

**Specification**

**Porters & Concierge Services**

 **October 2020**

1. **Purpose**

1.1 To appoint a responsible and smooth running concierge and porter service to provide dedicated services in nominated communal and private areas of No 1 Mann Island.

1.2 To provide a range of dedicated facility management functions for Merseytravel and it’s Tenants.

1.3 This contract will be for a three year initial period with the option of a further one year extension subject to necessary service criteria being met.

1.4 To ensure the building is open provisionally between the hours of 0630 and 1930 hours Monday to Friday

2. **Background**

 The Property

* The address is No 1 Mann Island Liverpool L3 1BP
* The property is of a recent construction, completed in 2011 and consisting of 14 levels
* The property comprises of ground floor and mezzanine floor for training, break-out rooms, assembly rooms and a tower containing a further eleven floors of office accommodation
* Merseytravel have occupied the building since March 2012 and presently occupy 8 floors with six other private Tenants occupying the remainder.

3. **Scope**

3.1 The Contractor shall undertake tasks which include but will not be restricted to:-

* Provide a courteous, professional and comprehensive concierge and porter service to all building occupants, displaying no bias with all occupants being treated equally.
* Carry out planned fire evacuations in a planned, calm and controller environment, be the incident controllers due this test and attend debriefings.
* Carry out full evacuations if the alarms are activated and liaises with the emergency services.
* Concierge and porter staff are required to be dressed formally in unbranded uniforms
* They are to manage delivery vehicles serving the building, including liaison with asset management and tenant’s staff to accept deliveries
* To provide a porter service that is responsible for opening the building and ensuring it is secure when closing the building.
* To provide the day to day management of the Mann Island underground car park and the new street car parking permits within Mann Island.
* Respond to technical queries, providing a first line response to technical queries relating to the Smartboards within the meeting rooms.
* Provide written reports when requested by the Principle Officer.
* Attend to routine enquiries from all building occupants, visitors and members of the public
* Interface with postal services, taxis, couriers and receipt of small parcels at the reception desk
* Manage and operate the first aid facility room, including managing the Accident records and being the reporting point for accidents to any building occupants visitor’s or contractors.
* Provide a central help desk facility for building occupants to report building and furniture defects.
* Be self-motivated to proactively solve problems as they arrive with a customer focussed outcome.
* Provide a security service for the building, including enforcing an ejection and barring procedure if necessary.
* To manage and receive Lost Property.
* To manage a limited central key repository for the whole building.
* To comply with the protocol for the correct use of the building PA system.
* To be the first point of contact for emergency services attending the building.
* To manage access for visitors and contractors including a booking in procedure via the use of an online computerised booking system.
* To manage an electronic building notice system, including the details of registered companies and public meetings.
* To maintain an accurate record and issue of temporary ID cards.
* To be fully compliant with the Microsoft Office computer software and develop the range of services listed above using such.
* To liaise with the wider Mann Island complex managing agents when required
* To manage events in respect of both internal and external bookings
* Booking meeting rooms in the Condeco system for events
* Dealing with external organisations using 1 Mann Island for meetings and events
* Hiring of catering equipment when required (i.e. tables and chairs, tablecloths, AV equipment, etc.)
* Ordering food from external caterers
* Assisting with room set up
* Acting as host for meetings and events
* Gathering relevant paperwork for invoice processing
* All staff to be first aid and AED trained
* Carry out radio checks are carried out at the beginning of every shift for assisting in emergency situations and report any faults to the Principal Officer
* To carry out weekly fire and AED test every WED 10am, taking fire alarm off watch and document findings from test and which staff members carried out the test retaining record in the compliance folder. Return fire alarm system back to watch once completed.
* Carry out a weekly lift internal phone test and record findings if any faults are found report these immediately
* To assist in core emergency planning and support both the Resilience Team and the Principal Officer.
* Assist with any out of office hours emergency planning which may be required.
* To attend twice a year out of hours training on the use of emergency lifts and how to carry out evacuations.
* Assist with alarm zone isolation/Smoke Head isolation for when contractors are on site and carrying out PPM works or reactive works.
* Observing and reporting any unusual or suspicious persons or activities
* To collect and disposal of ink cartridges as per the organisation’s environmental policy
* To help and support any small moves within Mann Island
* To arrange collection and returning of archiving boxes from offsite supplier, for both MT/CA and any tenants.
* Collect confidential waste bags off MT/CA floors
* To decorate reception area during festive periods
* To provide a fully comprehensive Concierge, Porter and Postal service inclusive of all functions as detailed in the Specification on a Monday to Friday basis between the core hours of 08.00 and 17.30 and occasional out of hours when required.
* To attend monthly contract meeting to discuss KPI’s that are to be agreed between the parties.
* Be reactive to any situations that arise that require swift action to avoid the exacerbation of any developing problem by the use of initiative.
* Support the Principle Officer to deliver an effective facilities service.
* The porter and concierge are to be provided as integrated support service to ensure continuity of service to our staff, tenants and visitors. As such the proposed staff shall have the skills knowledge and experience to carry out both the porter and concierge roles.
* Receiving and sorting of mail for MT/CA and all tenants
* Logging of “signed for” mail
* Logging of cheques
* Distribution of mail and cheques to all floors
* Delivery of mail to Wallasey/Seacombe/Tolls/Birkenhead/Pier head and GDB
* Franking and mail
* Arranging couriers
* Bidders are asked to submit invoices 4 weekly with one hourly rate for the porter and concierge staff utilised.
* Bidders are to note the requirement for their Contract Manager to attend a regular 4 weekly contract meeting to be held on site.

Whilst the above list is extensive it is NOT exhaustive and other tasks associated with the Services may be added or removed throughout the term of the contract, in order to provide a comprehensive and professional service and to enable Merseytravel to cater to any new requirements that may appear.