissioning, as BESA SFG 30). | | |
| **Service A:5** | | **SA5: Risk Management** | | |
| Legislation, ACoP or similar industry or Government guidelines | | ISO 31000: Risk Management where requested by the Buyer. | | |
| Standard | | The Supplier shall produce and maintain a contact risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks.  The Supplier shall produce and comply with any and all risk assessments pertaining to all Services undertaken at the designated Buyer Premises. This includes risk assessments and statutory compliance required by or produced by third parties such as landlords. | | |
| **Service A:6** | | **SA6: Customer Satisfaction** | | |
| Standard | | Call-Off Schedule 3 - Continuous Improvement.  The Supplier shall develop the customer satisfaction process with the Buyer and shall deliver it in accordance with the specific Buyer requirements as defined in line with the agreed Service Delivery Plan.  The Supplier shall deliver a complaints management process which manage and maintain the Buyer’s customer satisfaction targets.  The Supplier shall participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the Buyer. | | |
| **Service A:7** | | **SA7: Reporting** | | |
| Standard | | The Supplier’s Management Information system will be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the Buyer.  The Supplier shall be responsible for the provision of all interfaces between their own and third-party Management Information systems to facilitate the real-time transfer of data.  The Buyer’s data contained within the Supplier’s Management Information system shall be able to be uploaded to third-party Management Information systems where required by the Buyer.  The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements in line with the agreed Service Delivery Plan. | | |
| **Service A:8** | | **SA8: Performance Self-Monitoring** | | |
| Legislation, ACoP or similar industry or Government guidelines | | ISO 9001:2015 Quality Management System. | | |
| Standard | | The Supplier will deliver services and manage performance in line with the agreed key performance indicator (KPI) model.  The Supplier will manage performance using their own internal performance management systems and processes which shall align with the Buyer’s internal performance monitoring and auditing regimes as agreed within the Service Delivery Plan (SDP).  The Supplier shall provide a system to manage, control and record and report on the delivery of all Services provided as part of any Call-Off Contract.  The Supplier shall also provide a support service available twenty-four (24) hours per day for the Buyer to request the deployment of the Supplier to rectify any non-provision of accommodation or Service(s) embraced by the scope of the Security Framework Contract and within specified response times.  The Supplier will develop and agree with the Buyer the management reporting regimes for recording statutory compliance, performance against social value targets and balanced scorecard returns. | | |
| **Service A:9** | | **SA9: Business Continuity And Disaster Recovery Plans** | | |
| Legislation, ACoP or similar industry or Government guidelines | | Call-Off Schedule 8 - Business Continuity and Disaster Recovery.  Centre for the Protection of the National Infrastructure (CPNI).  BS 25999: Business Continuity Management.  ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).  ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).  ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).  ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.  ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).  ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security. | | |
| Standard | | The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each business unit and as described in the relevant BCDR Plan.  The Supplier’s Management Information System shall be able to provide and support any Business Continuity scenario without any degradation in performance.  The Supplier will have its own Business Continuity and Disaster Recovery (BCDR) contingency plan in place to enable continuity of their Services without degradation.  The Supplier’s Management Information System facilities will have its own Business Continuity and Disaster Recovery contingency plan in place to enable continuity of the Services without degradation. | | |
| **Service A:10** | | **SA10: Quality Management System** | | |
| Legislation, ACoP or similar industry or Government guidelines | | The Supplier shall hold and maintain valid ISO9001, ISO14001 and OHSAS 18001 accreditation or equivalent at all times for the duration of the Call-Off Contract. | | |
| Standard | | The Supplier shall create a quality management plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems. The plan shall be in place within sixty (60) days of the Call-Off Start Date. | | |
| **Service A:11** | | **SA11: Staff And Training** | | |
| Standard | | The Supplier shall manage and deliver the Services in line with the staffing profiles agreed with the Buyer within the Service Delivery Plan.  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.  The Supplier shall provide any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures. | | |
| **Service A:12** | | **SA12: Selection And Management Of Subcontractors** | | |
| Standard | | The Supplier is responsible for ensuring that all appointed Subcontractors are eligible to work in the UK.  The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills.  The Supplier is responsible for ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements.  The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate levels of security clearances to enable access into the Buyer Properties.  The Supplier is responsible for ensuring that all Subcontractor performance is managed via use of the KPI, customer satisfaction and complaints management processes. | | |
| **Service A:13** | | **SA13: Social Value** | | |
| Legislation, ACoP or similar industry or Government guidelines | | Public Services (Social Value) Act 2012. | | |
| Standard | | The Supplier will develop a Social Value initiatives and objectives with the Buyer.  The Supplier will meet the requirements of the Buyer’s Social Value requirements.  The Supplier will meet the reporting requirements to measure Supplier performance and compliance. | | |
| **Service A:14** | | **SA14: General Statutory Obligations And Requirements** | | |
| Legislation, ACoP or similar industry or Government guidelines | | The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties. | | |
| Standard | | The Supplier shall manage compliance through their Management Information System (MIS).  The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties. | | |
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| **WORK PACKAGE B – MOBILISATION** | | | | |
| **SB: General Requirements** | | | | |
| Standard | | The Supplier will manage Mobilisation of the Contract in line with Call-Off Schedule 13 - Mobilisation Plan and Testing. | | |
| **WORK PACKAGE C: SECURITY SERVICES** | | | | |
| **SC: General Requirements** | | | | |
| Legislation, ACoP or similar industry guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  BS EN ISO 9001;  BS 7799 - Information Security Management;  Centre for the Protection of the National Infrastructure (CPNI) PAS 97:2009 A Specification for Mail Screening and Security;  BS 25999: Business Continuity Management;  BS 7984;  HMG Infosec Standard 5 (IS5);  Centre for Protection of National Infrastructure (CPNI)~~;~~  Communications Electronic Security Group (CESG)  Security Policy Framework;  The Government Security Classifications Policy (2014);  BS 7499-Static Guarding and Mobile Patrols;  BS 7984-Key Holding and Response Services;  BS 7958-CCTV Management and Operation; and  BS7858-Security Screening.  BS 7872:2011 Code of Practice for Operation of Cash-in-Transit Services (collection & delivery)  BS 8507-1:2008 Code of Practice for Close Protection Services. Services within the United Kingdom  BS 8507-2:2009 Code of Practice for close protection services. Services outside the United Kingdom  BS 8517-1:2009 Security Dogs - Code of Practice for the use of general purpose security dogs  BS 8517-2:2010 Security Dogs - Code of practice for the use of detection dogs  BS 8484:2016 Provision of lone worker services – Code of practice | | |
| Standard | | The General Requirements for Security Services shall apply.  The Supplier shall provide a professionally managed, high quality Security and Guarding Services using Security Industry Buyer (SIA) or equivalent licensed staff.  The recommendations from the policy development initiatives being carried out by the Government Security Secretariat, led by the Cabinet Office, will be adopted as the Standard for the delivery of Security Services across the Government and public estate. This will include a common pass system for the Civil Services, opportunities for sharing guarding contracts and other shared security services.  Compliance with Data Protection Legislation and other relevant legislation shall be maintained throughout the throughout the Call-Off Contract.  Guidance should be sought from the various trade and governing bodies for the sector including:  Security Systems and Alarms Inspection Board (SSAIB);  Security Industry Authority (SIA)  All Supplier Staff delivering Security Services must have SIA or equivalent accreditation.  All Supplier Staff delivering Security Services shall have a good comprehension of the English language and be able to follow direction and orders as necessary. Adequate written abilities shall also be expected (important when making reports in the daily occurrence book).  Screening measures should reflect the risks the Buyer faces and consistent with other security measures in place.  In relation to vehicle screening, similar principles to screening Supplier Staff should be applied when deciding whether, and at what level, to screen vehicles at entrances to Buyer Properties, though processes and equipment will differ from those used for personnel screening.  In relation to screening mail, screening measures should be proportionate to the risks the Buyer faces and consistent with other security measures in place. Processes and equipment will likely differ from those used for personnel and vehicle screening.  Clear procedures and processes shall be in place for responding to incidents.  The Supplier shall agree the Standards (7.1.15 & 7.1.16) with the Buyer and/or the Departmental Security Officer as there will be specific requirements for each Buyer Premises.  The Supplier shall ensure that the Services are delivered in line with BS 25999 – Business Continuity Management. This is as an integral part of any Service offering and will need to be considered and fully scoped by each Buyer Representative.  The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each Business Unit and as described in the relevant BDCR Plan.  The Supplier shall ensure that regular reporting of the Service shall be captured as part of the Monthly reporting requirements. Incidents should be notified to the Buyer Security Representative within 24 hours or as soon as practicable. The daily occurrence book is to be available for inspection at any time by the Buyer.  The Buyer shall agree the form of dress to be worn by Supplier Staff in each situation.  Supplier may choose to have its own corporate uniform. Uniforms to cater for all seasons, e.g. winter patrols as agreed with the Buyer. Other styles will be by agreement with the Buyer.  Purchase of uniforms for staff shall comply with relevant Government Buying Standards. The Supplier is responsible for the purchase and replenishment of uniform issued over the duration of the Call Off contract. | | |
| Health and Safety  (Buyer Properties that have manned guarding ) | | All Supplier Staff delivering Security Services shall have successfully attended and possession of a first aid responder qualification. All and any relief staff must carry current certification in this first aid qualification.  All Supplier Staff delivering Security Services shall be competent and trained in the response to and use of the fire alarm system and the procedures to be followed in the event of an alarm sounding. | | |
| **Service C:1** | | **SC1: Manned Guarding Services** | | |
| Legislation, ACoP or similar industry guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  BS 7499-Static Guarding and Mobile Patrols | | |
| Standard | | The General Requirements for Security Services shall apply.  The Supplier shall provide a professionally managed, high quality Security and Guarding Service that has BS EN ISO 9001 or equivalent accreditation and complies with all legislation governing the security industry (BS 7799 - Information Security Management).  The Supplier shall carry out and complete a Baseline Standard Check, and National Security Vetting check if appropriate, of Supplier Staff delivering Guarding Services prior to deployment within each Buyer Premises.  The Supplier shall ensure that Supplier Staff delivering Guarding Services are SIA licensed (or subsequent approved industry or legal Standard) prior to deployment within each Buyer Premises.  The Supplier shall keep a record on all areas of the Buyer Premises covered by this Service, showing times of inspections, any incidents noted by the Supplier security staff, thefts and any faults to the premises requiring further attention by the Supplier. Problems or faults shall be reported to the Helpdesk on identification. | | |
| **Service C:2** | | **SC2: CCTV/ Alarm Monitoring** | | |
| Legislation, ACoP or similar industry guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  BS 7958-CCTV Management and Operation;  HMG Infosec Standard 5 ( IS5);  Centre for Protection of National Infrastructure (CPNI)~~;~~  Communications Electronic Security Group (CESG);  Security Policy Framework;  The Government Security Classifications Policy (2014). | | |
| Standard | | Compliance with the Data Protection Act and other relevant legislation shall be maintained throughout the duration of any Call-Off Contract.  The Supplier shall operate the Buyer’s Closed Circuit Television (CCTV) systems, ensuring a SIA (CCTV Public Space Surveillance) license (or equal approved equivalent) held covering all guards operating CCTV systems.  This Service shall be exclusively used at each Buyer Premises where Guarding Services are provided. Where no such Service is specified the Supplier shall ensure that any panic alarm system remains in operation at all times and should a failure of one of these systems occur, this shall be rectified as an emergency repair item.  Guidance should be sought from the various trade and governing bodies for the sector including:  Security Systems and Alarms Inspection Board (SSAIB). | | |
