**Introduction**

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities providing the perfect venue for some of the world’s leading events.

Manchester Central holds a diverse range of events, which demonstrates the versatile nature of the venue. Examples of events held include Party Political Conferences, Elections, CIH Conference and Housing Exhibitions, Manchester Comic Con, Northwest Property Awards, Christmas Parties, NHS Confed Conference, UCAS exhibitions, International and National Association Conferences,

Our facilities include: the purpose-built 804-seat Exchange Auditorium; the 1800m² Exchange Hall that can be used for conference or 1200-capacity dining space; the 10,000m² column-free and divisible Central Hall and a range of smaller state-of-the-art conference and meeting rooms.

**Scope of Provision**

The service provider is required to provide the following services:

* Event Security, for all events that take place within the internal and external footprint of MCCC.
* Event Stewarding, for all events that take place within the internal and external footprint of MCCC.
* Static Guarding, for all non-event days as per client requirement.

Positions of security staff to be provided will be:

* Event Security Supervisors.
* Event Security Operatives.
* Static Guarding (non-event days)
* Behavioural Detection Officers.

Specialist resources, that may be required for specific MCCC / client taskings will be:

* Close Protection Officers.
* Canine Security – General purpose security dogs, drug detection dogs, explosive detection dogs, pyrotechnic detection dogs.
* CCTV Monitoring Staff.
* Concierge.

\*\* These services must comply with the relevant British Standards and or equivalent accreditation.

The service provider will ensure that personnel engaged at MCCC are not self-employed or zero hours employees. Flexible working arrangements via annualised hours or casual contracts for service arrangements are permissible.

**Accreditations**

The aforementioned services are to be compliant with the following British Standards:

* BS 8406:2020 Event Stewarding Code of Practice.
* BS 7960 The Code of Practice for Door Supervision.
* Security Industry Authority approved Contractor.
* ISO9001 Registered for the provision of event stewards, crowd safety services and door supervisors.

This is to be reflected through either National Security Inspectorate (NSI) Gold standard demonstrating the commitment to continual improvement or NSI Silver where the high level of technical specification is being met. ISO 9001 can either be met and maintained or working to attain.

**The Provision**

1. **Service Providers Operational Representatives**

MCCC believes that this project requires a dedicated account management resource so as to fully understand the business requirements of MCCC and deliver a quality customer focused security service provision.

The service provider shall provide details in their service delivery plan of the proposed resource structure and the key staff intended to be employed under this contract, including documentary evidence of relevant experience and qualifications.

The service provider shall ensure the following positions are covered within the resource structure:

* Service providers strategic representative
* Service providers operational representatives

MCCC requires the minimum of two individuals to undertake the role of the service providers operational representatives for the management of event security, event stewarding and Static Guarding. The service providers operational representatives shall be solely dedicated to the provision of the aforementioned services and will be based on site at MCCC. The operational representatives are to be the sole point of contact for MCCC’s Head of Security and Events Management Team.

The provision of a first-class customer service is key to the vision and values of MCCC. The service provider’s appointed operational representatives shall recognise the importance of the security and stewarding service provided and will always act professionally and possess a tactful demeanour.

The service provider’s operational representatives will ensure and maintain the provision of a first class, customer focused experience to MCCC’s clients, demonstrating a commitment to high standards of delivery, whilst being an integral part of the customer offer.

The operational representatives are to be appropriately licensed by the SIA. To note, a non-frontline license will not be deemed as being sufficient to manage this service delivery, within this schedule.

