

<b>Item No.</b>	<b>Classification:</b> Open	<b>Date:</b> April 2021	<b>Meeting Name:</b> Strategic Director of Environment and Leisure
<b>Report title:</b>		<b>Gateway 2 - Contract Award Approval</b> CCTV Repairs and Maintenance	
<b>Ward(s) or groups affected:</b>		All Wards	
<b>From:</b>		Business Unit Manager for Environment and Community Protection	

## RECOMMENDATION(S)

1. That the Strategic Director of Environment and Leisure approves the award of the contract for the council's CCTV repairs and maintenance to Tyco Fire & Integrated Solutions (UK) Ltd (trading through Tyco Integrated Fire and Security) for a period of four years at a total contract value of £516,569.92 commencing 7 April 2021.
2. That the Strategic Director of Environment and Leisure notes that the contract will be awarded as a call off from the new framework agreement which has been set up by the lead borough of Hounslow following a four borough procurement exercise detailed below.

## BACKGROUND INFORMATION

3. Southwark CCTV team currently manages 482 town centre, housing estate and open space cameras, as well as 18 re-deployable cameras. These are monitored from the CCTV control room based at Southwark Police Station. Through a camera sharing agreement with Transport for London (TfL) the control room also has access to a further 70 Transport for London owned cameras located on red routes throughout the borough. The control room is staffed by nine operators on a 24/7 basis providing support to partners in the prevention and detection of crime and anti-social behaviour.
4. The repair and maintenance of the cameras, backhaul, CCTV operating system, recording platform, monitor wall and operator workstations is currently contracted to Tyco Fire and Integrated Solutions Ltd (trading as Tyco Fire and Security). The contract was awarded at a value of £610,739 for 4 years, with a contract completion date of 31 July 2020. This contract was extended by a year via the Gateway 3 process to enable the procurement process to be completed.
5. Due to an increased number of camera systems coming online, such as the Brandon Estate Tenants and Residents Association (TRA) six camera system and Burgess Park Open Space System, the total repairs and maintenance requirement has increased the contract value for the four year term to £627,454.
6. The incumbent CCTV repairs and maintenance contract covers the following systems and equipment:
  - Central CCTV control room
  - CCTV transmission network

- Town centre, housing estate and relevant open space CCTV systems
- Re-deployable CCTV cameras
- Planned replacement of cameras and other CCTV equipment
- Transmission between partners' CCTV systems and the CCTV control room

7. The current contract consists of three main elements:

- Contract Maintenance: to respond to all incidents/faults reported by the council within the designated response time and effect a repair or replacement. Provision of a fully comprehensive maintenance service 24 hours a day/365 days per year.
- Planned Preventative Maintenance: To carry out a periodic (every six months) inspection/routine maintenance.
- Chargeable Maintenance: Minor works that are not considered by the council as reactive contract maintenance or planned preventative maintenance, including repairing faults arising as a result of third party actions or default (for example vandalism or accident damage) and modification works.

8. Southwark held discussions with the London boroughs of Islington, Ealing and Hounslow on the potential opportunity to join a framework procurement, with LB Hounslow agreeing to be the lead.

9. On 7th February 2020 the Strategic Director for Environment and Leisure approved the Gateway 1 "Procurement Strategy for CCTV repairs and Maintenance Contract". The procurement strategy approved was for a single CCTV repairs and maintenance contract via a new framework agreement in partnership with the London Boroughs of Hounslow, Ealing and Islington.

10. On 20<sup>th</sup> July 2020 the Strategic Director approved via the Gateway 3 process to extend the existing CCTV repairs and maintenance contract with Tyco Fire and Integrated Solutions Ltd (trading as Tyco Fire and Security) from 1st August 2020 - 31st July 2021, subject to the council having the ability to terminate earlier on giving notice to Tyco. This ensured continued ability to undertake repairs and maintenance of the CCTV system whilst procurement under the framework process could be completed.

