



# **SECURITY SERVICES AGREEMENT**

**Between**

**Lincoln College**

**And**

**Fusion Security Services Ltd**

**SECURITY SERVICES AGREEMENT**

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## 1. PARTIES TO THE AGREEMENT

This Agreement is made on [Insert Date] between:

- (1) **Lincoln College**, a Further Education College having its principal place of business at Monks Road, Lincoln, LN2 5HQ ("the College"); and
- (2) **Fusion Security Services Ltd**, registered number **15755792** and having its registered office at Ravendale Pavillion, Ravendale Drive, Lincoln, England, LN2 2BT ("the Provider").

## 2. PURPOSE

This Agreement outlines the key service expectations and performance standards for the delivery of security services at Lincoln College by Fusion Security Services Ltd. It is aligned with the Invitation to Tender document dated April 2025.

## 3. TERM

This Agreement shall commence on 1st August 2025 and shall continue for an initial period of 2 years, unless terminated earlier in accordance with section 8. The College may extend the contract for up to 12 months by giving no less than 6 months' written notice prior to the expiry of the Term.

## 4. SCOPE OF SERVICES

The Provider agrees to provide the Services as set out below, which include (but are not limited to):

- To provide support to the Facilities Department during the hours of 6am and 9:30pm, Monday to Friday. This can include room unlocks and escorting contractors in addition to the manned guard role of patrolling, along with any other reasonable requests.
- Key holding, fire & Intruder alarm responses, security patrols and unlock/lock services as requested.
- The guards must report all incidents to the Facilities Department as required, filling in any necessary paperwork using the College report forms. All service sheets, faults and records of work must be sent in Electronic format
- The guards may be required to use body cam to support the role but they must comply with the GDPR regulations.
- As part of the guard's duty, they must undertake first aid and fire marshal responsibility, including undertaking training for these.
- It is the contractor's responsibility to ensure all Lincoln College Policies and procedures are adhered to whilst working on site.
- Annual leave, sickness absence or any reason whereby a manned guard cannot attend to carry out their role, a replacement must be provided. That replacement must be suitably trained and with all the correct checks in place.
- The contractor will be required to assist with car parking duties, ticketing unauthorised vehicle's and supporting college events.
- All work is to be done in line with current legislative requirements.
- If the contractor notices any incorrect or missing information in the asset list provided during the year, they must inform and work with the department to keep the information correct.
- Additional College buildings/ sites may be added throughout the agreement period by the Estates & Facilities Department.
- As part of the wider security provision, you will be required to deliver professional security and crowd management services for events hosted at The Drill Hall, Lincoln.
- Please note that this contract covers The Drill Hall and The Old Bakery and, as Lincoln College separate legal entities, it is a requirement of the contract for these to be quoted and invoiced separately to other works.

Location	Manned Guarding	Unlock & Lock	Key Holding	Random Patrol	Events Management
Lincoln Main Campus (including Knights)	✓	✓	✓	✓	✓
Aura			✓	✓	
Christ's Hospital Terrace		✓	✓	✓	
The Drill			✓	✓	✓
The Old Bakery			✓	✓	✓
Ravendale			✓	✓	
Newark Main Campus	✓		✓	✓	✓
Derek Bird Building	✓		✓	✓	
The Piano School	✓		✓	✓	
Violin School			✓	✓	
Air and Space Institute	✓		✓	✓	✓

The Provider shall supply sufficient and suitably trained personnel to deliver the Services in accordance with this Agreement.

## 5. CONTRACTOR OBLIGATIONS

The Provider shall:

- Ensure all staff are SIA licensed and comply with BS 7499 (Manned Guarding) and BS 7984 (Key Holding).
- Ensure security personnel are uniformed and display identification at all times.
- Ensure they provide fully vetted staff for an educational environment (including enhanced DBS checks and require Child Barred List Checks from all contractors).
- Keep all Client information confidential and secure.

The provider shall hold:

- Public Liability Insurance – minimum £5 million.
- Employers' Liability Insurance – minimum £10 million.
- Professional Indemnity Insurance – minimum £2 million.

Certificates must be provided upon request.

## 6. PERFORMANCE MONITORING

- The Contractor will attend quarterly review meetings with the **Director of Estates and Procurement and Compliance Officer**.

Please see appendix for the list of KPI's which will be reviewed as part of the quarterly meetings.

