

General Security Re-tender of Contract for Cambridgeshire County Offices, Buildings, Land Assets and Employee Safety

To: Strategy and Resources Committee

Meeting Date: 11th July 2023

From: Executive Director of Finance and Resources

Electoral division(s): All

Key decision: Yes

Forward Plan ref: 2023/057

Outcome: To achieve a successful and timely procurement exercise for the re-tender of the general security contract for the Council's non-school buildings.

Recommendation: Strategy and Resources Committee is recommended to:

- a) authorise the re-tender of the security contract for Authority buildings and land assets, which is due to expire on 31st March 2024;
- b) approve the commencement of the re-procurement of the security Facilities Management Framework Contract for a term of 3 years from 1 April 2024 to 31 March 2027 with the option to extend for a further year which equates to a 3 + 1 + 1 year term; and
- c) delegate responsibility for awarding and executing a contract for the provision of general security for Cambridgeshire County offices, building, land assets and employee safety, starting 1st April 2024 for a 3 year term plus two annual extensions, to the Executive Director: Finance and Resources and, in accordance with Council procedures, in consultation with the Chair and Vice-Chair of Strategy and Resources Committee.

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1. Background

- 1.1 The Council's non-school properties, sites, and land assets require a mix of electronic security control using intruder alarm and CCTV systems and a human security element via manned guarding services. The intruder alarm systems protect our buildings and sites overnight and over weekends and the CCTV systems add coverage outside working hours, but additionally add security 24/7/365, with recordings stored to help us investigate and eliminate anti-social behaviour against property, staff and visiting public.
- 1.2 At the time of writing, Facilities Management (FM) manage intruder alarm systems across 81 sites and CCTV systems across 34 sites. The number of CCTV systems are increasing as (a) the libraries Open Access project (un-manned libraries) moves forward and (b) Security Risk Assessments dictate that these systems would be beneficial in areas where anti-social behaviour is prevalent.
- 1.3 The electronic systems at Authority sites automatically signal an activation to an alarm monitoring station. The security provider's 24/7/365 control room team then despatch a security guard to site to act upon findings.
- 1.3.1 In addition to the protection offered by electronic security systems, manned guarding functions include:
 - Keyholding for all buildings and liaison with the emergency services for access.
 - Alarm response for all intruder alarm activations – false alarms included.
 - Patrols of buildings and sites
 - Locking and unlocking services
 - Boarding up services
 - Static guarding services
 - Security guard cover for possible contentious meetings with public attendance

Security guards can call out the Authority's maintenance contractor as required for any major building issues outside working hours.

- 1.4 The security contractor manages the Authority's lone working device contract – giving staff working alone or in difficult circumstances some assurance of help. These devices are used by our social care teams, libraries and archaeological teams, as an example.
- 1.5 The procurement strategy of the Security Contract will be by way of Open Tender and will be advertised at the Find a Tender (FATS) website, which since Brexit has replaced the Official Journal of the European Union, and on the Contracts Finder site.

2. Main Issues

- 2.1 The value of this contract is currently approximately £330,000 per year, but as buildings are added or removed from the estate, this will fluctuate. The total cost of this contract across the proposed new term would be £990,000. An element of reactive cost estimated in this figure. Retender costs (excluding Facilities Management officer time) would be approx. 7k for legal preparation and sealing of the contract.

As we add a building in or remove one, with an 'average' spec of requirements (as per

below in 2.2) costs could increase or reduce by 9k PA per building. It is difficult to be accurate on this figure over the current contract as changes around New Shire Hall (NSH) and the C2020 project meant that several new buildings were added to the estate, requiring new security systems or required enhancements to existing alarm or CCTV systems.

An annual increase includes the costs of living rises around manned guarding services, Retail Prices Index (RPI), travelling costs for engineers and the cost of electronic components. However, we are seeing improvements in some areas, for example camera quality has vastly improved over the last three years, for the same, if not slightly lower, cost. Each April 1st, contract rates for all elements of the service increase.

- 2.2 The estate is being reviewed as part of the new Property Asset Strategy and move to Corporate Landlord. This may result in continuation of remote working and potential rationalisation and reduction of the estate. If the estate reduces as we review our asset strategy, then we will see a reduction in the security contract costs.
- 2.3 In addition to a possible reduction of the estate, it should be noted that a large part of the security contract cost is attributed to the guarding service in place overnight and over the weekend at Shire Hall in Cambridge. This currently amounts to approximately £95,000 per year. Once that campus is handed over to the developer, the annual total security cost will reduce.
- 2.4 The Facilities Management team have links to all CCTV systems, the alarm activation and timings systems and all guarding services. Working closely with the security contractor, FM maintain security of our buildings, property, and data within and keeping our staff safe and secure. This is balanced with providing access to buildings during the working week and for pre-arranged out-of-hours slots during evenings and weekends, on arrangement, for optimum staff productivity.
- 2.5 The contract specification will be based upon outputs designed to encourage cost saving and improved performance through innovation, adoption of environmentally friendly techniques and materials, recycling of expired equipment and the use of new technology and socially responsible practices.
- 2.6 Risks associated with not re-tendering the existing general security contract are:
 - 2.6.1 Staff would be required to open buildings each morning and 'sweep' (clear), set the alarm and lock buildings each evening, incurring substantial overtime costs, working outside the normal working day.
 - 2.6.2 Additional staff would need to be employed to work evening and night shifts and would need to be SIA (Security Industry Authority) trained and provided with vehicles and keyholding systems and processes. Not FM's area of expertise.
 - 2.6.3 Some of our buildings are in deprived areas or areas with a large potential for antisocial behaviour and therefore require enhanced security.
 - 2.6.4 Maintenance of alarm and CCTV electronic systems, and the installation / enhancement of those systems would need to be subcontracted.