### Procurement project plan (Key decisions)

Activity	Completed by/Complete by:
Forward Plan for Gateway 2 decision	12/01/2021
Briefed relevant cabinet member (over £100k)	18/02/2021
Approval of Gateway 1: Procurement Strategy Report	07/02/2020
Invitation to tender	03/09/2020
Closing date for return of tenders	13/10/2020
Completion of evaluation of tenders	29/10/2020
DCRB Review Gateway 2:	03/03/2021

Activity	Completed by/Complete by:
Approval of Gateway 2: Contract Award Report	03/03/2021
Contract award	07/04/2021
Add to Contract Register	08/04/2021
Contract start	08/04/2021
Publication of award notice in Official Journal of European (OJEU)	08/04/2021
Publication of award notice on Contracts Finder	08/04/2021
Contract completion date	06/04/2025

## KEY ISSUES FOR CONSIDERATION

### Description of procurement outcomes

11. The framework contract includes: CCTV repairs and maintenance comprising of a specification for a schedule of rates for a maintenance response service for cameras, the control room, communications / server room, remote sites and wireless networks. This is in line with the current service provision.
12. Infrastructure works will include a specification for a schedule of rates for all and any new camera sites, system upgrades or control room enhancement, relocations (including the relocation of the re-deployable cameras), integrations and building works associated with CCTV. This is in line with current service provision.

### Key/Non Key decisions

13. This report deals with a key decision.

### Policy implications

14. CCTV successes are based on working with key partners both internally and externally. By continuing to maintain and keep a fully functioning CCTV system that is fit for the future, reliable and responsive, we are able to support the delivery of 'Southwark's Borough Plan 2020-22'.
15. CCTV is a critical service within the council that works in partnership to support commitments within Southwark's Borough Plan 2020-22 including;
  - Organisational Covid19 response – Identifying and notifying partners of breaches of Covid19 regulations from either businesses or groups across our public spaces.
  - THRIVING NEIGHBOURHOODS – supporting partners meet commitment to 'Have a zero tolerance on fly-tipping and increase enforcement action by targeting hotspots.
  - HOMES FOR ALL – Supporting partners where appropriate with the Great Estates Guarantee Initiative, so that every council estate is clean, safe and cared for.

16. The council has a statutory duty under S.17 Crime and Disorder Act 1998, to do all it reasonably can to prevent, crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment). CCTV is an essential component supporting partners in the prevention and detection of Crime and Anti-social behaviour.
17. CCTV also supports relevant partnership priorities within the Community Safety Partnership Service such as seeking a reduction in knife crime, youth violence.

### **Tender process**

18. The procurement strategy approved was for a single CCTV repairs and maintenance contract via a new framework agreement in partnership with the London Boroughs of Hounslow, Ealing and Islington. The procurement route for this contract followed an EU restricted procedure, led by the London Borough of Hounslow.
19. The contract was advertised on 11<sup>th</sup> February 2020 through the OJEU and the contracts finder website. An invitation was issued for expressions of interest via a Selection Questionnaire (SQ).
20. Those economic operators who were shortlisted (up to five organisations) following evaluation of the SQ were then invited to tender.
21. The evaluation process was managed by the lead borough (LB Hounslow). Shortlisting and the evaluation of the bid was undertaken by a panel comprising of the CCTV managers, business unit managers and the departmental procurement manager from each Borough and a finance representative from Hounslow. All Boroughs hold a contract with a common technical consultant Cognetix Ltd who also formed part of the panel.

### **Tender evaluation**

#### **Tender Selection Questionnaire (SQ)**

22. The evaluation of the SQs covered three areas:
  - Part 1 & 2 – Potential Supplier Information and Exclusion Grounds
  - Part 3 – Supplier Selection Questions
23. For each of the weighted criteria under Part 3 (ref: Q.8.3A – Q.8.3E), responses were awarded a score of between 0 and 5 points, using the methodology in Table above :

24. Of the 12 SQs received five potential providers were invited to tender. Appendix 1

SCORING CRITERIA	
Score	Represents
0	Very weak or no answer
1	Poor response
2	Satisfactory response
3	Good response
4	Very Good response
5	Excellent response

(Closed Document) shows the scores and outcomes of SQs submitted.

#### Invitation to tender (ITT)

25. Tender returns were evaluated using published evaluation criteria based on a Most Economically Advantageous Tender (MEAT) approach which comprised a quality evaluation and a financial evaluation to assess quality and price. The repairs and maintenance of CCTV cameras and systems will have a significant impact on the council's ability to meet statutory guidance from the Surveillance Camera Commissioner as well as the ability to support partners in the prevention and detection of crime and anti-social behaviour. It is imperative the works are carried out to a high standard to protect the council's asset. Therefore the evaluation of submitted tenders were assessed using a 60% price and 40% quality ratio.

26. Social value was considered under the quality assessment criteria.

27. Of the five potential providers invited to tender only one provider submitted a tender. Of the other four:-

- One advised that they would not be submitting a bid but didn't provide an explanation as to why
- One said that "having undertaken much due diligence, we have come to the unfortunate realisation that we are unable to provide a bid that reflects an acceptable level of competitiveness".
- No communication was received from the other two providers on their decision not to bid.