| **Service C:3** | | **SC3: Control of Access and Security Passes** | | |
| Legislation, ACoP or similar industry guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  BS 7958:1999;  HMG Infosec Standard 5 (IS5);  Centre for Protection of National Infrastructure (CPNI)~~;~~  Communications Electronic Security Group (CESG)  Security Policy Framework; and  The Government Security Classifications Policy (2014). | | |
| Standard | | The General Requirements for Security Management shall apply. | | |
| **Service C:4** | | **SC4: Emergency Response** | | |
| Standard | | The General Requirements for Security Management shall apply.  Management and supervision of the Security Guarding Service shall form an essential component of the Buyer’s emergency procedures and Supplier Staff delivering Security Services shall familiarise themselves fully with all the Buyer’s emergency procedures and related equipment and participate fully in their testing.. | | |
| **Service C:5** | | **SC5: Patrols (Fixed Or Static Guarding)** | | |
| Legislation, ACoP or similar industry guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  BS 7984-Key Holding and Response Services; and  BS 7499-Static Guarding and Mobile Patrols. | | |
| Standard | | The General Requirements for Security Management shall apply.  The Supplier shall provide and utilise an auditable patrol monitoring system which shall monitor frequency and location of patrolling. The Supplier shall report as required in relation to patrolling frequency and patterns.  Patrols shall be recorded in the individual record for each Buyer Premises, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The Supplier shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the Buyer Premises. | | |
| **Service C:6** | | **SC6: Management Of Visitors And Passes** | | |
| Standard | | The General Requirements for Security Management shall apply.  See Standard SJ3: “Control of Access and Security Passes”. | | |
| **Service C:7** | | **SC7: Reactive Guarding** | | |
| Standard | | The General Requirements for Security Management shall apply.  The Supplier shall ensure the appropriate rotation of Supplier Staff to deliver this Service, as required by the length of the reactive guarding requirements. | | |
| **Service C:8** | | **SC8: Additional Security Services** | | |
| Standard | | The General Requirements for Security Services shall apply.  The Supplier will provide Specialist Security Officer requirements, to be defined by the Buyer at Call Off, these will include:  Court Security Officers as defined in Courts Act 2003 Section 1 (1); and  Prisoner Custody Officers as defined in The Criminal Justice Act 1991. | | |
| **Service C:9** | | **SC9: Enhanced Security Requirements** | | |
| Standard | | The General Requirements for Security Management shall apply.  The Supplier shall comply with all of the Buyer’s policies and procedures on security and act upon the instructions of the Buyer Security Representative, should there be a change in the Response Level.  There are currently 5 levels of threat (Response Levels):  low - an attack is unlikely;  moderate - an attack is possible but not likely;  substantial - an attack is a strong possibility;  severe - an attack is highly likely; and  critical - an attack is expected imminently.  The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert including following a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival. | | |
| **Service C:10** | | **SC10: Key Holding** | | |
| Legislation, ACoP or similar industry guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  BS 7984-Key Holding and Response Services; and  BS 7499-Static Guarding and Mobile Patrols. | | |
| Standard | | The General Requirements for Security Management shall apply.  Keys to general and secure areas, managed by the Supplier Personal delivering Security Services, shall be in accordance with the Buyer’s key management policy. This shall include:  Key numbering;  Key audits; and  Key logs maintained. | | |
| **Service C:11** | | **SC11: Lock Up / Open Up Of Premises** | | |
| Legislation, ACoP or similar industry guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  BS 7984-Key Holding and Response Services; and  BS 7499-Static Guarding and Mobile Patrols. | | |
| Standard | | The General Requirements for Security Management shall apply.  Security installations and measures recommended by the Supplier shall generally need to be CPNI accredited (Security Equipment Assessment Panel) unless otherwise advised by the Buyer Security Representative.  The Supplier shall ensure that staff attending the Buyer Property as a key holder are aware of the location of alarm control panels and sensors, the operation of alarm systems, the alarm codes and entry and exit routes once the alarm is set. | | |
| **Service C:12** | | **SC12: Patrols (Mobile Via A Specific Visit Using A Vehicle)** | | |
| Legislation, ACoP or similar industry guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  BS 7984-Key Holding and Response Services; and  BS 7499-Static Guarding and Mobile Patrols. | | |
| Standard | | The General Requirements for Security Management shall apply.  The requirement and frequency will be determined by the Buyer and will be building specific and risk based. Mobile patrols could be required out of hours.  Prior to commencement of the Mobile Security Patrol Service, the Supplier shall ensure that each Buyer Property is fitted with electronic tagging systems adjacent to the identified weak points identified in the security assessment to ensure that these are checked and the Supplier can readily demonstrate that the checks have been carried out at the correct frequencies and within the required monitoring periods. | | |
| **Service C:13** | | **SC13: Reception Service** | | |
| Standard | | The reception area shall be fully staffed by designated and fully competent Supplier Staff at all times during the agreed Operational Working Hours.  The Supplier shall be responsible for providing a seamless and integrated Service within Reception areas in order to receive and manage Supplier Staff, Buyer staff and visitors efficiently and in a professional and friendly manner. The Supplier shall ensure that all enquiries to the Buyer are dealt with professionally and promptly.  Have a good comprehension and understanding of the English language. | | |
| **Service C:14** | | **SC14: Taxi Booking Service** | | |
| Standard | | Guidance shall be sought from the various trade and governing bodies for the sector including:  The National Taxi Association. | | |
| **Service C:15** | | **SC15: Car Park Management and Booking** | | |
| Standard | | All designated Buyer and visitor car parking spaces shall be managed and booked entirely by a central system. This includes the facility to accept electronic bookings and confirmations. This Service could be incorporated into either the reception or security regime at the Buyer Premises. | | |
| **Service C:16** | | **SC16: Voice Announcement System Operation** | | |
| Standard | | The Supplier shall ensure that Supplier Staff providing this Service have received training and are suitably skilled to operate the voice alarm systems at the Buyer Premises.  Supplier Staff shall operate the voice alarm systems effectively and in accordance with Buyer requirements during emergency and security events.  Supplier staff shall have good comprehension and understanding of the English Language. | | |
| **Service C:17** | | **SC17: Flag Flying Service** | | |
| Legislation, ACoP or similar industry or Government guidelines | | The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions:  Health and Safety at Work Act1974; and  The Work at Height Regulations 2005  Where appropriate, staff shall be trained and/or qualified under the International Powered Access Federation (IPAF). | | |
| Standard | | The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions. Certain sensitive sites will raise and lower flags at alternative times due to the presence of media.  The Supplier may explore the synergies between all other services when considering resourcing this Service i.e. Security.  The Supplier shall ensure that the appropriate Personal Protective Equipment (PPE) is utilised in every instance of Flag Flying to ensure the safety of Supplier Staff, Buyer staff and Building Users and members of the public at all times. | | |
| **Service C:18** | | **SC18: Cash and Valuables In Transit (CVIT)** | | |
| Legislation, ACoP or similar industry or Government guidelines | | BS 7872:2011 Manned security services. Cash and valuables in transit services (collection and delivery). Code of practice  The Private Security Industry Act 2001 - Security Industry Authority (SIA)  Occupational Safety and Health Act 1994 (OSHA).  BS 7858:2006+A2:2009 Security screening of individuals employed in a security environment. Code of practice  Cross Referenced to;  **Alarms Standards** EN 50131 / PD 6662 - European Standards for Intruder Alarm Systems  (until 1st October 2005 the UK used BS 4737)  DD 243 - Standard for Management of False Alarm Activations   **CCTV Standards** NCP 104 - Code of Practice for the Design, Installation and Maintenance of CCTV Systems.  BS 8418 - British Standard for Installation and Remote Monitoring of detector activated CCTV systems  BS EN 50132  - European Standards on CCTV Surveillance Systems   **Alarm Receiving Centre Standards** BS 5979 Remote Centres receiving signals from Fire and Security Systems  BS 7858 Security Screening of individuals employed in a Security Environment  NSI Gold  ISO 9001 Quality Management Systems  ISO 14001 Environmental Management Systems  OHSAS 18001 Health and Safety Management Systems | | |
| Standard | | * The Supplier must be in possession of a valid certificate issued by an accredited certification body to BS EN ISO 9001 incorporating the current versions of both BS 7872 and BS 7858 throughout their period of the Call Off.   The Supplier shall provide a professionally managed, high quality Cash and Valuables in Transit Service that has BS EN ISO 9001 or equivalent accreditation and complies with all legislation governing the security industry (BS 7799 - Information Security Management).  The Supplier shall carry out and complete a Baseline Standard Check, and National Security Vetting check if appropriate, of Supplier Staff delivering CVIT Services prior to delivering the Buyers Call Off requirements.  The Supplier shall ensure that Supplier Staff delivering CVIT Services are SIA licensed (or subsequent approved industry or legal Standard) prior to commencement of service.  The Supplier must be in possession of the following licences :-   * a front line licence for operatives who guard and transport cash and valuables * a non-front line licence for managers, supervisors and other staff who don’t carry out front line duties   The Supplier shall comply with their duties and obligations as stated in the Occupational Safety and Health Act 1994 (OSHA). | | |
| **Service C:19** | | **SC19: Canine Detection** | | |
| Legislation, ACoP or similar industry or Government guidelines | | BS 8517-1:2009 Security Dogs - Code of Practice for the use of general purpose security dogs  BS 8517-2:2010 Security Dogs - Code of practice for the use of detection dogs  BS 8484:2016 Provision of lone worker services – Code of practice | | |
| Standard | | The Supplier is to provide a canine detection service with the ability to deliver, mobile and real-time search and detection capability.  The Supplier is responsible for kennelling, standardised training, accreditation, annual licensing and welfare of the animals, such that they are maintained at the required standard for operational deployment. | | |
| **WORK PACKAGE D – TECHNICAL SERVICES.** | | | | |
| **Service D 1** | | **SD 1: Risk Assessment** | | |
| Legislation, ACoP or similar industry or Government guidelines | | The Management of Health and Safety at Work (MHSW) **Regulations** 1999.  Control of Substances Hazardous to Health **Regulations** 2002.  BS 16000:2015 Security management. Strategic and operational guidelines  BS ISO 18788:2015 Management system for private security operations. Requirements with guidance for use  CPNI Level 1 Operational Requirements Process and the Guide to producing Operational Requirements for Security Measures.  CPNI Level 2 Operational Requirements Process and the Guide to producing Operational Requirements for Security Measures.  ISO 31010 Annex’s A&B  ISO/IEC Guide 73:2009 *Risk management — Vocabulary — Guidelines for use in standards*  [ISO 31000](https://www.iso.org/obp/ui/#iso:std:iso:31000:en), *Risk management — Principles and guidelines*  Industry Guidelines :   * CPNI (Centre for the Protection of National Infrastructure), * CTSA (Counter Terrorism Security Advisor), * NaCTSO (National Counter Terrorism Security Office), * HoMER Holistic Management of Employee Risk (CPNI )   As a minimum the CPNI Guidance shall be used in the production of Physical Security Assessments. | | |
| Standard | | The Supplier shall manage and deliver Security risk assessments and security plans on behalf of the Buyer.  The Supplier will be cognisant of the CPNI Operational Requirement process to create protective security mitigations, to address security risks.  The Supplier shall provide a statement of the Buyers overall security need and include the site to be considered, asset description, perceived threat, consequence of compromise, perceived vulnerabilities, and success criteria  The Supplier shall assess the risks to the Buyers organisation and its assets in terms of the likelihood of a threat taking place, and the impact that such an event might have.  The Supplier shall identify and implement security measures to reduce the likelihood and impact of the threat to an acceptable level.  The Supplier shall assess the effectiveness of the countermeasures and identify any necessary corrective action. | | |
| **Service D 2** | | **DC: 2 Electronic Security Systems** | | |
