

Report to	Cabinet	Item
	15 January 2014	
Report of	Head of housing	7
Subject	Award of contract for on street CCTV maintenance, repair and upgrade service	

KEY DECISION

Purpose

To advise of the procurement process for the on-street CCTV maintenance, repair and upgrade service contract and seek approval to award the contract.

Recommendation

To approve the award of the on-street CCTV maintenance, repair and upgrade service contract to Quadrant Security Group Ltd for up to 5 years from 1 April 2014 at a cost of £156,122.

Corporate and service priorities

The report helps to meet the corporate priorities of *Making Norwich a safe and clean city* and *Value for money services*.

Financial implications

The contract has an overall value of at least £156,122 over the 5 year period. An element of scalability has been included in the specification so that the service can be varied in response to changing requirements without penalty to the authority. The value of the contract is likely to increase the 5 year term above the key decision threshold depending on the amount of upgrade work required.

Ward/s: All wards

Cabinet member: Councillor Kendrick – Neighbourhoods and community safety

Contact officers

Tracy John – Head of housing	01603 212939
Robin Hare – Strategic contract and procurement manager	01603 212412

Background documents

None

Report

1. Norwich City Council is currently responsible for organising the maintenance, repair and upgrade of the public space CCTV system located within Norwich.
2. The system comprises of approximately 90 cameras, a control room, air conditioned auxiliary room housing main CCTV matrix and associated ICT management systems and linked fibre cabling, broadband and wireless networks.
3. The following outline requirements for the service were identified:
 - a) 5 year term contract – with the option of terminating early if requirements change.
 - b) Scalability of requirement to enable the size of the CCTV estate to be varied without penalty.
 - c) To cover repairs and maintenance (as per existing contract) but also include the scope for upgrade work if required. It is not proposed to tie the authority in to purchasing upgrade work from the selected supplier, but by including it within the scope of the contract it will give the authority the option of proceeding with the selected supplier, without further competition, subject to a value for money quote being obtained.
4. The opportunity was advertised on Business Link Contracts Finder on 16 August 2013 as a two stage restricted tender process. The first stage involves interested suppliers submitting pre-qualification questionnaires (PQQs). The PQQs provide information on the applicant's company history and experience, financial standing, technical capacity to carry out the service, and corporate social responsibility profile. The PQQs are evaluated with the highest six scoring suppliers being invited through to the tender stage of the process.
5. A total of 13 suppliers submitted PQQs. The six suppliers scored between 81 and 95 marks out of 100 and were invited to tender for the opportunity. The unsuccessful suppliers scored between 32 and 60 marks.
6. Invitations to tender were published on 28 October 2013 – these were completed and returned by all six suppliers by the deadline on 29 November 2013.
7. The tenders were evaluated by a panel from the relevant service areas.
8. Details of the winning tender are as follows:

Company	Quotation price (per annum)	Cost score	Quality score	Total score
Quadrant Security Group Ltd	£156,122	60	40	100

9. The five other tenders were priced between £156,122 and £456,998 and scored between 27 to 40 marks for quality and 0 to 59 marks for price.

10. The annual cost breakdown of the winning tender is as follows:

	Annual cost
Year 1	£ 32,150
Year 2	£ 26,833
Year 3	£ 33,601
Year 4	£ 28,328
Year 5	£ 35,210
Total	£ 156,122

11. A condition of the contract is that the selected supplier pays its staff delivering the contract at least the national minimum living wage (currently £7.65 per hour).
12. A Social Value Act 2012 assessment of this opportunity can be found in Appendix 1 of this report.
13. Quadrant Security Group Ltd have already been providing the service for the authority for a number of years and their performance overall has been good. The current cost of the contract is approximately £29,556, but this does not include the electrical testing programme that has been added to the new requirement.

Social value Act 2012 assessment

Public Service (Social Value) Act 2012

On street CCTV maintenance, repair and upgrade service

How could the services above contribute to improvements in the following aspects of the Council's area?	What action is necessary to encourage or achieve these outcomes?
<p>Economic well-being?</p> <p>(a) Making Norwich a safer city by preventing and detecting crime and anti-social behaviour – thus encouraging visitors to the area for shopping and entertainment purposes.</p> <p>(b) Specifying that employees delivering the contract are paid at least the national minimum living wage.</p>	<p>(a) By maintaining as many cameras as possible in working order.</p> <p>(b) Specify in the contract that employees delivering the contract should be paid at least the national minimum living wage.</p>
<p>Social well-being?</p> <p>Making Norwich a safer city by preventing and detecting crime and anti-social behaviour.</p>	<p>By maintaining as many cameras as possible in working order.</p>
<p>Environmental well-being?</p> <p>Making Norwich a cleaner city by preventing and detecting environmental regulation breaches such as littering, fly tipping and graffiti.</p>	<p>By maintaining as many cameras as possible in working order.</p>
How could the procurement of this contract contribute to improvements in the following aspects of the Council's area?	What action is necessary to encourage or achieve these outcomes?
<p>Economic well-being?</p>	<p>Specify in the tender documentation that the successful supplier must pay its staff the national minimum living wage.</p>
<p>Social well-being?</p>	<p>Use a process where a pre qualification stage has been used to ensure suitable corporate social responsibility measures are part of supplier's general operating</p>

	procedures.
Environmental well-being?	Use a process where a pre qualification stage has been used to ensure that suppliers have robust environmental policies in place.

Robin Hare

Strategic contract and procurement manager

18 December 2013

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with completing the assessment can be found [here](#). Delete this row after completion

Report author to complete

Committee:	Cabinet
Committee date:	15 January 2014
Head of service:	Tracy John – Head of housing
Report subject:	Award of contract for On street CCTV maintenance, repair and upgrade service
Date assessed:	18 December 2014
Description:	To advise cabinet of the procurement process for the On street CCTV maintenance, repair and upgrade service contract and seek approval to award the contract to the selected supplier for a five year period from 1 April 2014

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The competitively tendered contract will continue to ensure that the authority receives value for money and the required quality for its on street CCTV maintenance, repair and upgrade service contract.
Other departments and services e.g. office facilities, customer contact	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The service area using this service will have advanced visibility of the annual costs and be able to budget accordingly.
ICT services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The contract will ensure the technical integrity of the system – thus making it available for use as much as possible.
Economic development	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Making Norwich a safer city by ensuring optimal serviceability of cameras to prevent and detect crime and anti-social behaviour – thus encouraging visitors to the area for shopping and entertainment purposes.
Financial inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The authority has specified that employees of the selected provided must be paid the national minimum living wage.
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Making Norwich a safer city by ensuring optimal serviceability of cameras to support the safeguarding of adults and children.
<u>S17 crime and disorder act 1998</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Making Norwich a safer city by ensuring optimal serviceability of cameras to support the authority's obligations contained in s17 of the Crime and Disorder Act 1998.
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A fully serviced and available CCTV system will help the authority manage risks associated with crime, anti-social behaviour, public order and safeguarding.

Recommendations from impact assessment	
Positive	
None	
Negative	
None	
Neutral	
None	
Issues	
None	