**Operational Representatives Responsibilities**

The key responsibilities of the service providers operational representatives will be as follows: (this list is not exhaustive)

* To support the service provider’s strategic execution of the contract.
* Management and ownership of event security and event stewarding and service delivery.
* Monitoring specifications provided by the service provider in respect of MCCC’s requirements.
* Vetting and recruitment of staff to BS 7858:2012 ensuring optimum numbers to fulfil contractual staffing delivery.
* Training of supervisors, event security personnel and event stewards.
* Health and Safety management of service delivery.
* Auditing of contractual Health and Safety practices, including but not limited to role risk assessments, event risk assessments, safe methods of working, compliance and training.
* Liaison with MCCC’s clients.
* Key liaison with MCCC’s Head of Security.
* Liaison with Greater Manchester Police and other key city stakeholders.
* To operate working schedules in accordance with the needs of MCCC’s operational requirements and in full consultation with MCCC’s Head of Security.
* To provide agreed working schedules to MCCC’s Head of Security four weeks in advance of scheduled deployments.
* Quality standard implementation and management.
* Provision, implementation and review of operational procedures and assignment instructions.
* Auditing of training records, working practices, uniform and operational delivery.
* Measure, monitor and manage key performance indicators as set by MCCC’s Head of Security.
* Auditing of service delivery plans and corrective actions to ensure quality and contractual requirements.
* To deploy to event security and event stewarding deployment plans as directed by MCCC’s Event Managers or MCCC Head of Security.
* Assist MCCC’s Head of Security in the preparation of event risk assessments covering the security and stewarding deployments being provided.
* Ensuring delivery of the correct staffing for all events – this is to incorporate time and attendance management.
* Attending monthly and weekly pre-event meetings with MCCC’s Head of Security.
* To prepare monthly and quarterly reports, to highlight:
* Strategic performance summary for services against the agreed specification for the quarter.
* Full financial report for the quarter and year-to-date.
* Added value and innovation actions.
* Anticipated changes/variations.
* Service Provider’s business updates.
* Any other agreed information.

* To be fully aware of the events calendar and to be able to pre-empt the need for event security and event stewarding numbers.
* Create post event reports for submission to MCCC’s Head of Security on an event-by-event basis. The post event report shall also be submitted on MCCC’s Event Booking Management System (EBMS) within 48hrs from the end of event tenancy.
* Create an innovation strategy, delivering proposals to MCCC covering event security and event stewarding.
* Share best practice with MCCC on security measures and practices applied to other like-for-like contracts within the service provider’s portfolio.
* Reviewing and checking all relevant invoices and authorising payment in accordance with the delegated authorities from MCCC.

**Operational Representatives Staff Retention**

The service provider shall endeavour to maintain the service provider’s operational representatives for the duration of the contract. Changes, removals, and additions to staff shall not be made without consultation and prior written approval from MCCC.

If there is a change within the operational representatives, MCCC shall specify the length of the handover period required for the changeover of staff in the notification giving authorisation for the change. The time spent by the incoming person during the handover period shall not be chargeable to MCCC.

MCCC reserves the right to interview and approve the recruitment of the service providers operational representatives, the service providers expenses involved in such interviews by MCCC shall be to the account of the service provider and shall not be chargeable to MCCC.

1. **Service Providers Strategic Representative**

The service providers strategic representative is to be authorised to act on behalf of the service provider and will be the point of contact for MCCC’s Head of Security and will represent the service provider at a strategic level dealing with variation of services, dispute resolution and change management.

1. **Event Security Supervisors and Operatives**

The service provider is to provide an agreed number of qualified and appropriately SIA licensed event security operatives, the number as outlined in the deployment schedule provided by MCCC.

The service provider shall provide qualified, competent, and appropriately SIA licensed event security staff to deliver high quality security and customer service standards based on a full understanding of the location and scope of work.

The service provider shall be monitored to ensure that they have an effective, efficient, and sustainable process for first line management and control of security operatives. The service provider is fully responsible for the provision of a management team and culture which is highly effective in delivering the required high standards. This should include but not limited to change management, effective communication, and continuous improvement.

The service provider will provide a dedicated core team which will always be available and employed.

MCCC recognises that the recruitment, training management and retention of quality staff is critical to achieving the required performance standard. The service provider shall provide details in their service delivery plan of the proposed resource structure and the key staff intended to be employed under this contract, including documentary evidence of relevant experience and qualifications.

The service provider shall provide appropriately licensed SIA security staff to meet the agreed level of manned security cover. All levels of staff shall be fully informed and understand their roles and responsibilities and deter unauthorised entry, trespass, theft, vandalism, damage, loss through negligence, fire, flood, breaches of health and safety of the site.