- 2.6.5 Our own staff would need training and accreditation to act as security guards at committee or Full Council meetings, as required.
- 2.6.6 Weekend patrolling and unlocking / locking services would need to be carried out by our own staff or subcontracted.
- 2.6.7 The Out-of-Hours, 24/7 helpdesk service provided by this contract would need to be outsourced.
- 2.6.8 Guarding at void properties would require dedicated staff on day shifts or night / weekend shifts. Our current provider uses dogs in many of these situations. Something that would not be possible using our own staff.
- 2.6.9 An alarm monitoring service and CCTV monitoring service (for The Authority's library Service) would need to be procured.

3. Alignment with ambitions

- 3.1 Net zero carbon emissions for Cambridgeshire by 2045, and our communities and natural environment are supported to adapt and thrive as the climate changes

There are no significant implications for this ambition.

The provision of general security services are undertaken across a wide range of non-school Council property including community centres, libraries, registry offices and other facilities serving communities across the County. The requirement to provide safe properties for our staff to work in and secure environments for equipment and data is fundamental to successful delivery of the Council's functions in providing an excellent service to all our stakeholders.

- 3.2 Travel across the county is safer and more environmentally sustainable

See wording under 3.1 above.

- 3.3 Health inequalities are reduced

See wording under 3.1 above.

- 3.4 People enjoy healthy, safe, and independent lives through timely support that is most suited to their needs

See wording under 3.1 above.

- 3.5 Helping people out of poverty and income inequality

See wording under 3.1 above.

- 3.6 Places and communities prosper because they have a resilient and inclusive economy, access to good quality public services and social justice is prioritised

See wording under 3.1 above.

3.7 Children and young people have opportunities to thrive

See wording under 3.1 above.

4. Significant Implications

4.1 Resource Implications

The Council's planning assumption is that the re-tendered service will be within the available annual budget envelope.

The proposed procurement is for general security services on operational council buildings but could also be deployed on the Council's Farms Estate, or the Council's portfolio of let investment properties. Currently, several of the Council's vacant buildings from the disposals list deploy security services via this contract.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

This process shall be a threshold-level procurement, and the Cambridgeshire County Council (CCC) Procurement Team have been working closely with the service area.

The procurement will be issued as an OPEN (FTS) tender on the following grounds – the current security services provider is 1st Reaction Security Ltd . All bidders will have the options to take over CCC owned electronic systems system or install systems at their own cost or as part of the bid cost submitted.

We have engaged with Pathfinder Legal already to inform them of this up-coming re-re-procurement process, to ensure there are no delays.

4.3 Statutory, Legal and Risk Implications

The provision of general security on the Council estate is required to ensure that the Council meets numerous statutory obligations in relation to Health & Safety, personnel, data and equipment security, Fire Safety and other matters. Failure to provide such services could lead to enforcement or legal action being taken against the Council.

4.4 Equality and Diversity Implications

There are no significant implications within this category.

4.5 Engagement and Communications Implications

There are no significant implications within this category.

4.6 Localism and Local Member Involvement

There are no significant implications within this category.

4.7 Public Health Implications

There are no significant implications within this category.

4.8 Climate Change and Environment Implications on Priority Areas:

4.8.1 Implication 1: Energy efficient, low carbon buildings.

Positive Status:

Explanation:

Latest technology electronics are employed to reduce power consumption. Efficient and long running battery back-up systems are in place to reduce wastage at times of battery replacement.

4.8.2 Implication 2: Low carbon transport.

Positive/neutral/negative Status:

Explanation:

Not Applicable

4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.

Positive/neutral/negative Status:

Explanation:

Not Applicable

4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.

Neutral Status:

Explanation:

Active recycling of redundant equipment as sites close, equipment failures result in replacements or technology progresses. Full replacement of existing system would involve the use of additional electronic and other material resource and disposal/recycling of existing equipment. Minimising waste, pollution and resource extraction would assume ongoing use of existing system rather than replacement

4.8.5 Implication 5: Water use, availability and management:

Neutral Status:

Explanation:

See waste management

4.8.6 Implication 6: Air Pollution.

Positive/neutral/negative Status:

Explanation:

Not Applicable

4.8.7 Implication 7: Resilience of our services and infrastructure, and supporting vulnerable people to cope with climate change.

Positive/neutral/negative Status:

Explanation:

Not Applicable

Have the resource implications been cleared by Finance? Yes
Name of Financial Officer: Stephen Howarth

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the Head of Procurement and Commercial? Yes
Name of Officer: Clare Ellis

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or Pathfinder Legal? Yes
Name of Legal Officer: Emma Duncan

Have the equality and diversity implications been cleared by your EqIA Super User?
No
Name of Officer: Not applicable

Have any engagement and communication implications been cleared by Communications?
No
Name of Officer: Not applicable

Have any localism and Local Member involvement issues been cleared by your Service Contact? No
Name of Officer: Not applicable

Have any Public Health implications been cleared by Public Health?
Yes
Name of Officer: Kate Parker

If a Key decision, have any Climate Change and Environment implications been cleared by the Climate Change Officer?
Yes
Name of Officer: Emily Bolton

5. Source documents

5.1 None.