

**North East Derbyshire District Council**

**Cabinet**

**28 September 2016**

**Appointment of Security and Concierge Contractor for Commercial Property**

**Report of Councillor P Kerry, Portfolio Holder with Responsibility for Economy, Finance and Regeneration**

**Purpose of the Report**

- To inform Executive of the outcome of a procurement exercise undertaken to appoint contractors to deliver the Security and Concierge contract.
- To seek approval for the delegation to the Joint Assistant Director for Property and Estates for the appointment of the preferred supplier following the procurement evaluation exercise and interviews.

**The Report**

1. An OJEU tender call was issued to commission a specialist experienced Security organisation who can work with both Bolsover District Council and North East Derbyshire District Council to achieve security and effective operational objectives with regards to their business parks and business centres, namely Pleasley Vale Business Park, The Tangent, and Coney Green Business Centre. It also requires CCTV Monitoring and Key Holder responsibilities in relation to other property owned by the Councils.
2. **CCTV Monitoring, including alarm response (Mon-Fri 5pm – 9am and weekends)**
  - Pleasley Vale Business Park
  - Coney Green Business Centre
  - The Tangent Business Hub
  - The Arc (BDC office)
  - Mill Lane (NEDDC office)
  - Rotherside Court

**Key Holding**

Pleasley Vale Business Park  
Coney Green Business Centre  
The Tangent Business Hub  
The Arc (BDC Council office)  
Mill Lane (NEDDC Council office)  
Contact Centres for BDC (Shirebrook and Bolsover)  
Midway Business Centre  
Creswell Leisure Centre  
Rotherside Court

**Concierge Service**

Pleasley Vale Business Park  
Coney Green Business Centre  
The Tangent Business Hub

## Annual CCTV Maintenance

3. In summary, the Councils are seeking an organisation which is capable of:
  - 3.1.1. Providing a key holding service, acting as principle point of contact to deal with call-outs and responses on behalf of the Councils. This will include responding within a 30-minute period, dealing with any security breaches, and reporting the call-out to the Councils the following day. If a building is left unsecure following an incident, it is the responsibility of the key holder to secure the building until the following morning when a contractor can be called to repair any damage.
  - 3.1.2. Ensuring the security of each site is maintained through the provision of CCTV monitoring 'out of hours', acting as principle point of contact for any alarm activation and/or call out. Attendance on site following alarm activations will be within a 30-minute period of the activation.
  - 3.1.3. Providing a meet-and-greet concierge / reception service, including being front of house to: deal with face-to-face enquiries from site visitors and tenants; handle telephone enquiries from customers and third parties; and manage switchboard / telephone answering service on behalf of tenants, including messaging service.
  - 3.1.4. Providing a secure mail handling service, including: the receipt and sorting of incoming post; franking of outgoing post on behalf of tenants; and the secure receipt of parcels, working to the mail handling process of the Councils.
  - 3.1.5. Managing meeting / conference rooms including: booking and enquiry handling, room preparation, refreshments, and diary management.
  - 3.1.6. Undertaking security duties in relation to the safe and secure day-to-day running of each site, including carrying out and reporting on routine site inspections, as well as the opening up and closing of the site in line with each site's opening/operating hours.
  - 3.1.7. Undertaking fire safety duties in relation to the safe and secure day-to-day running of each site, including being a trained Fire Warden on site, carrying out regular fire alarm testing (including 6-monthly evacuation drills), emergency light testing (not Pleasley Vale), visual checks to fire fighting equipment, fire exit routes, and ensuring compliance with general fire safety across each site in line with the officer's fire warden training and Councils' fire safety procedures.
  - 3.1.8. Managing the key holding / access requirements on site, ensuring visitors and contractors are accessing permitted areas only and undertaking works in line with Council approvals.
  - 3.1.9. Ensuring the safe working environment on each site by identifying and reporting maintenance issues, and controlling access to unsafe areas if/when required. A full procedure note will be available on how to report maintenance issues.
  - 3.1.10. Undertaking additional duties in adverse weather conditions, such as gritting access points and key health and safety areas.
  - 3.1.11. Additional concierge duties which may arise from time to time such as requests from the Councils' officers, tenants and members of the public, to maintain a high standard of customer service.
  - 3.1.12. Providing an annual maintenance programme for the CCTV systems in operation across all named sites. This is to include a reactive repairs service where the cost for materials shall be cost + 10% with the Bidder specifying their hourly / daily rate for associated labour.
4. The Councils reserve the right to add and/or remove sites to this contract, and any inclusion of sites would be based on the rate specified in the tender response of the appointed company.
5. Due to the value of the work and the absence of a suitable framework option for this commission, the procurement exercise was run as a two-stage OJEU procurement exercise, with a Pre-Qualification Questionnaire (PQQ) and Invitation to Tender (ITT).

