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| **Appendix A**  **Specification**  **CCP085**  Security at Chesterfield Library  **Company/Organisation:**  Enter Tenderer's Name |

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| **Scoring** |
| |  | | --- | | **Evaluation Approach** | | In assessing the answers to the following questions, the Council will be seeking evidence of the Potential Provider’s suitability to deliver the requirements of the contract.   * Responses to the specification will be evaluated in accordance with the Evaluation Approach detailed below. In the event that none of the responses are deemed satisfactory, the Council reserves the right to consider alternative procurement options. * The provision of false information will disqualify organisations from further consideration.  |  |  |  |  | | --- | --- | --- | --- | | **Scoring Principles** | | | | | **Required Data** | | | | | **Required Data** | | * The data provided is for information only and will not be scored / assessed but if the information requested is not provided the bid will be judged to be non-compliant unless there is an acceptable reason for its omission. | | | **Pass / Fail** | | | | | **Pass** | | * The information / evidence has been assessed and judged to be acceptable. | | | **Fail** | | * No information / evidence has been provided. * The standard of the information / evidence provided is unacceptable. * The information / evidence has been assessed and does not comply with the minimum acceptable standard. | | | **Scored (0 / 1 / 2 / 3 / 4 /5)** | | | | | **0** | **Unacceptable** | | **Substantially fails to meet the standard required;**   * **Response significantly deficient or no response.** | | **1** | **Poor** | | **Addresses few of the stated requirement to a satisfactory level.**   * **Questions or requirements not addressed adequately and the answers or proposals not directly relevant; and/or the proposals will not deliver most of the requirements; and/or** * **Omissions or inadequate information/details provided in most areas.**   **Does not meets the standard required in most areas.** | | **2** | **Satisfactory** | | **Addresses most of the stated requirement to a satisfactory level.**   * **Most elements of the questions or requirements addressed adequately with answers or proposals that are directly relevant; and/or the proposals will deliver most of the key requirement; and/or** * **Omissions or limited information/details provided in some areas.**   **Meets the standard required in most areas.** | | **3** | **Good** | | **Addresses the stated requirement to a good level.**   * **Questions or requirements addressed well with answers or proposals that are directly relevant; and/or the proposals will deliver the requirements; and/or** * **Minor omissions or limited information/details provided in a minimal number of areas.**   **Meets the standard required in all key areas.** | | **4** | **Very Good** | | **Addresses the stated requirements/questions to a very good level.**   * **Questions or requirements addressed very well with answers or proposals that are directly relevant; and/or the proposals will deliver the all of requirements; and/or** * **No omission and information/details provided in all areas.**   **Meets the standard required in all areas.** | | **5** | **Excellent** | | **Addresses the stated requirements/questions to an excellent level.**   * **All aspect of the questions/requirements addressed excellently with answers or proposals that are directly relevant in all areas; and or the proposals will deliver all of requirements to an excellent standard** * **No omission and comprehensive information or details provided in all areas.**   **Comprehensively meets the standard required in all areas.** |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Scoring** | | | | | | **Section** | | **Scoring** | **Weighting** | **Requirements** | | **Part 1** | Aims | n/a | n/a | This section is for information only. | | **2.2.** | Previous experience | 0/1/2/3/4/5 | 10% | Provide details on how you have met these requirements previously | | **3.2.1.** | Delivery Plan | 0/1/2/3/4/5 | 10% | Provide details on how you will meet these requirements | | **3.2.2.** | Staff Management | 0/1/2/3/4/5 | 10% | Provide details on how you will meet these requirements | | **3.2.3.** | Staff Numbers and Turnover | 0/1/2/3/4/5 | 10% | Provide the number of trained officers and the details of your annual staff turnover. | | **3.2.4.** | Staff Leave Procedures | 0/1/2/3/4/5 | 10% | Provide details on how you will meet this requirement. | | **3.2.5.** | Staff Wages | Pass/Fail | Pass/Fail | Any answer provided as “no” will be deemed a fail and thus non-compliant. | | **3.3.3.** | Staff accreditations, training and experience | Pass/Fail | Pass/Fail | Any answer provided as “no” will be deemed a fail and thus non-compliant. | | **3.4.3.