28. On the basis of the overall score of 85.80 Tyco should be awarded the tender

Criteria	Tyco
Technical 60%	45.80
Pricing 40%	40.00
Totals	85.80

#### Plans for the transition from the old to the new contract

29. Tyco Fire & Integrated Solutions (UK) Ltd (trading through Tyco Integrated Fire and Security) are the incumbent contractor for Southwark's CCTV repairs and maintenance, within Regulatory Services. Minimal disruption to the service is expected whilst the transition between contracts is underway.

#### Plans for monitoring and management of the contract

30. The client role of the contract including the management and administration of the contract will be managed by the CCTV team who will ensure that the contractor complies with the terms and conditions of the contract, and all related documents including the service specification. The Business Unit manager will have overall responsibility for the management of the contract.

31. Council officers will hold minuted contract monitoring meetings with the contractor every eight weeks from the start of the contract. An annual contract review meeting will take place with a report on performance against the contract and service specification being produced.

32. The services specification provides details of the council's requirements for the management of the CCTV repairs and maintenance service. This ensures that the council can enforce the outcomes it requires from the contractor and encourage continuous improvement throughout the life of the contract.

33. Through working together with the contractor in a positive partnership, the council's intention is that the 6 weekly meeting will provide reasonable and prudent checks while not diverting the contractor from delivering a high quality of service. The Contractor will monitor its own performance against the performance standards that are set out in the services specification. In addition the council and customers may report any performance failure at any time to the contractor. The contract sets out timeframes in which the contractor has an opportunity to contain and rectify the performance failure.

#### Identified risks for the new contract

Risk No	Risk	Impact / status	Mitigation / action
1	Financial stability of supplier	Low	Proof financial stability at was provided at tender.

			By robust regular performance management. The existing arrangements for invoicing and payment will remain as is for the life of the contract. Southwark will meet quarterly with the other three boroughs in the framework with a set agenda including financial management.
2	Brexit	Low	Labour – No risks identified Parts - Tyco endeavour to always use UK based manufacturers and distributors. If equipment is need to be sourced from elsewhere then the risk of additional import taxes levied will be absorbed by the provider.
3	Covid	Low	Tyco have policies, processes and risk assessments in place that are sustainable to deliver the contract throughout COVID. If the Southwark workforce were disproportionately affected, Tyco can draw on the wider workforce in order to deliver critical and essential works for a reduced period of time.

### Community impact statement

34. The Public Sector Equality Duty imposed by the Equality Act 2010 states that public authorities must give 'due regard' to the need to eliminate unlawful discrimination, harassment and victimisation as well as to advance equality of opportunity and foster good relations between people who share protected characteristics (including disability) and those who do not. The proposed contract will continue to provide benefits to all sections of the community and be broadly reflective of service users, residents, business owners and business users in areas of CCTV coverage.
35. All areas of the borough are affected by crime, anti-social behaviour and fear of crime but they do not affect everybody equally. CCTV plays a significant role in reducing, deterring and detecting crime and anti-social behaviour in known hot spots: it also increases public reassurance by reducing the fear of crime
36. Additionally CCTV aids the general management of public areas which are of principal importance to the commercial wellbeing of the community. It also assists the police with information gathering and more effective deployment of resources and improves commercial confidence.
37. A fully functional CCTV system is necessary to fulfil our statutory obligation arising from S.17 of the Crime and Disorder Act 1998 and current data protection legislation.

## **Social Value considerations**

38. The council has an obligation under the Public Services (Social Value) Act 2012 to consider what social value could be obtained during a procurement process. Bidders were asked to review and complete a Social Value National TOMs (themes, outcomes and measures) and choose any 3 measures.
39. The winning provider has agreed to social value commitments as detailed in Appendix 2 (closed document).
40. Payment of London Living Wage: Tyco has committed to paying the London Living Wage under the existing contract and has been reflected in the tender evaluation document.

## **Economic considerations**

41. Consideration has been given to the possibility of building in local economic benefits to the contract. However, as this is specialist procurement the usual routes through advertising locally, engagement in partnership schemes, and requiring suppliers to use local companies are not appropriate.

