

**ITEM 19. TENDER - SECURITY PATROLS AND ALARM RESPONSE SERVICES**

**FILE NO: S122105.001**

**TENDER NO: 1608**

**SUMMARY**

This report provides details of the tenders received for security patrols and alarm response services.

The City has installed intruder alarm systems in more than 80 of its properties which are monitored from its Security and Emergency Operations Centre at Town Hall House. Alarm activations from these systems are attended to by a contracted security service provider.

The City also engages the services of an external service provider to undertake random patrols of a number of properties to provide an additional level of security for these assets. In addition to undertaking random patrols, the service provider is also engaged to provide a lock up service of several open public spaces each day.

This tender is for the provision of security patrols and lock up services on a scheduled basis and to provide alarm responses to the City's properties as required. This tender is for an initial three year period, with an option to extend by one year plus one year based on performance and ongoing requirements for these services.

This report recommends that Council accept the tender offer of Tenderer 'F' for security patrols and alarm response services.

**RECOMMENDATION**

It is resolved that:

- (A) Council accept the tender offer of Tenderer 'F' for security patrols and alarm response services for a period of three years, with the option of an extension of two, 12 month periods based on performance and ongoing requirements of Council;
- (B) authority be delegated to the Chief Executive Officer to negotiate, execute and administer the contracts relating to the tender; and
- (C) authority be delegated to the Chief Executive Officer to exercise the option referred to in clause (A), if appropriate, and negotiate the price to extend the contract accordingly.

**ATTACHMENTS**

**Attachment A:** Tender Evaluation Summary (Confidential)

**Attachment B:** Schedule of Prices (Confidential)

**(As Attachments A and B are confidential, they will be circulated separately from the agenda paper and to Councillors and relevant senior staff only.)**

**BACKGROUND**

1. The City owns in excess of 245 properties across the City of Sydney LGA. These properties include corporate facilities occupied by City employees, commercial properties, community facilities and open public spaces.
2. The City has installed alarm systems in more than 80 of these properties which are monitored from its Security and Emergency Operations Centre at Town Hall House. Upon activation of an alarm, the service provider will be engaged to attend the site and investigate the cause of the alarm and report their findings.
3. The service provider will undertake regular random patrols on a number of properties determined to be at a higher risk of vandalism or unauthorised access and ensure these properties remain secure and protected.
4. The service provider will attend a number of parks at predetermined times to ensure the park is vacated of members of the public and to lock the entry gates.
5. The service provider will report any adverse findings immediately to the Security and Emergency Operations Centre at Town Hall House so that appropriate corrective actions are instigated.

**INVITATION TO TENDER**

6. The Tender was advertised in the Local Government Tender sections of The Sydney Morning Herald, The Daily Telegraph and also on Councils eTenders portal on Tuesday 28 June 2016. Tender submissions closed on Tuesday 19 July 2016.

**TENDER SUBMISSIONS**

7. Eight submissions were received from the following organisations (listed alphabetically):
  - Business Security and Management Solutions Pty Ltd
  - Challenger Security Pty Ltd
  - Oscar Security Group Pty Ltd
  - Secom Australia Pty Ltd
  - Security Network Protection Group Pty Ltd
  - Southern Cross Protection Pty Ltd
  - Wilson Security Pty Ltd
  - Yates Security Group Pty Ltd
8. No late submissions were received.

**TENDER EVALUATION**

9. All members of the Tender Evaluation Panel have signed Pecuniary Interest Declarations. No pecuniary interests were noted.

10. The relative ranking of tenders as determined from the total weighted score is provided in the confidential Tender Evaluation Summary – Attachment A.
11. All submissions were assessed in accordance with the approved evaluation criteria being:
  - (a) schedule of prices;
  - (b) evidence of sufficient, suitably qualified officers to support all aspects of service including sub-contractors where used;
  - (c) evidence of previous experience providing similar service;
  - (d) the tenderer demonstrates the capacity to meet the requirements of the tender as outlined in their quality and operations plan;
  - (e) documented transition, business continuity and risk management arrangements;
  - (f) Work Health & Safety; and
  - (g) financial and commercial trading integrity including insurances.

#### **PERFORMANCE MEASUREMENT**

12. Key performance indicators will be developed to monitor and manage the effectiveness and efficiency of the successful tenderer. These key performance indicators will include:
  - (a) undertaking all patrols in accordance with specification and within allocated time frames;
  - (b) undertaking all intruder alarm responses within the Australian Standard Time frames;
  - (c) undertaking all late to close responses within the Australian Standard Time frames; and
  - (d) attendance at monthly contract management meetings, including providing accurate reports

#### **FINANCIAL IMPLICATIONS**

13. There are sufficient funds allocated for this project within the current year's operating budget and future years' forward estimates.

#### **RELEVANT LEGISLATION**

14. The tender has been conducted in accordance with the Local Government Act 1993, the Local Government (General) Regulation 2005 and the City's Contracts Policy.
15. Attachments A and B contain confidential commercial information of the tenderers and details of Council's tender evaluation and contingencies which, if disclosed, would:

- (a) confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business; and
  - (b) prejudice the commercial position of the person who supplied it.
16. Discussion of the matter in an open meeting would, on balance, be contrary to the public interest because it would compromise Council's ability to negotiate fairly and commercially to achieve the best outcome for its ratepayers.

**CRITICAL DATES / TIME FRAMES**

17. After the awarding of the contract, there is a six week transition period from the current service provider to the new contractor.

**DAVID RIORDAN**  
Director City Operations

Ross Edwards, Emergency Planning Manager, Security and Emergency Management