The service provider shall provide appropriately licensed SIA security staff who are articulate in the English language, both verbal and written.

1. **Event Stewarding**

The service provider is to provide an agreed number of qualified and appropriately trained stewards, the number as outlined in the deployment schedule provided by MCCC.

The service provider shall provide qualified, competent, and appropriately trained event stewarding staff to deliver the stewarding standards based on a full understanding of the location and scope of work.

The service provider shall be monitored to ensure that they have an effective, efficient, and sustainable process for first line management and control of security operatives. The service provider is fully responsible for the provision of a management team and culture which is highly effective in delivering the required high standards. This should include but not limited to change management, effective communication, and continuous improvement.

MCCC recognises that the recruitment, training management and retention of quality staff is critical to achieving the required performance standard. The service provider shall provide details in their service delivery plan of the proposed resource structure and the key staff intended to be employed under this contract, including documentary evidence of relevant experience and qualifications.

The service provider shall provide appropriately trained, efficient and competent stewards who shall maintain a smart and presentable appearance, a customer focused persona and be able to quickly familiarise themselves with service requirements.

**Training and Qualifications**

The service provider’s event stewards, shall hold the necessary accreditation, dependant and compliant on the role for which they are deployed. Minimum requirements are:

* Level 2 Spectator Safety.
* ACT Awareness eLearning.
* Emergency First Aid
* Customer service – Level 2.
* Conflict resolution.

**Training Records**

All event security and stewarding personnel will have their own training records which are to remain on site and include all site relevant and site mandatory training logged on a centrally maintained training matrix and be available for inspection by MCCC’s Head of Security

Prior to any employee starting work at MCCC, the service provider shall ensure that all personnel will receive the MCCC site induction and introduction to MCCC’s vision and values, this will be at no cost to the venue, induction training will be logged on individual training records and the centralised training matrix. Venue mandatory training will further include:

* Venue Induction
* Venue Fire Marshal
* Evacuation Chair

**Training Requirements by Role**

The service provider’s personnel shall hold the necessary accreditation, and or qualifications to carry out this role as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Operational Reps** | **Security Supervisors** | **Security Operatives** | **BDO’s** | **CPO’s** |
| **BTEC Level 5 Diploma in Security Management** | ✓ |  |  |  |  |
| **ILM Level 3 First Line Manager** | ✓ | ✓ |  |  |  |
| **Level of Spectator Safety** | 4 | 3 | 2 | 2 |  |
| **First Aid at Work, including defibrillator.** | ✓ | ✓ | ✓ | ✓ |  |
| **ACT Awareness eLearning** | ✓ | ✓ | ✓ | ✓ | ✓ |
| **ACT Security eLearning.** | ✓ | ✓ | ✓ | ✓ | ✓ |
| **SCaN for all Staff** | ✓ | ✓ | ✓ |  | ✓ |
| **SCaN for customer facing.** | ✓ | ✓ | ✓ |  |  |
| **Conflict resolution / de-escalation.** | ✓ | ✓ | ✓ |  |  |
| **SIA Door Supervisors Licence** | ✓ | ✓ | ✓ | ✓ |  |
| **SIA Close Protection Licence** |  |  |  |  | ✓ |
| **FREC (First Response Emergency Care)Level 3.** |  |  |  |  | ✓ |
| **Customer service – Level 2** |  | ✓ | ✓ |  |  |
| **Level 2 Behavioural Detection / Analysis** |  |  |  | ✓ |  |
| **Experience** | 3 years relevant desirable |  |  |  |  |

Any equivalent qualifications or training used in place of the above should be agreed by MCCC Head of Security as suitable.

Due to the nature of the supervisory positions being key site staff, MCCC reserves the right to interview and approve the recruitment of the service providers key site-based staff, the service providers expenses involved in such interviews by MCCC shall be to the account of the service provider and MCCC shall not be liable to any expenses.

Less frequent roles that may be required by exception require the following qualifications:

**Canine Services** (that may be required for specific MCCC / client taskings)

* SIA Door Supervisors licence.
* ACT Awareness eLearning.
* ACT Security eLearning.

