

**Item 10.****Tender - T-2021-497 - General Security Services****File No: X0814549****Tender No: T-2021-497****Summary**

This report provides details of the tenders received for Security Services.

The City currently engages security service providers for general services, patrols and alarm response and for major event and festival security.

The City uses security personnel for the provision of physical services at City properties and other venues, on a permanent, regular or adhoc basis. General security personnel are required to assist in the protection of staff and assets at numerous high-profile City locations such as Sydney Town Hall, Town Hall House, Customs House, Bay Street Depot and Alexandra Canal Depot.

Major events and festivals require the engagement of a large number of security personnel to support the delivery of safe events such as New Year's Eve, Sydney Lunar Festival, Art and About Sydney, Sydney Christmas decorations and concerts and other outdoor and street events run by the City. These personnel require qualifications in crowd control, traffic control, and the responsible service of alcohol.

Patrol and alarm responses require the engagement of personnel for the provision of security patrols and lock up services on a scheduled or adhoc basis and to provide alarm response services to the City's properties, as required.

This report recommends that Council accept the tender offer of Tenderer C for general security services and major events and festivals security services and the tender offer of Tenderer O for patrol and alarm responses security services.

## Recommendation

It is resolved that:

- (A) Council accept the tender offer of:
  - (i) Tenderer C for General Security Services in accordance with the schedule of rates provided, for a contract period of three years, with the option of two additional one-year extensions (total of five years), based on performance and the ongoing requirements of Council;
  - (ii) Tenderer O for Patrols and Alarm Response Security Services in accordance with the schedule of rates provided, for a contract period of three years, with the option of two additional one-year extensions (total of five years), based on performance and the ongoing requirements of Council; and
  - (iii) Tenderer C for Major Events and Festivals - Security Services in accordance with the schedule of rates provided, for a contract period of two years, with the option of three additional one-year extensions (total of five years), based on performance and the ongoing requirements of Council;
- (B) Council note that the total contract sum and contingency for Security Services is outlined in Confidential Attachment A to the subject report;
- (C) authority be delegated to the Chief Executive Officer to negotiate, execute and administer the contracts relating to the tender; and
- (D) authority be delegated to the Chief Executive Officer to exercise the options referred to in (A) if appropriate, and negotiate the price to extend those contracts accordingly.

## Attachments

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

**Attachment B.** Schedule of Rates (Confidential)

## Background

1. The City currently engages security service providers for general services, patrols and alarm response and for major event and festival security.
2. A review of the Security Services Category across City divisions revealed an opportunity to aggregate fragmented services and expiring contracts for improved efficiencies. Contracted services included in the tender were:
  - (a) General Security Services.
  - (b) Security Patrols and Alarm Response Services.
  - (c) Security Services for Sydney New Year's Eve and Events.
  - (d) Security Services for Sydney Lunar Festival and other minor events.
  - (e) Traffic Control Services for Sydney Lunar Festival and other minor events establishment and removal.
  - (f) Supply of Security Plans.
3. The services required by the recommended tenderers will include:
  - (a) *General Security Services*
    - (i) Provision of physical security services at the City's properties and at other locations, including facilities such as Sydney Town Hall, Town Hall House, Customs House, Alexandra Canal Depot and Bay St Depot on a regular or adhoc basis.
    - (ii) The services range from and are not limited to - static and roving duties at numerous high-profile City locations, adhoc static and roving duties at City properties, gate house duties, operation of person and package scanning equipment, CCTV control room/alarm monitoring duties and attendance at venue hire bookings.
  - (b) *Patrols and Alarm responses*
    - (i) The City owns in excess of 200 properties across the City of Sydney Local Government Area. These properties include corporate facilities occupied by City employees, commercial properties, community facilities and open public spaces. 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.
    - (ii) 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.
    - (iii) The provider will also 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. 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.

- (c) *Major Events and Festivals - Security Services*
- (i) The City hosts a large number of public outdoor events throughout the year, such as New Year's Eve, Sydney Lunar Festival, Art and About, and other outdoor and street events.
  - (ii) For these events the City will engage a suitably qualified, highly experienced security service provider to provide appropriately qualified security staff to support the safe delivery of these events.
  - (iii) Major events such as New Year's Eve and Sydney Lunar Festival require the engagement of a large number of security personnel with qualifications in crowd control, traffic control, and the responsible service of alcohol.

### Invitation to Tender

- 4. A tender for the provision of Security Services was advertised on 2 November 2021 in the Sydney Morning Herald and Daily Telegraph newspapers, on the City of Sydney website, LinkedIn feed and Business e-newsletter.
- 5. The tender was open for four weeks and closed on 30 November 2021.