- **The Contractor will meet weekly with the LC Security lead to discuss all deliverables and resolve any issues.**

## 7. PRICING AND RESPONSE TIMES

Prices exclude VAT

Security Costs	(£ / pence per hour)	Quantity	Total Cost
Manned Guarding	£18.73	8000	£149,840
Lock/Unlock Single Building (out of hours)	£17.73	1	£17.73
Lock/Unlock Full Site (out of hours)	£28.79	1	£28.79
Alarm Response (1st hour)	£27.42	1	£27.42
Additional Hours	£26.12	1	£26.12
Call Out (1st hour) – (unexpected)	£27.42	1	£27.42
Additional Hour	£26.12	1	£26.12
Patrols (each site)	£12.95	4000	£51,819
Event Management	£17.85	1800	£32,130
Estimated total contract value	£233,943		

The annual cost of this contract should not exceed the value of £233,943 without approval from the CFCO. This amount excludes reactive costs or department bookings, which will need separate PO's.

Site	Time
Lincoln premises	15 minutes
Newark premises	20 minutes

## 8. PAYMENT TERMS

The College shall pay the Provider the fees as set out below.

- Invoices must be received by the 10th of the month in order to be paid by the end of the same calendar month. Payment by BACS only.
- Each invoice must contain a Purchase Order Number. Invoices without a Purchase Order Number will not be processed.
- The Provider must provide all service paperwork regarding Lincoln College directly to the Estates & Facilities Department at all times. Only invoices should be sent to the Lincoln College Finance Department.
- The Provider must provide all event management paperwork regarding The Drill Hall to the Commercial Operations Manager.
- The Estates & Facilities Department reserves the right to withhold payment of invoices until service paperwork has been received and checked.
- Any costs relating to work at The Drill and The Old Bakery must be invoiced separately but must be sent to FinanceAP@lincolncollege.ac.uk

## 9. TERMINATION

This Agreement is for a period of 3 years from 1 Aug 25 to 31 July 2028.

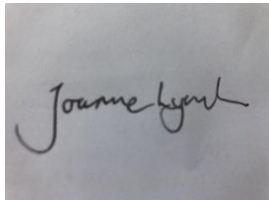
- The contract can be terminated by both parties at the end of the 2 year contract period giving at least 6 months notice prior to July 2027.:
- Immediately by the Client in cases of gross misconduct or safeguarding breaches.
- If either party becomes insolvent or enters administration.

Upon termination, the Contractor shall return all keys, passes, and documents to the Client.

## 10. SIGNATURES

Signed by:

**For and on behalf of Lincoln College**

A photograph of a handwritten signature in black ink on a light-colored background. The signature appears to read 'Joanne Lynch'.

Signature: \_\_\_\_\_

Name: Joanne Lynch

Position: Chief Finance Officer

Date: 14<sup>th</sup> July 2025

Signed by:

**For and on behalf of Fusion Security Services Ltd**

Signature: \_\_\_\_\_

Name:

Position:

Date

Appendix A

<b>Manned Guarding SLA Table – FE College</b>		
<b>SLA Category</b>	<b>Service Level</b>	<b>Target / Frequency</b>
<b>Guard Attendance</b>	Minimum on-site coverage	100% coverage during agreed hours
	Guard punctuality	98% on-time shift start (15 min before shift)
	Absence cover response	Replacement within 1 hour
<b>Incident Response</b>	Emergency incident response (e.g. violence, intruders)	Within 2 minutes; 95% compliance
	Non-emergency response (e.g. noise, lost property)	Within 10 minutes; 90% compliance
<b>Patrol Duties</b>	Patrol frequency	Hourly patrols or as specified
	Patrol completion	100% of scheduled patrols
<b>Professional Standards</b>	Uniform compliance	100% of guards in full, clean uniform
	Professional behaviour / conduct	100% adherence to code of conduct
	Complaint rate	≤ 1 justified complaint per guard per quarter
<b>Safeguarding</b>	Safeguarding training completion	100% of guards annually trained
	Reporting safeguarding concerns	Within 1 hour to Designated Safeguarding Lead
<b>Reporting &amp; Documentation</b>	Daily activity and incident logs	Submitted by end of each shift
	Serious incident reports	Written report within 2 hours
	Monthly performance reporting	Submitted monthly to college security manager
<b>Equipment &amp; Systems</b>	Communication equipment uptime (e.g. radios)	99% uptime during operational hours
	Body-worn camera usage (if applicable)	Used per policy 100% of time
<b>Customer Service</b>	Helpfulness and approachability	≥ 90% satisfaction (via surveys or feedback)
	Visitor management	100% sign-in, badging, and escorting compliance
<b>Compliance</b>	Valid SIA licences	100% guards SIA-licensed
	Right to work & vetting (e.g., BS7858)	100% vetted staff

<b>Governance &amp; Penalties</b>	SLA review and KPI meetings	Quarterly
	SLA/KPI failure penalties	Applied after repeated non-compliance