** | Staff accreditation | Pass/Fail | Pass/Fail | Any answer provided as “no” will be deemed a fail and thus non-compliant. | | **3.4.4.** | Training Provisions | 0/1/2/3/4/5 | 5% | Provide details on how you will meet this requirement. | | **3.4.5.** | Staff Uniform | 0/1/2/3/4/5 | 5% | Provide details on how you will meet this requirement. | | **3.4.6.** | Potential Additional Personal Protective Items | 0/1/2/3/4/5 | 5% | Provide details on how you will meet this requirement. | | **3.4.7.** | Body cam requirement | Pass/Fail | Pass/Fail | Any answer provided as “no” will be deemed a fail and thus non-compliant. | | **4.1.2.** | TUPE | 0/1/2/3/4/5 | 5% | Provide details on how you will meet this requirement. | | **Part 5** | Social Value | 0/1/2/3/4/5 | 5% | Provide details on how you will provide social value to Chesterfield and Derbyshire. | | **Part 6** | KPI’s & Output Measures | n/a | n/a | This section is for information only. | | **7.1.2.** | Example report | 0/1/2/3/4/5 | 5% | Provide an attachment detailing how you will meet this requirement. | | **7.2.3.** | Organisation structure and named contact | 0/1/2/3/4/5 | 5% | Provide details on how you will meet this requirement. | | **7.2.4.** | Escalation routes | 0/1/2/3/4/5 | 5% | Provide details on how you will meet this requirement. | | **7.3.1.** | Provide Business Continuity/Disaster Recovery Policy | Pass/Fail | 5% | Any answer provided as “no” will be deemed a fail and thus non-compliant. | | **7.3.2.** | Business Continuity Policy | 0/1/2/3/4/5 | 5% | Provide details on how you will meet this requirement. | | **Part 8** | Orders and Invoices | n/a | n/a | This section is for information only. | | **Part 9** | Supplementary Information | Not Scored | n/a | This section will not be scored. |   **Additional Information**  The Council expressly reserves the right to require a Potential Provider to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in the tender documentation. The Council may seek independent financial and market advice to validate information declared, or to assist in the evaluation.  Failure to provide the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the timescale given, may mean that your organisation will not be considered further.  Bids will be deemed to non-compliant where they fail to achieve a minimum score of 2 for the answer provided to any question. | |
| **Instructions for Completion** |
| * Responses and comments should be provided in English and should be as accurate and concise as possible. * Proposal documents should be self-contained and supply all information, which are considered necessary for the accurate evaluation of their proposal. * Technical and sales literature may be included as part of the proposal document but only as supporting evidence. Replies to questions must be, therefore, complete and not consist of references to such literature. * The Council expressly reserves the right to require a Potential Provider to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in this document. Failure to provide the required information within the timescale given may mean that your organisation will not be considered further. * Failure to provide the required information, make a satisfactory response to any question/fully address the requirements of the specification, or supply documentation referred to in responses within the specified timescale may lead to your Tender being judged to be non-compliant. * If you have any queries regarding how to complete this document please address them through the questions and answers stage of the Tender. |

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| Specification |

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| **Introduction** |
| Chesterfield library is the largest and busiest library in Derbyshire with up to 2000 visitors per day. It is located in the middle of Chesterfield town centre adjoining a shopping centre, McDonalds and the marketplace.  It is spread over 3 public floors and includes a children’s study leisure, and local studies libraries, 45 public use pcs, a café, toilets, baby changing facilities and a theatre. Our visitors are of all ages and backgrounds visiting for leisure, study and cultural events. The library is accessible to all and customer service is our main priority.  Derbyshire County Council is seeking a security contractor to provide manned security at the Library for an initial period of two years with the potential of two one year extensions commencing 1st November 2021 to 30th October 2025. |
| **Part 1 – Aims** |
| 1. To provide a safe and secure working environment for the employees and users of the Library 2. Reduce anti-social behaviour and crime at the library 3. Act as a visual deterrent 4. Work with the public and employees to provide a high level of customer service 5. Greet and assist members of the public as appropriate |
| **Part 2 – Outputs** |