## **Social considerations**

42. The winning provider has agreed to some social value commitments as detailed in Appendix 2 (closed document).
43. The council requires that any quote received must be based on the minimum wage paid being at or above the current London Living Wage Level. Tyco's tender demonstrates they are committed to including the London Living Wage (LLW) as a requirement in its procurements and contracts where appropriate. It recognises that the LLW benefits not only the Authority's directly employed staff but also those who work for the Authority through service contracts. The Provider will therefore be required to pay staff, as a minimum, the LLW.
44. Pursuant to Section 149 of the Equality Act 2010 the council has a duty to have due regards in its decision making process to the need to
  - (a) Eliminate discrimination, harassment, victimization and other prohibited conduct
  - (b) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not;
  - (c) Foster good relations between those who share a relevant characteristic and those who do not share it

## **Environmental/Sustainability considerations**

45. The contract award will require that the successful contractor will sign a declaration to commit to work with the local authorities to minimise their consumption of energy with targets in place to demonstrate the effectiveness of these procedures

## **Market considerations**

46. The market for CCTV suppliers is quite robust, the LB of Hounslow under EU Public Contract Regulations of 2015 issued a Prior Information Notice (PIN) prior to the tender being issued and also had market engagement sessions for interested suppliers.

### **Staffing implications**

47. The proposed contract presents no TUPE nor pension implications for the Council as an employer.
48. There will be no impact on council staff caused as a consequence of implementing this contract. Officers are already fulfilling the monitoring roles of the current contract and this function will continue under the new contract. The Contract will be managed by the CCTV Manager.

### **Financial implications**

49. The award value of the CCTV repairs and maintenance contract for the four year term is £516,569.92.
50. Procuring through a framework agreement was to ensure the most economically advantageous award value for the CCTV repairs and maintenance contract. Previous contract value for Southwark over a four year term was £627,454, therefore, this procurement route has realised a reduction in cost over the four year term of £110,884.08.
51. The funding will be met within the current allocation for CCTV Repairs and Maintenance budget.
52. Any contract monitoring and supervising costs will be funded from the existing CCTV revenue budgets.

### **Investment implications**

53. Not applicable

### **Legal implications**

54. Please see concurrent from the Director of Law and Governance

### **Consultation**

55. Not applicable

### **Other implications or issues**

56. Not applicable

## **SUPPLEMENTARY ADVICE FROM OTHER OFFICERS**

### **Strategic Director of Finance and Governance (< Finance Concurrent Reference Number >)**

57. This report requests that the Strategic Director of Environment and Leisure approves; the award of the contract for the council's CCTV repairs and

maintenance to Tyco Fire & Integrated Solutions (UK) Ltd for a period of four years at a total contract value of £516,569.92 commencing 1 April 2021.

58. The Strategic Director of Finance and Governance notes that funding for these recommendations is to be met from existing departmental revenue budgets for the CCTV Service.
59. Staffing and other costs connected with these recommendations are to be contained with existing departmental revenue budgets.

### **Head of Procurement**

60. This report seeks approval from the Strategic Director of Environment and Leisure for the council's CCTV repairs and maintenance contract to Tyco Fire & Integrated Solutions (UK) Ltd (trading through Tyco Integrated Fire and Security) for a period of four years at a total contract value of £516,569.92 commencing 1 April 2021. And notes that the contract will be awarded as a call off from the new framework agreement which has been set up by the lead borough of Hounslow.
61. The tender process was run by the lead borough of Hounslow in line with EU Public Contract Regulations of 2015 and Southwark councils contract standing orders as detailed in paragraphs 18 to 28, management and monitoring is detailed in paragraphs 30 to 33 with risks detailed in the table at paragraph 34.
62. Social value commitment are detailed in appendix 2 (closed report).

### **Director of Law and Governance**

63. This report seeks approval of the award of a contract to Tyco Fire & Integrated Solutions (UK) Ltd (trading through Tyco Integrated Fire and Security) for the provision of the council's CCTV repairs and maintenance service, as further detailed within the recommendations.
64. Due to the nature and estimated value of the services their procurement has been subject to the full application of the Public Contracts Regulations 2015 (PCR) which would require a publicly advertised competitive process to be undertaken. In this instance the council has participated in a joint exercise with the London Boroughs of Hounslow (as lead borough), Ealing and Islington involving the establishment of a framework which has been procured in compliance with the PCR.
65. It is confirmed that the procurement process followed is also consistent with the council's statutory duties in this area and with its corporate policy and its Contract Standing Orders (CSOs).
66. The decision to approve the recommendations of this report is one which is reserved to the Strategic Director of Environment and Leisure, in line with CSOs.

## **PART A – TO BE COMPLETED FOR ALL DELEGATED DECISIONS**

Under the powers delegated to me in accordance with the council's constitution, I authorise action in accordance with the recommendation(s) contained in the above report (and as otherwise recorded in Part B below).