**Drug Detection**

* NASDU (level 3) Certificate for Live Person (Air Scent) Detection Dog Handler.

**Explosive Detection**

* NCTAS-P Explosive Detection.

**Staff Retention**

The service provider shall endeavour to maintain the service provider’s event security and stewarding staff for the duration of the contract. Changes, removals, and additions to staff shall not be made without the prior written approval of MCCC.

**Contract Management**

**Uniform**

The service provider must supply all staff with a suitable uniform and name badge, the style, branding, and standard is to be discussed and agreed prior to the commencement of the contract.

All the service provider’s personnel will be expected to wear the approved uniforms whilst on- site. Where relevant, the uniform must present an appearance that is always appropriate for the event being staged. The behaviour and appearance of staff and their uniform standard should always project the professionalism of the service provider.

The service providers personnel are to maintain their uniform to a high standard to project the required professional image.

**Equipment**

**Body Worn Video Cameras** **(BWVC)**

The service provider is to provide body worn video cameras to all operatives deployed in a security role within MCCC, as part of their personal protective equipment (PPE).

When deployed BWVC consideration must be given to the ‘fair processing’ of recorded information within the terms of the General Data Protection Regulation 2018 (GDPR). MCCC is compliant with the Data Protection and General Data Protection Regulation, however MCCC will also consider all wider legislation and guidance below.

* General Data Protection Regulation 2018 (GDPR)
* Human Rights Act (HRA) 1998
* Freedom of Information Act (FOI) 2000
* The Protection of Freedom Act (POFA) 2012 - Home Office Surveillance Camera Code of Practice pursuant to section 30 (1) (a) of FOPA 2012.
* Information Commissioner Office (ICO) Code of Practice for Surveillance Cameras & Personal Information 2014.
* Surveillance Camera Code of Practice.

**Communications**

MCCC will provide the service provider with the appropriate levels of radios to enable the required discharge of service provision.

**Contract Management**

The service provider is to provide an agreed number of qualified and appropriately SIA licensed event security operatives and non-licensed event stewards, the number as outlined in the deployment schedule provided by MCCC. MCCC events require event security and stewarding at any time to cover 24 hours a day, over any 365 days a year, this being dependent on event requirements.

The service providers staff availability and time keeping will be monitored on an event-by-event basis. All staff members are to be available on site 30 minutes prior to times agreed to facilitate briefing at zero cost to MCCC.

The service provider is to provide the agreed level of event security and stewarding cover during events in conjunction with the on-site security staff to deter unauthorised entry, trespass, theft, vandalism, damage, loss through negligence, fire, flood, breaches of health and safety of the site.

The service provider shall always recognise the importance and impact of the stewarding service and will hire staff who are reliable, professional, and tactful in demeanour. At no time will the service provider allow a shortfall in the presentation of this provision service thus providing maximum reassurance to MCCC’s staff of its professionalism.

The service providers personnel will be required to be knowledgeable about MCCC and its location and should be able to provide a high standard of customer service and personal presentation.

The service providers personnel are required to contribute towards providing a welcoming, positive customer friendly site which enhances the customer experience.

**Emergency and Incident Management Procedures**

Appropriate management and supervision of services shall form an essential component of MCCC’s emergency procedures. The Service Provider is to ensure that all personal are aware of and fully conversant with their roles within MCCC’s incident management and emergency procedures including related equipment and the requirement to fully participate in scenario testing, tabletop exercises, walkthroughs, workshops, functional exercises and full-scale exercises.

The service provider must ensure that all event security, stewarding, and operational representatives are competent and trained in the response to fire alarms and the procedures to be followed in the event of other alarms sounding. The service provider will always ensure that they and their personnel are aware of and familiar with current best practice in this regard and as such will forward this best practice onto MCCC.

The service provider’s personnel must be appropriately and thoroughly trained in emergency evacuation measures (to include disabled persons) including but not limited to building evacuation procedures and how to react in the event of fire, bomb, terrorist, or other threat.