6. The PQQ stage prompted 12 responses. The PQQ stated a maximum of 6 companies were to be invited to tender. Of the 6 highest scoring PQQ documents, the highest scorer was not accepted due to it failing the credit check, undertaken by the NHS Shared Procurement Unit. Therefore companies 2 – 7 were invited to tender.
7. Site visits were held on 15-17 August 2016 for interested companies with an opportunity to see and familiarise with the sites included in the Invitation to Tender. The deadline for the response for the tenders was 30 August 2016. Only 2 submissions were received for the deadline and considered by the team.
8. The bids were evaluated on a cost and quality basis: Cost 60% / Quality 40%. The quality elements include: method statement (15%); operational instructions (10%); implementation (5%); Contract Management (5%); Learning and Development (3%); Service Development (2%).
9. The spreadsheet showing the evaluation scores is set out below

Criteria/Sub-Criteria	Weight	IPM FM Group Limited	Company X
Method Statement	15%	4	4
Operational Instructions	10%	4	4
Implementation	5%	4	4
Contract Management	5%	3	3
Learning and Development	3%	3	5
Service Development	2%	4	5
Price		£ 441,204.96	£ 1,303,616.00

### **Conclusions and Reasons for Recommendation**

10. To contribute to the Council's corporate target of maintaining and growing the business base, by offering a continuation of the security and concierge service across the commercial premises.
11. The contract shall run from date of appointment for a two-year period with an option to extend for a further 3 years in one year extensions. Based on the evaluation scoring matrix IPM FM Group Limited is the recommended company for appointment. The Joint Assistant Director for Property and Estates is to be given the delegated authority to appoint the preferred supplier.
12. The Joint Assistant Director for Property and Estates is to be given the delegated authority to implement the extension based on satisfactory performance from the contractor and also an acceptable pricing proposal going forward.

### **Consultation and Equality Impact**

13. There are no equality implications, or consultation requirements arising directly from this report.

## **Alternative Options and Reasons for Rejection**

14. On the basis that the successful company will have been appointed as a result of the outcome of a procurement process the only option would be not to appoint a contractor to deliver the work. Given that the contract is necessary to the cost effective management of the properties identified within the report this is not considered to be an appropriate option.

## **Implications**

### **Finance and Risk Implications**

15. The financial forecast for the revenue of each cost centre has a provisional allocation included within its budget for the remainder of this financial year. It may be necessary to increase this for the remainder of 2016/17 to reflect any cost increases from the existing contract value. The forecast for future financial years shall be reviewed at the half-year budget meetings in October.

### **Legal Implications including Data Protection**

16. The security contractor is required to comply with the Data Protection Policy of the councils and all Data Protection matters concerning the coverage areas of the cameras, the DVR access/control room, and the access to any CCTV footage following any security issues, will need to involve and engage the Data Protection Officer at the time of the matters are raised

### **Human Resources Implications**

17. None

## **Recommendations**

18. That Cabinet supports the appointment of the preferred Security and Concierge contractor – IPM FM Group Limited – to deliver the service as summarised in paragraph 3 to the North East Derbyshire District Council sites as identified in paragraph 2.
19. The Joint Assistant Director for Property and Estates is granted the delegated authority to appoint the preferred supplier following the conclusion of the evaluation process.
20. The Joint Assistant Director for Property and Estates is granted delegated authority to implement the extension period based on satisfactory performance from the contractor at the specified pricing proposal for future years.

## **Decision Information**

<b>Is the decision a Key Decision?</b> (A Key Decision is an executive decision which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes
<b>District Wards Affected</b>	District wide
<b>Links to Corporate Plan priorities or Policy Framework</b>	Corporate Plan – maintaining and growing the business base



**Document Information**

<b>Appendix No</b>	<b>Title</b>
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
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AGIN 9 – CAB 0928 – Concierge Tender