| 1. **Main functions** 2. A minimum of one security officer is to patrol the entire inside of the library and the outside of the library doors during the normal library opening hours. The following areas should be checked at regular intervals and recorded in the security officer’s activity log.    * The café    * Toilets    * Reading areas    * Computer area    * Childrens section 3. Security officers are to respond immediately to all emergency calls for assistance 4. Carry out monitoring of the surveillance system when required 5. Recording and reporting of incidents/accidents 6. Liaise with Police and other agencies when required 7. Attend security meetings when required 8. Provide assistance and support to the Pavements Security on evacuations of the centre 9. Give advice and support to users of the Library 10. Please provide three examples of recent contract of a similar nature and value  |  | | --- | |  | |
| **Part 3 - Delivery** |
| 1. **Staffing**    * 1. The contractor is required to maintain the required staffing standard every day of the contract.      2. Security officers will need to be on site during the opening hours and all breaks and lunches must be taken on site.      3. Measures and processes will need to be in place to cover for sickness, absence and annual leave.      4. To support these requirements the contractor must maintain a pool of security officers that are trained and acceptable to the Council with prior knowledge of the Library from which replacements can be drawn if the requirement increases to have more than one security officer such as a bomb scare or an activity in the library which will increase the number of visitors.      5. All security officers including replacement officers must be approved by Derbyshire County Council prior to working and no subcontractors must be used on this contract.      6. It is preferable that one security officer does not work more than 40 hours per week to reduce the risk of incidents occurring. 2. **Contracting Hours**   Security cover is to coincide with the library opening hours.  52 weeks a year at the following times:  Monday 9.00am – 5.00pm  Tuesday 9.00am – 5.00pm  Wednesday 9.00am – 7.00pm  Thursday 9.00am – 7.00pm  Friday 9.00am – 5.00pm  Saturday 9.00am – 4.00pm  The Library will be closed on Sundays, Bank holidays and 3 days each year over the Christmas period.   * 1. Describe how you plan to carry out the contract, detailing security officer’s rotas and worksheets, including how you would manage breaks and lunches.  |  | | --- | |  |  * 1. Describe how you would manage a changeover of staff if an officer was taken ill or walked off site whilst on duty, including the timescales for replacement staff.  |  | | --- | |  |  * 1. How many trained security officers would be in a pool dedicated to Derbyshire County Council and detail your yearly staff turnover.  |  | | --- | |  |  * 1. Confirm what measures and processes you have in place to cover for sickness, absence while officers are off duty and pre-approved annual leave.  |  | | --- | |  |  * 1. Derbyshire County Council is committed to encouraging the living wage\*; confirm that you pay the National living wage to all security officers  |  | | --- | | Yes / No |   \*Over the life of the contract, Derbyshire County Council understands this is likely to increase.   1. **Expectations of security officers** 2. Shall not corruptly solicit or receive any bribe or other considerations for any Security officers must be Security Industry Authority (SIA) licenced and operate within the guidelines of the Security Industry Act 2001. 3. The contractor shall ensure that the staff employed for the execution of this contract meet with these conditions:   As a condition of employment on this contract the security officer:   * person, or fail to account for monies or property received in connection with duties under this contract. * Shall not be uncivil to person’s encountered in the course of the work or make unnecessary use of authority in connection with the discharge of the contract roles. * Shall not act in a manner reasonably likely to bring discredit to the Council * Shall not feign or exaggerate sickness or injury with a view to evading duties under the contract * Shall maintain proper standards of appearance and hygiene whilst at work * Shall keep all information confidential * Shall not commence duty smelling of intoxicating liquor; be under the influence of any alcohol or drugs. * Shall if charged with a criminal offence notify the Council of the offence. * Shall not neglect nor, without due cause, omit to carry out any of the tasks required within this contract. * Shall not leave the Library without proper relief or due permission * Shall not knowingly make or sign any false verbal or written statement whatever the description * Shall not review footage as per Front Line Licence  1. Confirm that all security officers will meet with the conditions of the contract and provide CV’s of employee’s that will be undertaking the role if successful including their SIA number, accreditations, training certificates and experience.  |  |  | | --- | --- | | Yes / No | Comments: |  1. **Accreditations** 2. The contractor shall be required to satisfy the Council that the initial training provided to its staff is of an acceptable standard and that there is a commitment to refresher training at regular intervals.  * Hold a SIA Front Line Licence * Hold a full First Aid at Work certificate * Hold an accredited defibrillator certificate * Fire safety certificate * Defusing violence and aggression certificate  1. Security Officers must:    * + Have strong Customer Service Skills with the ability to remain calm under pressure      + Refer to Duty Manager where possible when removing visitors from the library      + Have strong Verbal Communication Skills      + Be IT literate      + Be enthusiastic, motivational and honest      + Have uniform that is smart and professional, black or navy in colour and easily identifiable as a security officer      + Wear a fully secured and operational body cam provided and maintained by the contractor 2. Confirm that all security officers hold the accreditations above.  |  |  | | --- | --- | | Yes / No | Comments: |  1. Detail your training provisions for all employees including how often training is refreshed  |  | | --- | |  |  1. Describe the uniform that will be worn by security officers  |  | | --- | |  |  1. Describe how potential future additional personal protection items will be provided to officers if the need arises.  |  | | --- | |  |  1. Confirm that fully encrypted, maintained, and operational body cams will be provided to the security officers by the contractor that meet the following specification:  * Records in 720p as a minimum * Compatible with Windows 10 * Compatible with VLC media player * Records with date and time * Playback ability * Fixing harness  |  |  | | --- | --- | | Yes / No | Comments: | |
| **Part 4 - TUPE** |
| 1. **TUPE** 2. Due to the nature of the contract, the TUPE process will apply. TUPE information will be available to bidders on request, with submission of Appendix E Confidentiality and Data Sharing Agreement prior to the tender submission deadline. 3. Please detail your experience of handling the TUPE process and give details of the processes you would follow.  |  | | --- | |  | |
| **Part 5 – Social Value** |
| 1. **Social Value** 2. Social Value is intrinsic to all of the goods and services that DCC procures. We are utilising the national TOMS (Themes, Outcomes & Measures) framework to achieve social value outcomes and have selected a number of Outcomes and Measures from this framework that are relevant to this contract. Please review these in Appendix F and give details of how they can be achieved. |
| **Part 6 – KPI’s and Output Measures** |
| |  |  |  |  | | --- | --- | --- | --- | | **KPI Criteria** | **Indicator** | **KPI Measure** | **Invoice credit for each**  **month** | | Reliability – How often Security Guards are at the library site undertaking duties | Attendance of Security guards Monday, Tuesday and Friday 9am – 5pm, Wednesday and Thursday 9.00- 7.00 and Saturday 9am – 4pm | At least 99% attendance at all times | 1% of monthly invoice value for each 1% below the KPI Measure | | Punctuality – On-time arrival and general behaviour of the security guards; response relief provision | Information will be gathered on any late arrivals or negative behaviour of security guards.  Information gathered on response time from Head Office of all requests for emergency relief taking longer than 30 minutes and staff provided within 1 hour. | At least 99% at all times | 1% of monthly invoice value for each 1% below the KPI Measure | | Incidents and Accidents reported – General incidents derived from deliberate actions of an individual | Information gathered on how many incidents/accidents and how they are controlled, and/or consequences logged on a daily basis | At least 99% of incidents/accidents should be reported at all times | 1% of monthly invoice value for each 1% below the KPI Measure | | Adherence to library practices and procedures and familiarization with and correct response to library Health and Safety practices | Information gathered on adherence to library practice and procedure | At least 99% at all times | 1% of monthly invoice value for each 1% below the KPI Measure | | Response to queries | Information gathered on how many incidents of response to call taking longer than 5 mins | At least 99% at all times | 1% of monthly invoice value for each 1% below the KPI Measure | | Crossover between security officers. | Information gathered on presence of cross over meetings between security staff for catch up purposes daily | At least 99% at all times | 1% of monthly invoice value for each 1% below the KPI Measure |   Invoice credits shall be calculated on the basis of the following formula**:**   |  |  |  | | --- | --- | --- | | x% (KPI Measure) – x% (actual KPI Performance) | = | x% of the charges payable to Derbyshire County Council as a credit note deducted from the next invoice payable to Derbyshire County Council. | | Worked example: 98% (KPI Measure) – 75% (actual KPI Performance) | = | 23% of the charges payable to Derbyshire County Council as a credit note deducted from the next invoice payable to Derbyshire County Council. | |