It is imperative that the service providers personnel work closely with the venue security team and MCCC’s Senior Leadership Team in any such event. The service provider will ensure that key personnel are to be available quarterly to take part in a simulated evacuation / exercise, the cost for this would be borne by the service provider. Dates and frequencies will be advised by MCCC but will not exceed one per quarter.

The service provider shall provide MCCC with a business continuity plan detailing how the service provider proposes to deliver services in the event of an unplanned event or circumstances impacting upon the provision of the service. The service provider shall regularly (and in any event no less than once a year) review the business continuity plan and provide MCCC with any updated version.

In the event the service provider has an emergency, that could impact service delivery, then the service provider shall be responsible for reporting such emergency’s to MCCC immediately via MCCC’s control room, this will then be cascaded to MCCC’s Senior Leadership Team. The service provider shall provide a backup service and will provide MCCC’s Senior Leadership Team with a single manned telephone number to cover this eventuality and a route for escalating operational issues outside of the service provider’s normal working hours.

Emergencies and escalations occurring outside of the service provider’s normal working hours are required to be actioned. To support this service, the service provider will provide a management escalation process for use outside of the service provider’s normal working hours and ensure it is kept fully up-to-date.

When designing these services, it is important to ensure that these meet the needs of MCCC, who operate on a 24-hour 7 day a week basis with a large proportion of the activity occurring outside of traditional normal working hours.

**Detailed Service Requirements**

The requirements for security provision are but not limited to:

* The provision of event security operatives as instructed by MCCC.
* The provision of close protection officers as required and instructed by MCCC.
* The provision of canine services as required and instructed by MCCC.
* The provision and use of body worn video cameras.
* The use of handheld metal detectors as instructed by MCCC.
* Access control for staff, visitors and public.
* The management of and effective response to alarms.
* The effective response to alarm activations and MCCC’s emergency response plans.
* The detection and management of prohibited items.
* The removal of trespassers.
* The removal of those failing to comply with the condition of entry to the venue.
* Liaison with police and emergency services.
* Visitor management as specified by MCCC.
* First aid provision including administration of defibrillators and the evacuation of

disabled persons.

* Evacuation as required by MCCC.
* The screening and searching of contractors, visitors and public.
* The identification and removal of non-authorised persons from and within the venue.
* Access control.
* Queue management.
* Behavioural detection.
* Accreditation checks.
* Incident response.
* Fire marshals.
* Conflict management.
* Dealing with and reporting suspect packages, items and or vehicles.
* Venue / area searches when required.
* Detection of hostile reconnaissance.
* Detection and reporting of forced entry, broken glass graffiti or vandalism.

The requirements for the stewarding provision are but not limited to:

* Ticket and accreditation checks.
* Ticket scanning.
* Customer service enquiries.
* Cloakroom duties.
* Directional and way finding.
* Removal of litter.
* Fire Marshals
* Dealing with and reporting suspect packages, items and or vehicles.
* Venue / area searches when required.
* Detection of hostile reconnaissance.
* Reporting of forced entry, broken glass graffiti or vandalism.

The service provider will be responsible for providing all personnel with formal identification and accreditation.

The service provider will be responsible for providing all personnel with the appropriate uniform and personnel protective equipment, details of which shall be provided by MCCC and may change from time to time.

The SLA will detail precise response times in respect of all aspects of the service to be agreed before commencement of the contract. The SLA will detail pre-event procedures, on site procedures, escalation and post-event procedures.

The service provider will provide incident and accident reports to MCCC in an agreed format on all security related incidents, customer service issues and complaints within 8 hours of occurrence.

Where requested, the service provider will provide MCCC with copies of correspondence relating to any specific customer issues and or complaints within 24 hours of request.

MCCC shall provide the service provider with details of all exhibitions and events that MCCC anticipates being held within the venue during the contract period and (to the extent that such information is available) provide reasonable details of those exhibitions and events including location and dates (including build up, go live and breakdown dates) and the nature of such exhibition and events. MCCC shall provide the service provider with this information (together with regular updates thereto) monthly or more frequently as deemed appropriate.

**Use of Subcontractors**

There will be no provision in place for the service provider to use sub service providers.