| Legislation, ACoP or similar industry guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  HMG Infosec Standard 5 ( IS5);  Centre for Protection of National Infrastructure (CPNI)~~;~~  Communications Electronic Security Group (CESG);  Security Policy Framework;  The Government Security Classifications Policy (2014).  Private Security Industry Act 2001  ICO CCTV code of practice 2014  Data Protection Act 1998  The Health & Safety at Work Act;  The Electricity at Work Act;  The EMC Regulations;  BS 7671 – IET Wiring Regulations;  BS EN 63205 – Protection against lightning.  CCTV  BS 8418:2015 Installation and remote monitoring of detector activated CCTV systems.  BS 7958:2015 Closed Circuit Television. Management and Operation.  BS EN 62676-3:2015 Video Surveillance Systems for use in security applications. Analog and digital video interfaces.  BS EN 62676-4:2015 Video surveillance systems for use in security applications. Application guidelines.  BS EN 62676-1-1:2014 Video surveillance systems for use in security applications. System requirements. General  BS EN 62676-1-2:2014 Video surveillance systems for use in security applications. System requirements. Performance requirements for video transmission  BS EN 62676-2-1:2014 Video surveillance systems for use in security applications. Video transmission protocols. General requirements  BS EN 62676-2-2:2014 Video surveillance systems for use in security applications. Video transmission protocols. IP interoperability implementation based on HTTP and REST services  BS EN 62676-2-3:2014 Video surveillance systems for use in security applications. Video transmission protocols. IP interoperability implementation based on Web services  Access Control  [BS EN 60839-11-31:2017. Alarm and electronic security systems. Electronic access control systems. Core interoperability protocol based on Web services](https://shop.bsigroup.com/ProductDetail?pid=000000000030309547) [BS EN 60839-11-32:2017. Alarm and electronic security systems. Electronic access control systems. Access control monitoring based on Web services](https://shop.bsigroup.com/ProductDetail?pid=000000000030309517) [BS EN 60839-11-2:2015. Alarm and electronic security systems. Electronic access control systems. Application guidelines](https://shop.bsigroup.com/ProductDetail?pid=000000000030331093) [BS EN 60839-11-1:2013. Alarm and electronic security systems. Electronic access control systems. System and components requirements](https://shop.bsigroup.com/ProductDetail?pid=000000000030321775)  Installed Alarm Systems  [BS 9263:2016. Intruder and hold-up alarm systems. Commissioning, maintenance and remote support. Code of practice.](https://shop.bsigroup.com/ProductDetail?pid=000000000030338905) [BS EN 50131-2-2:2017. Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Passive infrared detectors](https://shop.bsigroup.com/ProductDetail?pid=000000000030331056) [BS EN 50131-5-3:2017. Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques](https://shop.bsigroup.com/ProductDetail?pid=000000000030331009) [PD CLC/TS 50131-9:2014. Alarm systems. Intrusion and hold-up systems. Alarm verification. Methods and principles](https://shop.bsigroup.com/ProductDetail?pid=000000000030227152) [PD CLC/TS 50131-2-10:2014. Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Lock state contacts (magnetic)](https://shop.bsigroup.com/ProductDetail?pid=000000000030281690) [DD CLC/TS 50131-7:2010. Alarm systems. Intrusion and hold-up systems. Application guidelines](https://shop.bsigroup.com/ProductDetail?pid=000000000030266913) [BS EN 50131-3:2009. Alarm systems. Intrusion and hold-up systems. Control and indicating equipment](https://shop.bsigroup.com/ProductDetail?pid=000000000030177444) [BS EN 50131-2-5:2008. Alarm systems. Intrusion and hold-up systems. Requirements for combined passive infrared and ultrasonic detectors](https://shop.bsigroup.com/ProductDetail?pid=000000000030286217)  Alarm Activation  BS EN 50136-2:2013 Alarm systems. Alarm transmission systems and equipment. Requirements for Supervised Premises Transceiver (SPT)  PD CLC/TS 50136-9:2013 Alarm systems. Alarm transmission systems and equipment. Requirements for common protocol for alarm transmission using the Internet protocol  [BS EN 50131-5-3:2017. Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques](https://shop.bsigroup.com/ProductDetail?pid=000000000030331009) [BS EN 50131-5-3:2005+A1:2008. Alarm systems. Intrusion systems. Requirements for interconnections equipment using radio frequency techniques](https://shop.bsigroup.com/ProductDetail?pid=000000000030218889)  PD CLC/TS 50131-2-9:2016 Alarm systems. Intrusion and hold-up systems. Intrusion detectors. Active infrared beam detectors  BS 4737-3.30:2015 Intruder alarm systems in buildings. Specifications for components. Specification for insulated and sheathed cables for interconnecting wiring  Management Systems Specifically for Security  BS 16000:2015 Security management. Strategic and operational guidelines  BS EN 16747:2015 Maritime and port security services  BS ISO 18788:2015 Management system for private security operations. Requirements with guidance for use | | |
| Standard | | The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.  All Suppliers to meet the following standard or an industry recognised equivalent as a minimum, National Security Inspectorate accredited (NSI gold standard). Suppliers need to evidence all accretion is current and confirm renewal dates, confirmation and evidence from Suppliers that they have complied with external audits for non-compliance and addressed any points raised.  The Supplier will need to demonstrate that where they supply systems and equipment that they hold relevant and current accreditation to support the system and / or equipment, this will involve the Supplier holding valid certification for such manufactures.  Where security systems operate on IT equipment, Suppliers will need to demonstrate they have the relative expertise and experience to design, supply and install such systems.  The Supplier will provide open protocol systems, unless requested otherwise by the Buyer.  The Supplier will be required to provide data storage capacity.  All design work will require a current Systems based Risk Assessment in line with CPNI Guidance. | | |
| **Service D 3** | | **SD: 3 PHYSICAL SECURITY SYSTEMS** | | |
| Legislation, ACoP or similar industry or Government guidelines | | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  Loss Prevention Council Standards (LPCB) 1175   Centre for the Protection of the National Infrastructure (CPNI)   British Standard Publicly Assessable Standard (PAS) 68,   International Standardisation Organisation (ISO) International Workshop Agreement (IWA) 14-1 2013   International Standardisation Organisation (ISO) 16933: 2007  British Standard European Standard (BSEN) 1522: 1999 and 1523:1999   Secured by Design (SBD)  ISO 9001: 2008  ISO 17025: 2005  BS1722  Occupiers’ Liability Acts 1957 & 1984 (England & Wales)  Disability Discrimination Act (DDA),  ISO International Workshop Agreement (IWA) 14-1 ‘Vehicle security barriers – Part 1: Performance requirement & Part 2: Application  BSI Publicly Available Specification (PAS) 68 ‘Impact test specifications for vehicle security barrier systems’  CEN Workshop Agreement (CWA) 16221 ‘Vehicle security barriers - Performance requirements, test methods and application guidance’  Glass and Glazing Federation ( GGF) Data Sheet 8.1.1: Security glazing – Definition and descriptions  GGF Data Sheet 8.1.2: Security glazing – Manual attack resistance  GGF Data Sheet 8.1.3: Security glazing – Bullet resistant glazing  GGF Data Sheet 8.1.4: Security glazing – Explosion resistant glazing  DHF 1053:06/12: Guidance for powered gates for the installer, manufacturer and owner  BSI – [PAS 69:2013 Guidance for the selection, installation and use of vehicle security barrier systems](http://shop.bsigroup.com/ProductDetail?pid=000000000030274479) [CEN - CWA 16221:2010 Vehicle security barriers. Performance requirements, test methods and guidance on application](http://shop.bsigroup.com/en/ProductDetail/?pid=000000000030237303)  [DFT-TAL 1/16: Influence of bollards on pedestrian evacuation](https://www.gov.uk/government/publications/influence-of-bollards-on-pedestrian-evacuation-flow-tal-0116)  [DfT-TAL 2/13: Bollards and pedestrian movement](https://www.gov.uk/government/publications/tal-213-bollards-and-pedestrian-movement) [DfT TAL 1/11 Vehicle security barriers within the streetscape](https://www.gov.uk/government/publications/vehicle-security-barriers-within-the-streetscape) [NaCTSO – Crowded places guidance](https://www.gov.uk/government/collections/crowded-places) | | |
| Standard | | The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.  All Suppliers to meet the following standard or an industry recognised equivalent as a minimum, National Security Inspectorate accredited (NSI gold standard). Suppliers need to evidence all accretion is current and confirm renewal dates, confirmation and evidence from Suppliers that they have complied with external audits for non-compliance and addressed any points raised.  All design work will require a current Systems based Risk Assessment in line with CPNI Guidance.  The Supplier will provide open protocol systems, unless requested otherwise by the Buyer. | | |
| **Service D 4** | | **SD : 4 Maintenance of Security Systems** | | |
| Legislation, ACoP or similar industry or Government guidelines | | BS8544 2013 Life Cycle Costing;  RICS New Rules for Measurement Part 3 for Maintenance (NRM3);  HVCA Standard Maintenance Specification, Vol’s I – V;  C.I.B.S.E guidelines;  SFG20 Maintenance Schedules (published with the consent and support of B&ES Publications);  Building Research Establishment Conservation Support Unit guidance;  BSRIA guidance;  BS 7671.2008 (2011);  S.I. 1989 No 635, the Electricity at Work Regulations;  FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene;  Statutory Test and Inspections Specification (1100);  Mechanical and Electrical Specification (1027);  PD5454:2012;  Asbestos ACOP L143;  Waste and Resources Action Programme (WRAP) guidance on Resource Management and Mobile Asset Management Planning;  PAS 2050-1:2012;  Royal Institute of Chartered Surveyors New Rules for Measurement Part 3 for Maintenance (NRM3);  Chartered Institution of Building Services Engineers’ guidelines;  Building Services Research and Information Association guidance;  Government’s Timber Procurement Policy;  The Health and Safety (Safety Signs and Signals) Regulations 1996;  BS5499-1:1990; and  BS5499-4:2000  ISO 31000: Risk Management where requested by the Buyer. | | |
| Sustainability | | The General Requirements for Sustainability shall apply.  Compliance with policy under the Greening Government Commitments and any successor policy shall be maintained at all times, including in relation to Waste and Water Management.  All debris arising from the performance of the Works shall promptly be removed from the Buyer Premises and disposed of in an environmentally preferable manner.  All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:  a legal source; and  a sustainable source, which can include a Forest Law Enforcement Governance Trade (FLEGT) licensed or equivalent source;  The Buyer may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the Call-Off Contract meets this requirement. | | |
| Standard | | The General Requirements for Maintenance Services shall apply.  There are many regulations that apply to the work within the maintenance and service industry and which may be detailed in this section. It should be noted that no piece of legislation stands alone as they all interact with each other. They stipulate the *minimum* Standards for safe working but also have absolute requirements in respect of particular areas of the legislation. All Supplier Staff involved with the Works concerned must always ensure that the associated regulations are fully understood and adhered to.  The Supplier shall be responsible for:  The provision of preventative, cyclical and Reactive Maintenance to the Buyer Properties to ensure that the Assets provide full operational functionality at all times;  Provision and maintaining of a Full Asset list of all systems and assets, kept regularly updated – to a level applicable for performing Planned Preventative Maintenance (PPM) and for also undertaking full condition/ remaining life surveys on all built Assets (in scope);  Ensuring that engineering services and external works shall be sound and operationally safe;  Ensuring that the Asset’s condition remains commensurate with age and life cycle replacement date;  Ensuring that maintainable Assets, including non-fixed plant and equipment, within the Buyer properties and identified from the Asset list and Condition Survey, are maintained to the required ‘*fit for function’* performance level, and compliant with all statutory/legal and mandatory obligations;  Ensuring that the maintenance regime is required to suit the built environment (for in use and also mothballing of vacated facilities) taking due regard for the manufacturers and installers recommendations;  Meeting Reactive Maintenance responsiveness requirements - see the Helpdesk and CAFM System section;  Provision of Asset listing and Condition Surveys to include systems plant and assets. This is to be regularly updated to allow for any additions and /or forward maintenance plans - identifying short, medium and long term maintenance proactive maintenance shall include periodic management inspections of Buyer Properties (e.g. functionality testing, inspections/monitoring);  Ensuring the management and administration levels to be appropriate to the specific Service Requirements; and  Tailoring the Service to appropriately maintain the relevant Assets to suit the defined functional use of the built environment over the required period of interest (to fulfil technical, commercial and environmental agendas).  All statutory requirements and safety practices shall be adhered to in respect to the method of completing the task and the requirements of the specific Acts, Regulations, British Standards and Guidance Notes currently in force and applicable.  Prior to carrying out tasks within this section, site specific risk assessments shall be produced and where it is identified from them, method statements will also be required. Some tasks due to their nature will require permits and a method statement as a matter of course. This will ensure a safe system of working has been adopted before work commences. Always ensure that the correct Personal Protective Equipment (PPE is made available and worn and that an asbestos register is checked before Works are carried out. Supplier should also be made aware of the Buyer Premises hazard and emergency procedures.  The Supplier shall produce and maintain a contact risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks.  The Supplier shall produce and comply with any and all risk assessments pertaining to all Services undertaken at the designated Buyer Premises. This includes risk assessments and statutory compliance required by or produced by third parties such as landlords.  **Buildings and Asset Maintenance:**  The Supplier shall deliver a systems and Asset maintenance management Service that meets the requirements in Annex E – Service Delivery Response Times:  The Supplier shall deliver a building, installations and Asset maintenance Service that meets, but is not limited, to the following requirements:  Produce a schedule of programmed maintenance in the form of an annual five (5) Year rolling plan or forward maintenance register with respect to planned maintenance. The schedule of programmed maintenance will be updated annually and on a regular basis as maintenance is undertaken, and as lifecycle maintenance items are brought forward or delayed due to worse or better than expected performance. A general review will be undertaken prior to the end of each Year of the Call-Off Contract and a revised plan presented to the Buyer in accordance with the Call-Off Contract.  Provision of a thirty (30) year lifecycle replacement profile for the Buyer Premises;  Ensure that all statutory tests and inspections are undertaken within the statutory timescales, together within any repair works arising as a result;  Maintain full records of work to be undertaken in an order of priority, and subsequently full records of completed work;  Submit a Monthly report of all works and testing undertaken, whether these be planned or reactive in nature, at the same time as the annual service plan;  State the expected remaining life (if any) of the key building elements, installations and equipment at the end of the Call-Off Contract;  When carrying out Services the Supplier shall:  Discuss the proposed works with the Buyer and Buyer Representative and seek agreement in relation to timescales;  Ensure that any reasonable requirements of the Buyer are taken into account in the proposed works;  Ensure that the operations of Buyer can continue but the extent of maintenance is at the discretion of the Supplier unless governed by statutory requirements;  Confirm the start and completion dates and hours of working;  Protect all Buyer users and their belongings during such works;  Provide advice and instructions on the use of any new equipment and/or installations;  Liaise with the Buyer at the Buyer Premises or the Buyer Representative on access issues, including restrictions to areas that may be out of use;  Maintain and make good any incidental damage caused;  Remove all rubbish and clean up after completing tasks at the end of each Working Day;  Carry out all works in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer’s instructions and otherwise in compliance with Good Industry Practice.  Test and service all plant and equipment within the responsibility of the Supplier, as required by legislation;  Provide competent Supplier Staff on an ad hoc basis to undertake New Works ( not associated with systems maintenance) as requested by the Buyer;  Survey the Buyer Premises in accordance with the Buyer’s Service Level Requirements to establish condition, hazards, remaining elemental life etc. of the fabric and the systems and record the information which will be provided to the Buyer on request or by pre-agreed programme. Findings to be incorporated in next annual service plan; and  Record and periodically update all system development, replacement works and maintenance work undertaken in each in the form of a shared electronic database or any other format agreed with Buyer.  Planned Maintenance:  The Supplier shall take cognisance of the Buyer’s Planned Preventative Maintenance schedules.  The Supplier shall adopt a proactive approach to preventative and cyclical maintenance and inspections such that breakdowns and failures are minimised. The Supplier shall agree an annual plan of works with the Buyer that complies with the following requirements;  The forward maintenance register will be developed and submitted for agreement to the Buyer on an annual basis as part of the Service Delivery Plan at least two (2) months prior to the start of each Year of the Call-Off Contract. Any such agreement will not constitute a limitation on the extent of the maintenance requirement;  Modifications to the schedule of programmed maintenance will also be submitted to the Buyer for approval, providing at least four (4) weeks term time notice;  The Supplier must comply with the schedule of programmed maintenance which shall be designed to meet SFG20 requirements and ensure compliance with the performance standards;  Access for performing maintenance functions and all other works will be restricted in accordance with the instruction of the Buyer.  The Supplier must comply at all times with these access restrictions and ensure that the minimum of disruption is caused to the operations of the Buyer, its staff, Building Users, and the overall Buyer Premises;  A programme of inspection reports shall be submitted to the Buyer one (1) month post the Call-Off Contract Commencement Date;  The Supplier shall submit a suggested report format for the reporting of the condition of the Planned Preventative Maintenance activities which shall be agreed with the Buyer prior to the Call-Off Contract Commencement Date;  The report shall be submitted electronically to the Buyer within five (5) Working Days of undertaking the inspection;  The Supplier shall report via email within twenty-four (24) hours of the inspection any defects of a Health and Safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection;  The Supplier shall submit by the end of the Mobilisation Period, its Planned Preventative Maintenance (PPM) Programme, which should include (and clearly identify) all statutory and routine tasks;  All maintenance routines with a frequency:  Statutory tasks shall be performed on the date required to maintain statutory compliance in accordance with all appropriate legislation;  of 2 weeks or less shall be performed +/- 1 Working Day of the due date;  of greater than 2 weeks but no greater than 13 weeks shall be performed +/- 4 Working Days of the due date; and  of greater than 13 weeks shall be performed +/- 2 weeks of the due date.  Replacement Materials:  The Supplier shall ensure that the programmed replacement of materials and components comply with the requirements of the Buyer’s requirements;  Replacement materials used shall be of the same quality and specification for existing building facilities with an equivalent life span (as detailed elsewhere) and meet Government Buying Standards where applicable, taking into account advancements in materials development and Good Industry Practice and embodied carbon and recycled content at the time of replacement, unless the Buyer agrees otherwise. External materials will maintain the vernacular of the building;  Reused or reconditioned parts or replacements will only be used where the Supplier can clearly show that the lifecycle and performance of the item is at least equivalent to a new replacement item and performance will not be affected; and  Maintenance and replacement will be affected in accordance with Good Industry Practice, such that at the end of the Call-Off Contract, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement. | | |
| **STATUTORY OBLIGATIONS** | | | | |
| **General Requirements** | | | | |
| Legislation, ACoP or similar industry or Government guidelines | | The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties. | | |
| Standard | | The Supplier shall manage compliance through their Management Information System (MIS)  The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties. | | |
|  | | **Cable Management** | | |
| Standard | | The General Requirements for Security Management shall apply.  Install and maintain in line with manufacturers recommendations and common Good Industry Practices. | | |
|  | | **Reactive Maintenance** | | |
| Standard | | * 1. The Supplier shall be responsible for meeting minimum response times as set out in Annex D– Helpdesk Response Times and Annex E – Service Delivery Response Times, or as defined by the Buyer, to ensure that all Reactive Maintenance activities are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the Buyer.   The Supplier shall inform the Buyer of all breaches of Health and Safety regulations together with a programme for rectification and measures to safeguard against a repeat.  The Supplier shall inform the local Buyer Representative (in line with the Buyer’s policies e.g. Fire Safety Order 2005) at a Buyer Premises where the Supplier is proposing to undertake maintenance work to the fire safety systems.  The Supplier shall be responsible for meeting minimum response times as required by the Buyer for each Buyer Premises to ensure that all reactive tasks are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the workings of the Buyer. Service Requests may fall into three main categories:  Those which involve a Business Critical Event;  Those requests of an emergency nature where the health and safety of any person is threatened or where the incident or activity has an impact on the physical security of the premises or its Building Users; and  Those repair activities required on a daily basis to ensure the functionality of each Buyer Premises, which have not been catered for by the programmed element.  The Supplier shall at all times ensure that sufficient, competent, appropriately trained and skilled Supplier Staff are deployed to cater for the spectrum of planned and unplanned demands on the Maintenance Services. The Supplier shall ensure that only appropriately trained Supplier Staff are dispatched to Reactive Maintenance activities.  Supplier Staff attending calls, particularly in relation to an emergency call, shall attend with suitable and sufficient equipment and suitable training to respond to the Reactive Maintenance repair in a competent, safe and efficient manner.  Where Reactive Maintenance requires replacement of any plant, equipment or consumable it shall be carried out, so far as is practicable, on a like-for-like or equal-and-approved basis, taking into consideration energy efficiency, aesthetics and reliability; where this may not be practicable, an equivalent or better standard and specification basis shall be substituted.  If an out of hours engineer system is to be implemented, the Supplier shall ensure that the rotas do not comprise the core team numbers the following Working Day.  The Service shall be delivered in line with Appendix I - Property Classification. | | |
| **WORK PACKAGE E – ALARM RESPONSE CENTRES** | | | | |
| **SE General Requirements** | | | | |
| Legislation, ACoP or similar industry or Government guidelines | BS 8591:2014 Remote centres receiving signals from alarm systems. Code of practice  BS EN 50136-3:2013 Alarm systems. Alarm transmission systems and equipment. Requirements for Receiving Centre Transceiver (RCT)  PD CLC/TS 50136-9:2013 Alarm systems. Alarm transmission systems and equipment. Requirements for common protocol for alarm transmission using the Internet protocol  BS 7499:2007; Requirements for organizations providing static site guarding and mobile patrol services.  BS 7984:2008; Code of Practice for Key holding and Alarm Response Services  [BS 8484:2016. Provision of lone worker services. Code of Practice.](https://shop.bsigroup.com/ProductDetail?pid=000000000030322702)  OFCOM Requirements | | | |
| Standard | The Supplier is to provide a central Alarm Response Centre for receiving alarm notifications, monitoring CCTV images, radio and any other communication, controlling response to emergency incidents and providing a 24/7 helpdesk function.  The Supplier is to ensure that Supplier Staff manning the Helpdesk, irrespective of the time of day, are capable of handling all Service Requests across all Services likely to be required under the Framework Agreement. | | | |
| **WORK PACKAGE F – HELPDESK SERVICES** | | | | |
| **Service F** | **SF: Helpdesk** | | | |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:  Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning.  OFCOM Requirements | | | |
| Standard | The Supplier shall ensure that Supplier Staff manning the Helpdesk, irrespective of the time of day, are capable of handling all Service Requests across all Services likely to be required under the Framework Agreement.  The Supplier shall ensure that all Supplier Staff manning the Helpdesk are provided with documented training, to including:  Extensive training on the CAFM and Management Information System package;  Buyer service skills;  Service call management;  Listening skills;  Escalation Procedures;  Supplier site inductions;  Knowledge of Access and Permit to Work procedures;  Buyer BCDR and Emergency procedures;  Training in respect of all operational areas of the Buyer’s premises; and  Helpdesk Response Times are detailed in Appendix E – Helpdesk Response Times.  The Helpdesk shall also:  Provide a Freephone number from UK landlines to the Buyer;  Record and report by each Buyer Property or region across all Service lines;  Review work assignment to both maintenance staff and Subcontractors;  Track all logged work orders, provide status updates and the provision of on-screen alerts automate email notifications of work requests and provide status updates to the Buyer; and  Record and manage customer satisfaction processes and complaints. | | | |
| **WORK PACKAGE G – MANAGEMENT OF BILLABLE WORKS** | | | | |
| **General Requirements** | | | | |
| Legislation, ACoP or similar industry or Government guidelines | Compliance with Call-Off Schedule 4a – Billable Works and Projects.  RIBA Plan of Work 2013. | | | |
| Standard | The General Requirements for Management Services shall apply.  The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements. | | | |
| **Service G** | **SG: Billable Works** | | | |
| Legislation, ACoP or similar industry or Government guidelines | Call-Off Schedule 4a – Billable Works and Projects.  For all minor refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects.  Where BREEAM is used, all refurbishment projects are to achieve at least “very good” rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money.  Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.  Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.  In addition, there are Government Buying Standards for a range of electrical goods.  All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable: | | | |
| **WORK PACKAGE H - BUSINESS INFORMATION MODELLING (BIM) AND GOVERNMENT SOFT LANDINGS (GSL) to include design Engineering.** | | | | |
| **Service H** | **SH: Business Information Modelling (Bim) and Government Soft Landings (Gsl) to include Design Engineering.** | | | |
| Standard | The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.  The supplier should be aware that for the purposes of this framework PAS 1192:2 relates to project delivery within the suite of BIM standards, PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001 and PAS 1192:5 relates to the specification for security minded building information modelling, digital built environments and smart asset management, as summarised in Annex E. | | | |

