



Security Guarding and Closed Circuit Television Monitoring Services – award of contract

Date of meeting 9 June 2023

Date of report 30 May 2023

Report by Director of Subway

1. Object of report

To recommend approval of a contract for security guarding and closed circuit television (CCTV) monitoring services across SPT assets (not limited only to Subway) to Profile Security Solutions Ltd.

2. Background to report

SPT services and facilities are managed through three functional areas namely Subway, Bus and Corporate. Subway in particular 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 reports of increasing Anti-Social Behaviour (ASB) in public spaces, and the ongoing 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 security resources. Security Operations are recognised as being an essential service for SPT and the travelling public. In addition, it is clear that the quality of security services must be exemplary as officers will be interfacing and communicating with members of the public.

3. Outline of proposals

(i) Review of existing arrangements

SPT currently employ the services of an external contractor to provide security 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 and CCTV Monitoring Services.

SPT Operations and Facilities Management undertake a continuous review of the current security operation, identifying trends (in relation to when crime/ASB occurs) and types of incidents. This is completed through frontline staff reporting and analysing reporting on a consistent basis. The continuous reporting and monitoring have allowed detailed resource requirement understanding which has been utilised through the tender process.

(ii) Objectives

The objectives of this tendered service in no priority order are:

- Ensure the security of SPT assets;
- Ensure the safety of SPT personnel, external contractors and visitors to SPT sites;
- Ensure the safety of SPT customers;
- Act as a deterrent to crime, anti-social behaviour and hostile reconnaissance;
- Provide timely response and support in the event of a security related incident; and
- With an increased presence of security at identified locations/times of crime/ASB, decrease the number of incidents of the aforementioned.

(iii) Requirements of Contract

The scope of this service is the provision of security guarding and CCTV monitoring services at SPT subway stations, SPT's subway depot, SPT managed bus stations and 131 St Vincent Street (SVS), which ensures that SPT maintain a visual security presence across all assets. The duties cover the following:

- Provision of guarding services and patrols across all relevant SPT sites;
- Gatehouse control at subway 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 mobile patrols of Broomloan depot; and
- Front desk reception at 131 St Vincent Street.

(iv) Tender Process & Evaluation

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 award criteria selected was 40% quality and 60% 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 security officer 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 tender evaluation results are summarised in the following table against the pre-defined quality/cost split and criteria:

Supplier Name	Quality Score	Price Score	Total Price + Quality	Ranking
Profile Security Services Ltd	37	58.5	95.5	1
Securigroup	40	54.8	94.8	2
MITIE Security Ltd	31	57.2	88.2	3
Confida FM Limited	20	60	80	4
DCL Security Int Ltd	11	48	59	5

Based on the combined quality and price evaluation, the preferred supplier is Profile Security Services Ltd, at a cost of £6,018,052 over 5 years, commencing 1 August 2023.

There are TUPE arrangements in place from the existing supplier to Profile Security Services Ltd, which allow each of the existing personnel to transfer employer if the individual so chooses (terms and conditions protected for 12 months).

The Committee should note that the contract costs are fixed for 12 months, thereafter dependant on indexation linked to the real living wage and inflation.

4. Committee action

The Committee is recommended to approve the award of contract for Security Guarding and Closed Circuit Television Monitoring services to Profile Security Services Ltd for the tendered cost of £6,018,052.

5. Consequences

Policy consequences	<i>None.</i>
Legal consequences	<i>Formal contract will be required.</i>
Financial consequences	<i>There is funding within the approved 2023/24 budget to accommodate the annual contract costs.</i>
Personnel consequences	<i>None.</i>
Equalities consequences	<i>None.</i>
Risk consequences	<i>The award of this contract is key in mitigating security risks to SPT's assets, people and customers.</i>
Climate Change, Adaptation & Carbon consequences	<i>None.</i>

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Title Director of Subway

Name Valerie Davidson
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