Signature 

Date 10 May 2021

Designation Strategic Director of Environment and Leisure

**PART B – TO BE COMPLETED BY THE DECISION TAKER FOR:**

- 1) All key decisions taken by officers (including contract reports)
- 2) Any non-key decisions which are sufficiently important and/or sensitive that a reasonable member of the public would reasonably expect it to be publicly available (see paragraph 41 of the guidance).

<b>1. DECISION(S)</b>

<b>2. REASONS FOR DECISION</b>

<b>3. ALTERNATIVE OPTIONS CONSIDERED AND REJECTED BY THE OFFICER WHEN MAKING THE DECISION</b>

<b>4. ANY CONFLICT OF INTEREST DECLARED BY ANY CABINET MEMBER WHO IS CONSULTED BY THE OFFICER WHICH RELATES TO THIS DECISION (IF APPLICABLE)*</b>

\*Contract standing order 4.5.1 states that for contracts with an Estimated Contract Value of over £100,000, the lead contract officer (LCO) must consult with the relevant cabinet member before a procurement strategy is implemented.

<b>5. NOTE OF ANY DISPENSATION GRANTED BY THE MONITORING OFFICER, IN RESPECT OF ANY DECLARED CONFLICT OF INTEREST</b>
<i>If a decision taker or cabinet member is unsure as to whether there is a conflict of interest, they should contact the legal governance team for advice.</i>

## 6. DECLARATION ON CONFLICTS OF INTERESTS

I declare that I was informed of no conflicts of interests.\*

or

I declare that I was informed of the conflicts of interests set out in Part B4.\*

(\* - Please delete as appropriate)

## 7. CONSIDERATION GIVEN TO WHETHER AS A NON-KEY DECISION, THIS DECISION SHOULD BE FORWARDED TO THE CONSTITUTIONAL TEAM FOR PUBLICATION IN ACCORDANCE WITH REGULATION 13(4)\*

*The decision taker should consider whether although a non-key decision, the decision is sufficiently important and/or sensitive that a reasonable member of the public would reasonably expect it to be publicly available. Where there is any doubt, having considered the importance and/or sensitivity of a decision, it should be deemed that Regulation 13(4) would apply.*

I consider that the decision be made available for publication under Regulation 13(4).\*

or

I do not consider that the decision be made available for publication under Regulation 13(4).\*

(\* - Please delete as appropriate)

\* Under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the council is required to put in place a scheme for recording and publishing some officer executive decisions. This process is sometimes referred to as "Regulation 13(4)".

## BACKGROUND DOCUMENTS

Background documents	Held At	Contact
Title of document(s) GW1 Procurement Strategy - CCTV Repairs and maintenance	Regulatory Services	Tracy Umney 07920747936
Link: <a href="https://moderngov.southwark.gov.uk/mgIssueHistoryHome.aspx?Id=50024641&amp;Opt=0">https://moderngov.southwark.gov.uk/mgIssueHistoryHome.aspx?Id=50024641&amp;Opt=0</a>		
Title of document(s) GW3 Contract Variation - CCTV Repairs and maintenance	Regulatory Service	Tracy Umney 07920747936
Link: <a href="https://moderngov.southwark.gov.uk/mgIssueHistoryHome.aspx?Id=50024641&amp;Opt=0">https://moderngov.southwark.gov.uk/mgIssueHistoryHome.aspx?Id=50024641&amp;Opt=0</a>		

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## APPENDICES

No	Title
Appendix 1	SQ Evaluation and Outcome – CLOSED DOCUMENT
Appendix 2	Social Value Commitments – CLOSED DOCUMENT

## AUDIT TRAIL

<b>Lead Officer</b>	Matt Clubb	
<b>Report Author</b>	Tracy Umney & Sarah Pope	
<b>Version</b>	Final	
<b>Dated</b>	April 2021	
<b>Key Decision?</b>	Yes	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
<b>Officer Title</b>	<b>Comments Sought</b>	<b>Comments included</b>
Strategic Director of Finance and Governance	Yes	Yes
Head of Procurement	Yes	Yes
Director of Law and Governance	Yes	Yes
Director of Exchequer (for housing contracts only)	No	No
Cabinet Member Cllr Akoto	Yes	No
<b>Contract Review Boards</b>		
Departmental Contract Review Board	Yes	Yes
Corporate Contract Review Board	No	No
<b>Cabinet</b>	No	No
<b>Date final report sent to Constitutional/Community Council/Scrutiny Team</b>	<i>22<sup>nd</sup> April 2021</i>	

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