



Security and stewarding – award of contract

Committee Operations

Date of meeting 4 May 2018

Date of report 11 April 2018

Report by Senior Director

1. Object of report

To recommend the approval of contracts for security and stewarding services across SPT facilities to Mitie Security Limited.

2. Background

SPT services and facilities are managed through three functional areas namely Bus, Subway and Corporate. Subway is subject to stringent and specifically defined levels of security governed by Department for Transport's Land Transport Security Division (Transec). Bus stations, whilst not explicitly governed in this manner, follow the same principles as subway as they exhibit similar risks and passenger needs that require to be managed.

Public safety and security whilst transiting through SPT's bus and subway networks is of paramount importance particularly in light of the current UK security threat level. SPT has developed its security strategy to mitigate this threat by providing Security Industry Authority (SIA) approved, high profile, visible, uniformed resource. Security guarding is recognised as being an essential service for SPT and the travelling public. The quality of guarding service must be exemplary as guards will be interfacing and communicating with members of the public.

In addition, SPT deploy stewards at subway and bus stations during large scale events that are beyond day to day operation of the service (e.g. football at Ibrox).

SPT currently employ the services of an external contractor to provide security and stewarding across the whole SPT estate to ensure the safety and security of both customers and employees. As the current contract is due to expire, a tendering exercise was conducted for a revised contract for Security Guarding services (Lot 1) and Stewarding (Lot 2).

3. Outline of proposals

3.1 The overall aims and objectives of this tendered service is to:

- Ensure all SPT sites remain safe and secure;
- Ensure all SPT customers travel safely and securely;
- Ensure a timeous response and reaction to any emerging issue; and
- Provide an active deterrent against crime and hostile reconnaissance.

3.2 The requirements for this contract were split into two Lots, as follows:

3.2.1 Lot 1 Security guarding services

The scope of this service is the provision of security guarding services at SPT subway stations, SPT's engineering depot, bus stations and head office which ensures that SPT maintain a visual security presence at its sites. The duties in the main cover the following:

- Provision of guarding services and patrols across all sites;
- Gatehouse control at subway engineering depot including perimeter patrols;
- Monitor via CCTV crowd movements and behaviour to ensure expedient intervention when required to maintain public safety;
- Detect and deter anti-social behaviour and crime;
- Ensure that baggage stored at Buchanan Bus Station is screened prior to retention;
- Provide static guarding and mobile patrols of Broomloan depot; and
- Front desk reception at 131 St Vincent Street.

3.2.2 Lot 2 Stewarding

The scope of this is for the deployment of additional assistance in the form of stewards to support SPT staff during football matches.

The tender was conducted via a mini competition from the Scotland Excel framework, as it was deemed to have an appropriate framework for use by SPT for such services. The Invitation to Tender (ITT) was issued to eight potential suppliers for either one or both Lots.

Five of the eight companies did not respond to the ITT with two of the five companies providing a reason for not tendering.

The award criteria selected was 60% quality and 40% price. Quality of service was further defined as follows:

- Relevant experience: details of relevant experience was requested and evaluated;
- Capacity including available resources, reactive requirements and guard turnover was evaluated;
- Methodology on how the contract would be operated; and

- Contract management which included management reporting, exit strategy and issues and risks.

The contract duration was defined as:

- 5 years with a break option in year 3 which is subject to satisfactory performance of contract.

3.3 Tender evaluation

The tender evaluation results are summarised in the following table against the pre-defined quality/cost split and criteria:

LOT 1 SECURITY GUARDING SERVICES				
Supplier	Price Score	Quality Score	Combined Quality & Price Score	Tender Value over 5 years
Mitie Security Limited	40	60	100	£3,921,106
Profile Security Services	38.6	57.9	96.5	£4,067,740
SecuriGroup Services Limited	36.4	48.9	85.3	£4,308,383

Based on the combined quality and price evaluation for Lot 1 the preferred supplier is Mitie Security Limited.

LOT 2 SECURITY STEWARDING SERVICES				
Supplier	Price Score	Quality Score	Combined Quality & Price Score	Tender Value over 5 years
Mitie Security Limited	40	60	100	£122,832
SecuriGroup Services Limited	34.2	51.7	85.9	£145,089

Only two tenderers were received for Lot 2 stewarding services. The preferred supplier following the tendering exercise is Mitie Security Limited.

4. Conclusions

The tender assessment has shown that Mitie Security Limited has scored the highest for Lot 1 and Lot 2 against the pre-defined quality/cost criteria and is recommended as the preferred tenderer.

The estimated cost for each Lot is as follows:

Service	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Lot 1 Guarding	£761,309	£773,141	£785,332	£795,225	£806,099	£3,921,106
Lot 2 Stewarding	£23,484	£24,303	£24,654	£25,009	£25,382	£122,832

The Committee should note that the contract rates are fixed for years 1 & 2, and that years 3-5 will be subject to National Living Wage review.

5. Committee action

The Committee is recommended to approve the award of contract for the provision of:

- Lot 1: Security guarding to Mitie Security Limited for the tendered cost of £3,921,106 for a 5-year period, with a performance based break clause after year 3; and
- Lot 2: Stewarding services to Mitie Security Limited for the tendered cost of £122,832 for a 5-year period, with a performance based break clause after year 3.

Final costs for Lot 1 and Lot 2 will be subject to an increase in National living wage in years 3-5.

6. Consequences

Policy consequences	<i>None within this document.</i>
Legal consequences	<i>Formal contract will be required.</i>
Financial consequences	<i>There is funding within the approved 2018/19 budget to accommodate the annual contract costs.</i>
Personnel consequences	<i>None within this report.</i>
Equalities consequences	<i>None within this report.</i>
Risk consequences	<i>This contract is a key part for SPT to mitigate operating risks relating to the security of our sites.</i>

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