**ANNEX B – LEGISLATIVE STANDARDS**

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

**Table 1: Legislation**

|  |  |
| --- | --- |
| No. | Title |
| 1 | Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR) |
| 2 | Health and Safety at Work Act 1974 (HSW) |
| 3 | Management of Health and Safety at Work Regulations 1999 (MHSWR) |
| 4 | Reporting of Injuries, Diseases and Dangerous Occurrences 2013 (RIDDOR) |
| 5 | Provision and Use of Work Equipment Regulations 1998 (PUWER) |
| 6 | Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) |
| 7 | Work at Height Regulations 2005 (WAHR) |
| 8 | Waste Electrical and Electronic Equipment Regulations 2006 (WEEE) |
| 9 | Construction (Design and Management) Regulations 2015 (CDM) |
| 10 | Personal Protective Equipment Regulations 2002 (PPE) |
| 11 | Control of Substances Hazardous to Health Regulations 2002 (COSHH) |
| 12 | Pollution Prevention and Control (England and Wales) Regulations 2000 |
| 13 | Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 |
| 14 | Modern Slavery Act 2015 |
| 15 | Energy Act 1983 |
| 16 | The Regulatory Reform (Fire Safety) Order 2015 |
| 17 | The Wildlife and Countryside Act 1981 |
| 18 | Boiler (Efficiency) Regulations 1993 |
| 19 | Clean Air Act 1993 |
| 20 | The Air Quality Standards Regulations 2010 |
| 21 | The Air Quality Standards (Amendment) Regulations 2016 |
| 22 | The Air Quality Standards (Wales) Regulations 2010 |
| 23 | The Air Quality Standards (Scotland) Regulations 2010 |
| 24 | The Air Quality Standards (Northern Ireland) Regulations 2010 |
| 25 | The Air Quality Standards (Amendment) Regulations (Scotland) 2016 |
| 26 | The Air Quality Standards (Amendment) Regulations (Northern Ireland) 2017 |
| 27 | Construction (Design and Management) Regulations (CDM) 2015 |
| 28 | Control of Asbestos at Work 2012 |
| 29 | Confined Spaces Regulations 1997 |
| 30 | L8 Approved Code of Practice: The Control of Legionella Bacteria in Water Systems. |
| 31 | HSG 274: Legionella Technical Guidance |
| 32 | Water Supply (Water Fittings) Regulations 1999 |
| 33 | Control of Noise at Work Regulations 2005 |
| 34 | Control of Pollution (Oil Storage) Regulations 2001 |
| 35 | Electricity at Work Regulations 1989 |
| 36 | Electrical Equipment (Safety) Regulations 1994 |
| 37 | EU product regulation - guidelines on the appointment of UK notified bodies: 2016 |
| 38 | Electromagnetic Compatibility Regulations 2005 |
| 39 | Energy Performance of Buildings (Certificates and Inspections) Regulations 2007 |
| 40 | Energy Performance of Buildings (Certificates and Inspections) (England and Wales) (Amendment) Regulations 2012 |
| 41 | Pollution Prevention and Control Act 1999 |
| 42 | The Environment Act 1995 |
| 43 | The Environment (Wales) Act 2016 |
| 44 | The Environmental Protection Act 1990 |
| 45 | European F-Gas Regulation |
| 46 | F Gas Regulations 2015 |
| 47 | Factories Act 1961 |
| 48 | Food Safety Act 1990 |
| 49 | The Food Safety and Hygiene (England) Regulations 2013 |
| 50 | Fuel and Electrical (Heating) (Control) (Amendment) Order 1980 |
| 51 | Gas Safety (Management) Regulations 1996 (as amended) |
| 52 | Gas Appliances (Safety) Regulations 1995 |
| 53 | Gas Safety (Installation and Use) Regulations 1998 (GSIUR) |
| 54 | Pipelines Safety Regulations 1996 (PSR) |
| 55 | Pressure Systems Safety Regulations 2000 (PSSR) |
| 56 | Pressure Equipment Regulations 1999 |
| 57 | Simple Pressure Vessels (Safety) Regulations 1991 |
| 58 | Health and Safety (Safety Signs and Signals) Regulations 1996 (SSR) |
| 59 | Dangerous Substances Explosive Atmospheres Regulations 2002 (DSEAR) |
| 60 | Sustainable and Secure Buildings Act 2004 |
| 61 | Lift Regulations 1997 |
| 62 | Notification of Cooling Towers and Evaporative Condensers Regulations 1992 |
| 63 | Ozone Depleting Substances Regulations 2015 |
| 64 | Energy Performance of Buildings Directive |
| 65 | Private Security Industry Act 2001 |
| 66 | Courts Act 2003 Section 1 (1) |
| 67 | The Criminal Justice Act 1991 |
| 68 | Controlled Waste (England & Wales) Regulations 2012 |
| 69 | The Carriage of Dangerous Goods Regulations |
| 70 | The Safe Management of Healthcare Waste Memorandum (HTM 07-01) |
| 71 | Directive 2008/98/EC on Waste (Waste Framework Directive 2008) |
| 72 | Waste list Decision 2000/532/EC |
| 73 | The Hazardous Waste (England & Wales) Regulations 2005 |
| 74 | The List of Wastes (England) Regulations 2005 |
| 75 | The List of Wastes (Wales) Regulations 2005 |
| 76 | The Hazardous Waste (Wales) (Amendment) Regulations 2009 SI 2861 |
| 77 | The Hazardous Waste (England & Wales) (Amendment) Regulations 2009 SI 507 |
| 78 | The Waste (England & Wales) (Amendment) Regulations 2012 |
| 79 | Health & Safety Guideline (HSG) – HSG 33 (4th Edition 2012) – Health & Safety in Roof Work |
| 80 | Health & Safety Guideline (HSG) – HSG 258 (3rd Edition 2017) – Controlling airborne contaminants at work. A guide to LEV. |