### Tender Submissions

- 6. Tenders were submitted from 17 organisations for the following services:

| Vendor  | General Security Services | Patrol Alarm Response | Major Events and Festivals |
|---|---------------------------|-----------------------|----------------------------|
| Allied Integrated Management                  | Submission                | Submission            | Submission                 |
| Armor Security Pty Ltd                        | Submission                | Submission            | Submission                 |
| Australian Concert and Entertainment Security | Submission                | Submission            | Submission                 |
| Contract Compliance                           |                           |                       | Submission                 |
| CVEM Security Group                           | Submission                |                       | Submission                 |
| E Group Security                              | Submission                | Submission            | Submission                 |

| <b>Vendor</b>                 | <b>General Security Services</b> | <b>Patrol Alarm Response</b> | <b>Major Events and Festivals</b> |
|-------------------------------|----------------------------------|------------------------------|-----------------------------------|
| ECS International Security    | Submission                       | Submission                   | Submission                        |
| Joss Cleaning Services        | Submission                       |                              | Submission                        |
| MA Services Group             | Submission                       | Submission                   | Submission                        |
| MSS Security                  | Submission                       | Submission                   | Submission                        |
| New Start Integrated Services | Submission                       |                              | Submission                        |
| Partisan Protective Services  | Submission                       | Submission                   | Submission                        |
| Reddawn Australia             | Submission                       | Submission                   | Submission                        |
| Southern Cross Protection     | Submission                       | Submission                   |                                   |
| Ultimate Security Australia   | Submission                       | Submission                   |                                   |
| Urban Protection Pty Ltd      | Submission                       |                              |                                   |
| Wilson Security Pty Ltd       | Submission                       | Submission                   |                                   |

7. No late submissions were received.

### **Tender Evaluation**

8. All members of the Tender Evaluation Panel have signed Pecuniary Interest Declarations. No pecuniary interests were noted.
9. The relative ranking of tenders as determined from the total weighted score is provided in the Confidential Tender Evaluation Summary – Attachment A

10. All submissions were assessed in accordance with the approved evaluation criteria being:
  - (a) Schedule of Rates.
  - (b) Demonstrated company experience, capability, and capacity in the successful provisioning of relevant security services, including but not limited to, alignment of council values, experience in recently delivering the same or similar service, evidence they were able to fulfill any contract with the City.
  - (c) Proposed service meets requirements, and methods of delivery and maintenance of the service, including but not limited to, proposed program and methodology, proposed schedule, other commitments, proposed quality and operations plan, and administration, compliance, and reporting.
  - (d) Proposed service delivery team, including but not limited to, relevant recent experience and qualifications, demonstrated capacity and technical ability to carry out the work under the contract, allocation of personnel, qualifications, experience, and capacity, and training regime to support retention and succession planning.
  - (e) Work Health and Safety.
  - (f) Financial and commercial trading integrity, including insurances.

### **Performance Measurement**

11. All submissions for each separate service were assessed in accordance with the approved evaluation criteria being:
  - (a) Key Objectives / Deliverables.
  - (b) Quality of service.
  - (c) Timeliness and deliverables.
  - (d) Availability of resources.
  - (e) Reporting.
  - (f) Communication.
12. The quality of each security service delivered will be monitored by meeting regularly with the recommended tenderer to review work delivered.
13. A performance review will be conducted at the completion of the contract against the Key Performance Indicators included in the General Contract Terms.

### **Financial Implications**

14. There are sufficient funds allocated for these services within the current year's operating budgets and future years' forward estimates.

### Relevant Legislation

15. The tender has been conducted in accordance with the Local Government Act 1993, the Local Government (General) Regulation 2021 and the City's Procurement and Contract Management Policy.
16. Local Government Act 1993 - Section 10A provides that a council may close to the public so much of its meeting as comprises the discussion of information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business.
17. Attachment A contains 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.
18. 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.
19. All tender responses were also evaluated in accordance with the Security Industry Act 1997 in relation to subcontracting services.

### Critical Dates / Time Frames

20. Subject to Council approval, and the induction of the recommended tenderers, it is proposed that council allow a two-week transition period to overlay with the current service providers.

### Options

21. No other viable alternative options have been identified during the tender process.

### Public Consultation

22. No public consultation was required.

**VERONICA LEE**

Director City Services

**EMMA RIGNEY**

Director City Life

Peter Nikolakopoulos, Security Operations Manager - Security and Emergency Management

Chris Upjohn, Head of Production - Creative City