| **Part 7 – Reports and Contract Management** |
| 1. **Report** 2. To aid KPI measuring, the Contractor will be required to supply a logbook with the following fields:  * Location, date and time * Security Officer details including clock in/out time * Equipment handover details * Patrol details * Notes section * Duty manager signature * Handing over officer signature * Take over officer signature  1. Please provide as an attachment a template log sheet including the fields listed above as a minimum.  |  |  |  | | --- | --- | --- | | Example Log Sheet Provided | Yes / No | Comments: |  1. The Senior Library Manager reviews this logbook on a monthly basis and will raise any KPI concerns with the Contractor’s Contract Manager. 2. **Contract Management** 3. Contract management meetings will be held as follows to review performance and discuss any concerns either party may be experiencing.  |  |  | | --- | --- | | **Monthly Operation Meeting:**  To be held in 2nd week of each calendar month.  This is intended to be an operational review of contract performance.  Key Performance Indicator and Operational reports will be reviewed at these meetings; any invoice issues will be resolved and invoice credits that are due will be agreed. | **Monthly**  Attendees must include:   * Supplier Account Manager * the Council’s Contract Manager | | **Quarterly Review Meeting:**  To be held in 3rd week of the calendar month following each quarter.  This is intended to be a strategic review of contract performance.  Summary Reports of Supplier Performance will be reviewed, and actions will be agreed to address performance issues.  Supplier to provide pre-notification of any changes to officer cost to be implemented to understand and assess impact. | **Quarterly**  Attendees must include:   * Supplier Account Manager * the Council’s Contract Manager * a Representative from the Council’s Procurement team |  1. Detail the management and staff structures of the organisation including who would be the named employee for the daily running of the contract and what their experience is in running this type of contract.  |  | | --- | |  |  1. Identify the escalation route to deal with any complaints from Derbyshire County Council employees or members of the public.  |  | | --- | |  |  1. **Business Continuity** 2. Please provide a copy of your Business Continuity / Disaster Recovery policy      |  |  |  | | --- | --- | --- | | Policy Provided | Yes / No | Comments: |  1. Describe how it will compliment Chesterfield Library’s Business Continuity Plan – Appendix G.  |  | | --- | |  | |
| **Part 8 – Order and Invoices** |
| The Contractor shall submit electronic invoices against each order to [Accounts.Payable@Derbyshire.gov.uk](mailto:Accounts.Payable@Derbyshire.gov.uk) unless requested otherwise in writing.  Invoices, which must be computer produced or typed, will be submitted within 10 days of successful delivery to the address stipulated on the official order and shall show details of:   * Vendor number * Purchase order number * Delivery Address * A full and proper description * Hourly rate * Total invoice price * Clearly identified VAT as applicable   The Council reserves the right to modify the invoicing to include requests for electronic invoices.  Itemised consolidated invoices shall be submitted as applicable.  Invoices shall be payable 30 days from date of receipt of a valid invoice (unless earlier payment terms are agreed in accordance with Appendix B Price Schedule) and submitted in accordance with the official order.  All payments will be made through the BACS Payment system.  Any changes to banking / payment details shall be submitted to the accounts payable team as soon as possible. This should be in the form of a hard copy or a .PDF file format on letter headed paper and should be signed by an authorising officer.  Submission of a bid will be taken as confirmation that your organisation can comply with the stated ordering and invoicing requirements, any questions associated regarding this should be raised using the questions and answer process detailed in the Instructions for Bidders. |
| **Part 9 - Supplementary Information** |
| **Demonstrable Additional Benefits**  Tenderers should detail any additional information, not specifically detailed in the Tender, which they believe the Council might consider whilst evaluating the Tenders, and which, Tenderers believe is pertinent to such evaluations, in the interest of the Council. The Council will consider such a submission but may include same as a condition of contract.   |  |  | | --- | --- | | **Response** |  | |