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

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| --- | --- |
| No. | Title |
| 1 | HSE Guidance Note PM5 1989 Automatically controlled steam and hot water boilers (and BS EN 61508) |
| 2 | Prevention and Control of Legionellosis (Including Legionnaires’ Disease) HSE Approved Code of Practice L8 (ACOP L8) |
| 3 | Safe use of Pesticides for Non-agricultural Purposes Approved Code of Practice L9 ACoP L9 |
| 4 | ACOP L22 & L33 - Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998 |
| 5 | ACOP L122 - Safety of Pressure Systems |
| 6 | Statutory Instrument 2002 No. 2980, The Waste Incineration (England and Wales) Regulations 2002 |
| 7 | NFPA25 – Standard for the Inspection, Testing and Maintenance of water-based fire protection systems |
| 8 | Food and Hygiene Regulations 2005 |
| 9 | Food and Hygiene Regulations 2005 |
| 10 | HSG 250 Guidance on Permit to Work Systems |
| 11 | Crown Premises Inspection Group [and their Scottish equivalent CIFRA (HM Chief Inspector of Fire and Rescue Authorities)] – responsible for fire safety on Crown property |
| 12 | HVCA Internal Cleanliness of Ventilation Systems TR/19 |
| 13 | HSG 253 The Safe Isolation of Plant and Equipment |
| 14 | ACOP L101 Confined Space Regulations |
| 15 | ACOP L122 Pressure System Safety Systems 2000 |
| 16 | ACOP L8 The Control of Legionella Bacteria in Water Systems 2013 |
| 17 | ACOP L56 Safety in the installation and use of gas systems and appliances – 4th Edition: 2013 |
| 18 | UKPLG Code of Practice No. 7 |
| 19 | The Horticulture Code of Practice 2011 / Horticultural Code for Scotland |

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

|  |  |
| --- | --- |
| No. | Title |
| 1 | BS 5266 Part 1:2016 Emergency Lighting. Code of Practice for the Emergency Lighting of Premises Other than Cinemas and Certain Other Specified Premises used for Entertainment 2005 |
| 2 | BS 5839-1:2013 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises |
| 3 | BS 5588 Fire Precautions in the Design, Construction and use of Buildings 1990-2004 |
| 4 | BS 6173: 2009 (this Standard requires interlocking of mechanical ventilation systems and gas supplies for all types of appliances in commercial kitchens, preventing a gas appliance from being switched on before the ventilation system is operating) |
| 5 | BS 6700 Specification for Design, Installation, Testing and Maintenance of services supplying water for domestic use within buildings and their cartilages 2006 & A1: 2009 |
| 6 | BS 7671 Requirements for Electrical Installations – IEE Wiring Regulations 17th Edition 2009 |
| 7 | BS 7430: Code of Practice for Earthing Protection of Electrical Systems 2011 |
| 8 | BS EN 62305 (parts 1-5) Protection against lightning |
| 9 | BS 5306 Part 4: 2002 – Fire Extinguishing Installations – CO2 Systems |
| 10 | BS 5306 Part 3: Fire extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers 2009 |
| 11 | BS EN 3 Portable Extinguishers |
| 12 | BS 5839 Part 1: Fire Detection and Alarm Systems for Buildings 2017 |
| 13 | BS EN 671-1: Fixed Fire Fighting Systems 2012 |
| 14 | BS EN 131 / BS 2037 / BS 1129 / BS EN 14183 / BS EN 1004 / PAS 250 Ladder and Access Equipment |
| 15 | BS 476 Fire Tests |
| 16 | BS EN 795 Personal Fall Protection Equipment |
| 17 | BS 7883:2005 – Code of practice for the design, selection, installation, use and maintenance of anchor devices conforming to BS EN 795:2012 |
| 18 | BS 12094: Fixed Fire Fighting Systems 2003-2006 |
| 19 | BS 9251: 2005 Sprinkler systems for residential and domestic occupancies |
| 20 | BS 750: Registered Homes Act 1984 (as a FIR1) |
| 21 | BS EN ISO/IEC 17020: 2012 General criteria for the operation of various types of bodies performing inspections |
| 22 | BS 7036 Part 1-5: 1996 Code of Practice for safety for powered doors for pedestrian use. Revolving doors. |
| 23 | BS 5871: parts 1-4 2005-2007 Specification for the installation and maintenance of gas fires, convector heaters, fire/back boilers and decorative fuel effect gas appliances. Inset live fuel effect gas fires of heat input not exceeding 15 kW, and fire/back boilers (2nd and 3rd family gases) |
| 24 | BS 5837: 2012 Trees in relation to design, demolition and construction – Recommendations |
| 25 | BS 6571 Part 4: Vehicle Parking Control Equipment 1989 |
| 26 | BS5925: 1991 Code of Practice – Ventilation Principles and Designs for Natural Ventilation |
| 27 | BS EN 14175-2: 2003 – Fume Cupboards |
| 28 | BS 5726:2005 Microbiological safety cabinets. Information to be supplied by the purchaser to the vendor and to the installer, and siting and use of cabinets. Recommendations and guidance |
| 29 | BS 5726: 2005 & BS EN 12469: 2000 – Microbiological Safety Cabinets. |
| 30 | BS 9999:2008 – Fire precautions in the design, construction and use of buildings. Managing fire safety. |
| 31 | BS 9999:2017 – Fire safety in design, management and use of buildings. Code of practice. |
| 32 | BS 9991:2011 – Fire precautions in the design, construction and use of buildings. Code of Practice for residential buildings. |
| 33 | BS EN ISO 9999:2016 – Assistive products for persons with disability. Classification and Terminology. |
| 34 | BS 6173:2009 – Specification for installation and maintenance of gas-fired catering appliances for use in all catering establishments (2nd & 3rd family gases) |
| 35 | BS EN 795:2012 – Personal fall protection equipment. Anchor devices. |
| 36 | TR19: Internal Cleanliness of Ventilation Systems - Guide to Good Practice |
| 37 | TM46: Hygiene Maintenance of Office Ventilation Systems |
| 38 | NHS Estates HTM 2025 |
| 39 | BS 7858 - Code of Practice for Security Screening of Personnel Employed in a Security Environment |
| 40 | BS 7499 - Code of Practice for Static Site Guarding and Mobile Patrol Services |
| 41 | BS 7984 - Code of Practice for Key-holding and Response Services |
| 42 | BS 7958 - Code of Practice for CCTV Management and Operation |
| 43 | BS 7960 - Code of Practice for Door Supervisors |
| 44 | BS 8406 - Code of Practice for Event Stewarding and Crown Safety Services |
| 45 | BS 7872 - Code of Practice for Operation of Cash-in-Transit Services (collection & delivery) |
| 46 | ISO 9001 - Quality Management |
| 47 | ISO 14001 - Environmental Management |
| 48 | BS EN 16636:2015 – Pest management Services |
| *49 \** | *ISO 27001 - Information Security Management System* |
| *50 \** | *ISO 44001 - Collaborative business relationship management systems – Requirements and framework* |
| *51 \** | *ISO 31000 – Risk Management* |

\* Where required by the Buyer at Call Off.

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

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

**Table 5: Miscellaneous:**

|  |  |
| --- | --- |
| No. | Title |
| 1 | At request of Fire Officer |
| 2 | Local Act |
| 3 | SFG 20 Guidelines |
| 4 | Buyer specific work practices and standards |
| 5 | RIBA (Royal Institute of British Architects) Plan of Work: 2013 |

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

**ANNEX C- HELPDESK RESPONSE TIMES**

1. Service requests of any nature shall be acknowledged within fifteen [15] minutes and the caller informed of the action to be taken. The response times for activities managed through the central helpdesk for all Services shall be as follows:
   1. Each Category 'A' work request to be available to both the appropriate Supplier and Buyer Authorised Representative within five [5] minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
   2. Oral escalation to the Buyer Authorised Representative (within twenty [20] minutes of allocation to the Supplier) of those Category 'A' work requests unacknowledged by the Supplier ten [10] minutes after such allocation.
   3. All Category B reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within fifteen [15] minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
   4. All Category C reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within thirty [30] minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

**ANNEX D- SERVICE DELIVERY RESPONSE TIMES**

1. **over-arching response requirements**

It is required when sending a person/engineer to attend a reactive event, at the time of despatch the person/engineer despatched is suitably qualified and is able to complete the repair or task.

For activities detailed in Table below, the activity is defined to be closed or concluded when the helpdesk/CAFM System receives confirmation from the person/engineer that the event is completed, thereby creating an electronic record of the completion.

When the activity in Annex D above is closed or concluded, within fifteen [15] minutes, an email/text/electronic communication is sent to the originator of the event advising that the job is closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.

1. **SERVICE DELIVERY RESPONSE TIMES**

* The following Table describes the reactive response time(s) for Service calls raised or made to the helpdesk.
* The Supplier shall meet these reactive response times in relation to the Buyer requirements.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| SLR Reference | Call Type | Description | Initial Response | Interim Solution | Completion Due |
| A | Critical | Matters giving rise to an immediate health and safety, business critical or security risks. | 15 Minutes | 60 Minutes | 6 Hours |
| B | Emergency | Matters that prevent or severely restrict the Employer from conducting normal operations. | 30 Minutes | 2 Hours | 24 Hours |
| C | Urgent | Matters that impinge upon the proper working of the facilities in relation to all users. | 60 Minutes | 4 Hours | 48 Hours |
| D | Routine | Matters of a routine nature. | 120 Minutes | 8 Hours | 3 Working Days |
| E | Security and H&S | Issue of Verbal notification to Highlight Security and H&S issued identified from Security Service delivery. | N/A | N/A | 24 Hours |
| F | Security and H&S | Issue of Written Report to Highlight Security and H&S issues identified from Security Service delivery. | N/A | N/A | 5 Working Days |
| G | Security Advise/Update | Issue response to Employer request for advice/update | N/A | N/A | 5 Working Days |
| H | H&S | Issue of Security Incident Report in response to reported incidents | N/A | N/A | 1 Hour |
| I | Management | Issue of all meeting documentation | N/A | N/A | 5 Working Days |
| J | Management | Issue of Monthly Management and Monitoring Performance Information to Buyer or Buyers nominated representative at Month end. | N/A | N/A | 5 working days from Month end. |
| K | Complaints | A failure to manage complaints in accordance with the agreed process and timeframes. | N/A | N/A | Acknowledged within [1] hour.  Investigation and remedial / corrective actions completed within [72] hours.  Customer response within [5] working days. |
| L | Ad Hoc | Compliance with all reporting requirements in accordance with the Reports Delivery Timetable. | N/A | N/A | Frequency as defined in Call Off Contract |
| M | Assignment Tasks | A scheduled task contained within the Assignment Instructions | N/A | N/A | Within 72 Hours of scheduled date |
| N | New Works / Billable Works | Request for Services that are not included in the Total Charges and become billabe. | 2 Working Days | N/A | 10 Working Days – Provision of Quotation/s (from date Work Order logged on Management Information System). |

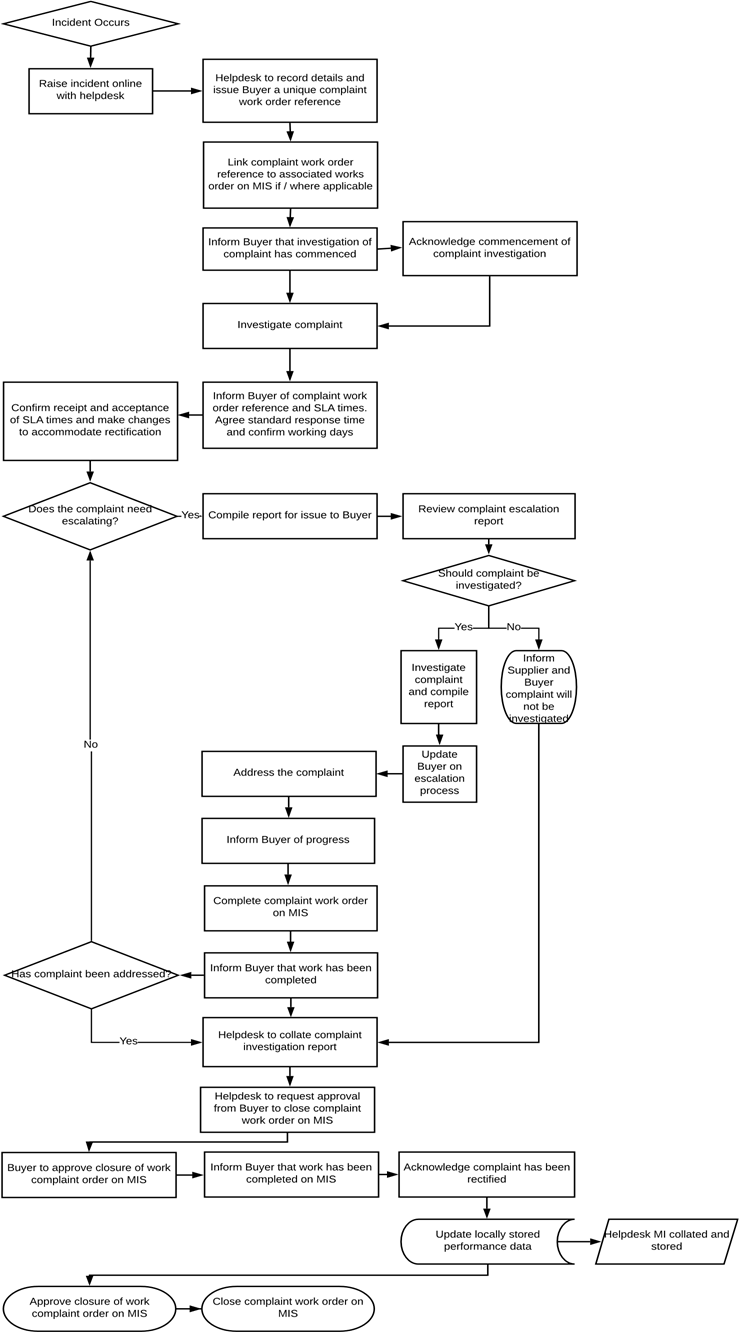
**ANNEX E**

[Introduction to PAS 1192-5:2015](https://www.cpni.gov.uk/system/files/documents/18/6f/BIM-Introduction-To-PAS1192-5.pdf)

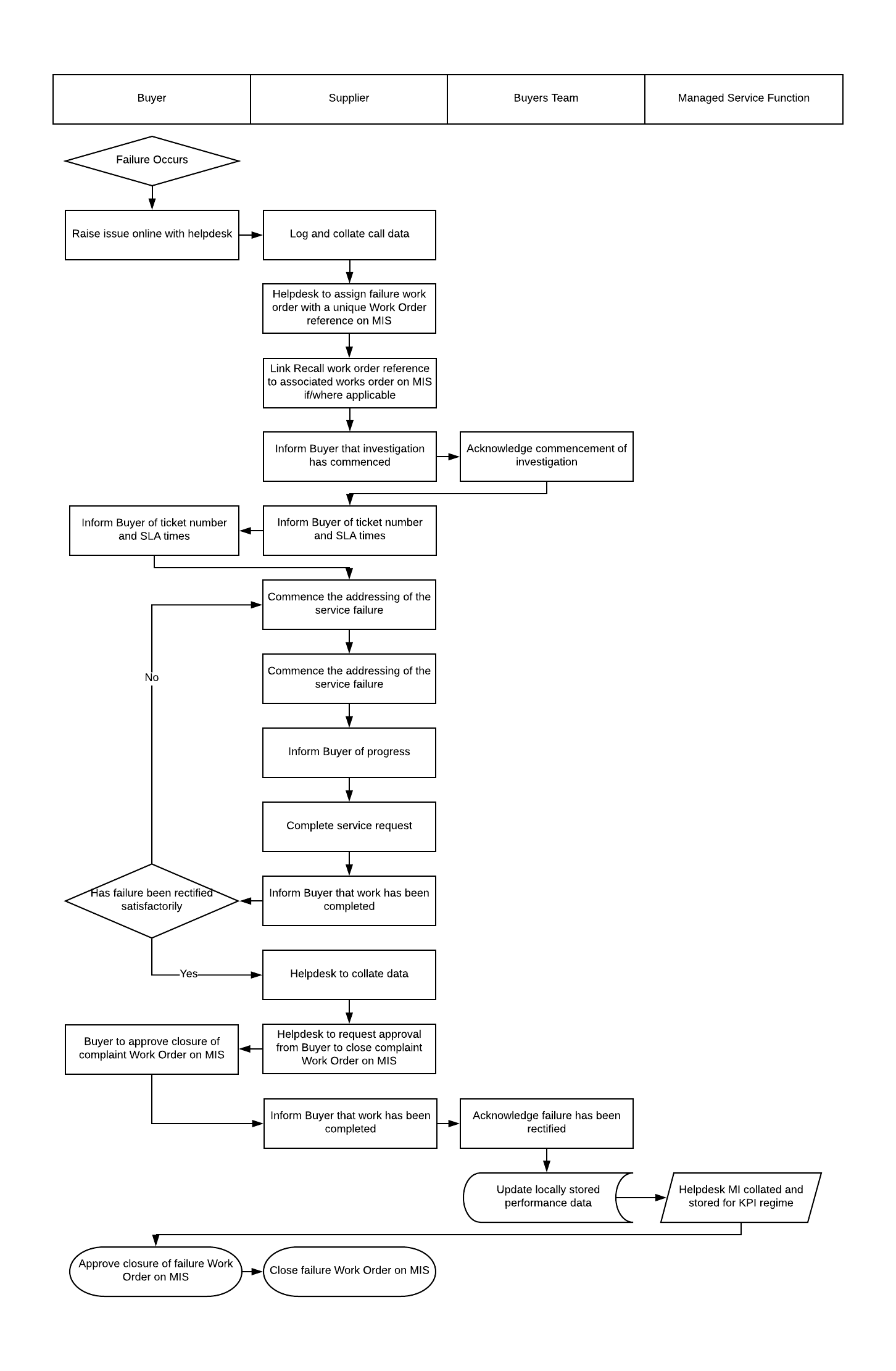
**Appendix 1 – Complaints, Failure and Recall Process**

Appendix 1.1 – Process Map 1: Complaints

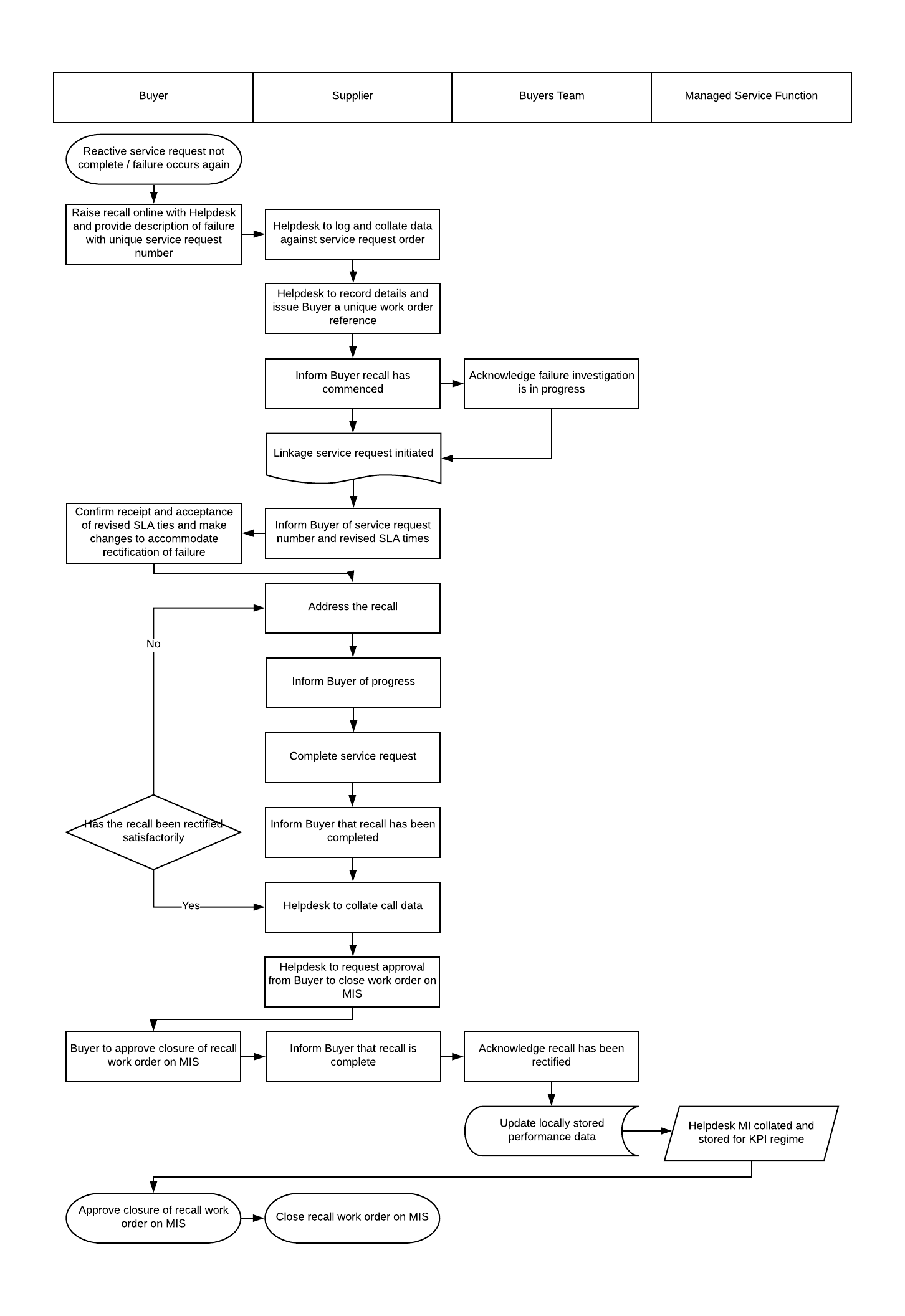
|  |  |  |  |
| --- | --- | --- | --- |
| Buyer | Supplier | Buyers Team | Managed Service Function |

****

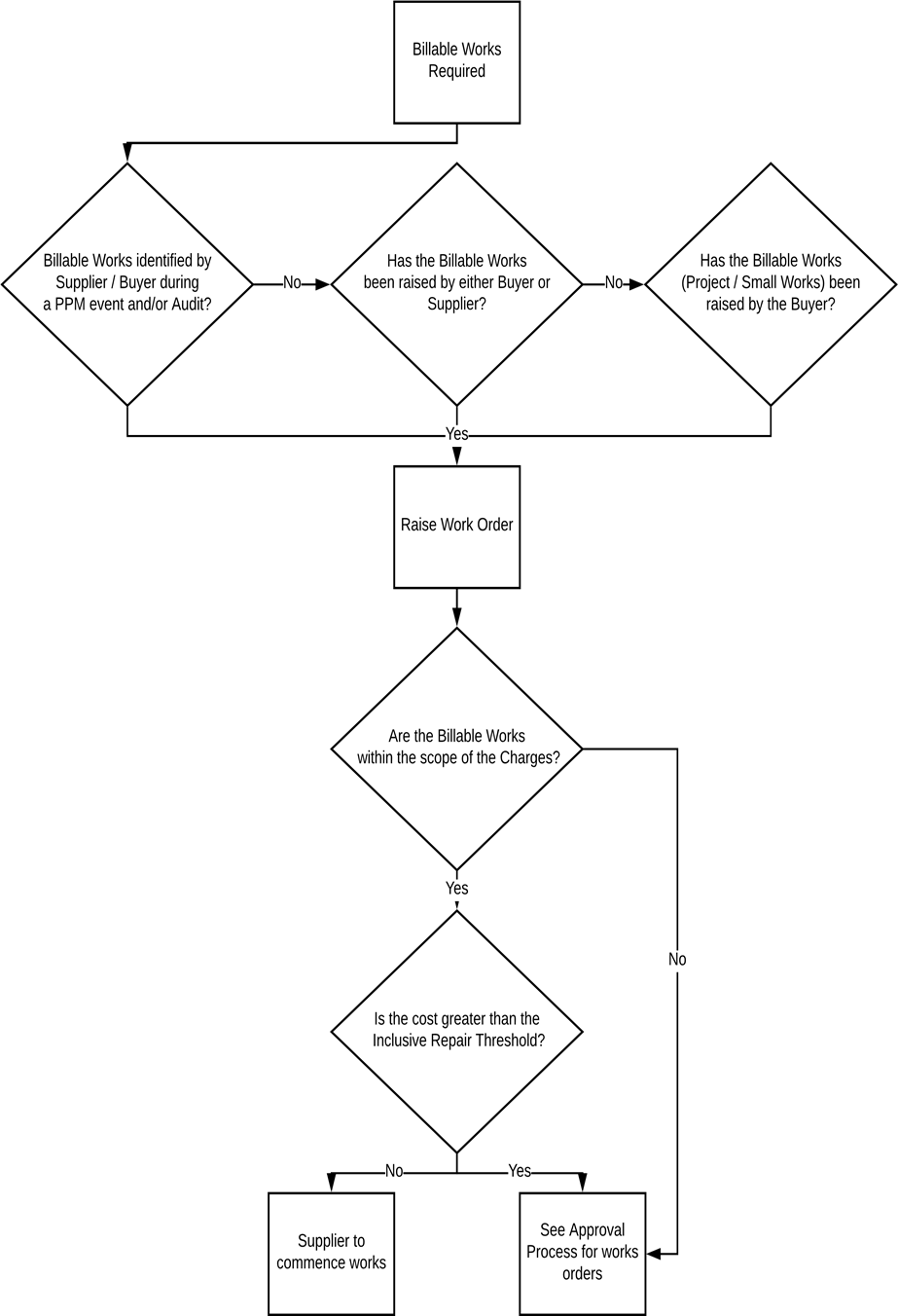
Appendix 1.2 – Process Map 2: Failure



Appendix 1.3 – Process Map 3: Recall

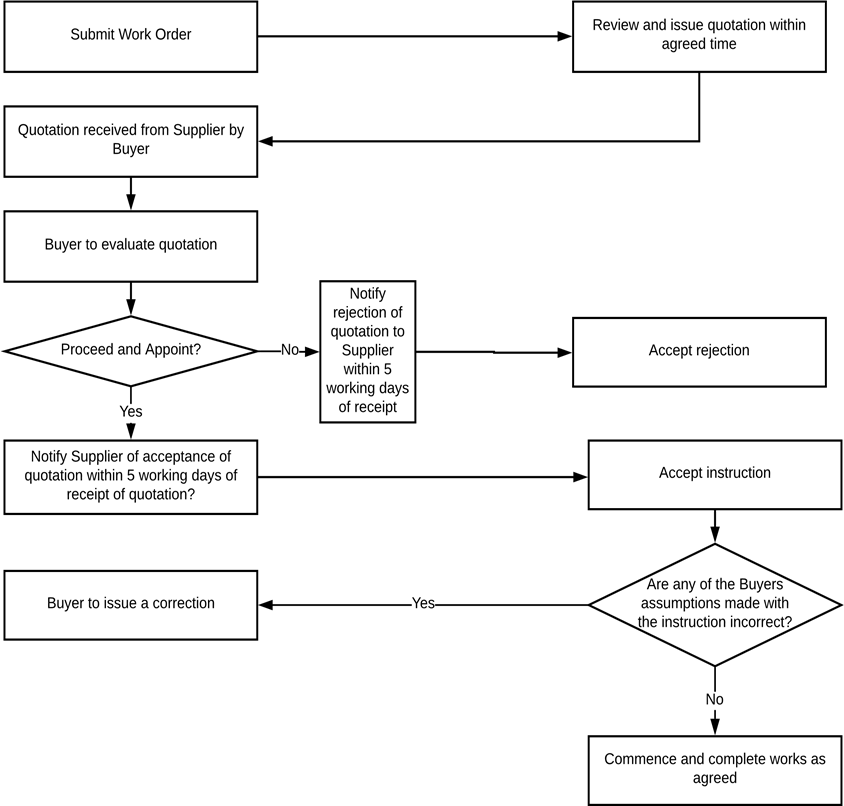


**APPENDIX 2 – Billable Works and Approval Process**

Appendix 2.1 – Process Map 1: Billable Works and Approval Process 

Appendix 2.2 – Process Map 2: Issuing Quotation by Supplier Process

|  |  |
| --- | --- |
| Buyer | Supplier |



Appendix 2.3 – Process Map 3: Issuing Instruction for Quotation for Approved Work Order Process

