



**TENDER FOR SECURITY & KEY HOLDING SERVICES AT CORBY INNOVATION HUB**

**TENDER – DOCUMENT TWO**

**SPECIFICATION**

Thank you for expressing interest in this procurement for Security and Key Holding Services at Corby Innovation Hub.

**Please ensure that you register your interest with the procurement contact named in Document One in order to receive updates, question responses, etc.**

We now invite you to submit a tender. Further stages of the process are outlined in this document.

To assist you in this, four documents have been provided:

- Document One – Information and instructions (including the timetable)
- Document Two – Specification (this document)
- Document Three – General Terms and Conditions
- Document Four – Tender Response Document

When completed, please return **two hard copies and a copy electronically saved on a CD** of the response document (Document Four).

Please mark envelopes/packages with only “**TENDER RESPONSE: SECURITY AND KEY HOLDING SERVICES AT CORBY INNOVATION HUB (Private and Confidential)**” and **with no company markings or anything else which might identify your organisation e.g. personalised franking**, and return to:

Democratic Services Manager  
Corby Borough Council  
Democratic Services Department  
Corby Cube  
Parklands Gateway  
George Street  
Corby, Northamptonshire  
NN17 1QG

**To be received not later than NOON Monday 27<sup>th</sup> November 2017**

**Late submissions will be disregarded.**

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**SPECIFICATION**

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## **1. INTRODUCTION**

### **Site Address:**

Corby Innovation Hub (CIH)  
Corby Borough Council  
Bangrave Road South  
Corby  
NN17 1NN

Corby Borough Council require 24/7 call out and key holding security services and manned guarding on Saturday mornings (or as requested) for the Corby Innovation Hub (CIH).

The services provided must be professional and reliable and comply with applicable legislative requirements and this specification.

Corby Innovation Hub is a multi-occupancy facility for over 12 business, includes individual business units and also:

- Common areas;
- Communication rooms;
- Management office;
- Washroom facilities and
- Internal and external plant rooms.

Below is a brief overview of expected security duties followed by a full and detailed specification of requirements.

## **2. REQUIREMENTS**

1. This contract is for a minimum of one year, with the option for two further one-year extensions making a maximum three-year contract term.
2. The Contractor will hold and keep secure during the term of the contract, keys to the premises supplied by the Corby Innovation Hub Management, together with information supplied by Corby Innovation Hub in respect of the following to enable the Contractor to provide an effective service:
  - Alarm system;
  - Codes;
  - Alarm zones;
  - Plan of the premises;
  - Passwords;
  - Details of key holders;
  - Police contact;
  - Alarm Company and
  - Alarm procedures.

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3. In addition, every other Saturday (or as advised), between 06:30 and 13:00 the Contractor will be required to provide a single guard to open the site and then remain at Reception whilst the Test centre is open. No patrols will be required during this period.
4. Ad hoc guarding on the site by a single guard may be required as requested.
5. The Contractor will attend all alarm calls received in respect of the premises within 20 (twenty) minutes from receiving notification, twenty-four hours-a-day, 365 days per year, unless cancelled or asked to stand down by authorised personnel.
6. The Contractor will remain at the Corby Innovation Hub premises until secure and/or the alarm has been reset, unless the client requests that the Contractor leave the premises.
7. If, after an alarm call has been received, Corby Innovation Hub Management notify the Contractor of cancellation using a specified code, the Contractor will then cease action in respect of the alarm call.
8. Corby Innovation Hub Management will supply the Contractor with 2 (two) sets of access keys.
9. Corby Innovation Hub Management will supply the Contractor with all appropriate alarm passwords and codes.
10. The Contractor will be responsible for reporting any suspected crime upon Corby Innovation Hub premises to the Police and obtain a Police incident or Crime Reference number.
11. The Contractor will supply Corby Innovation Hub Management with a written and e-mailed report of any alarm call out or incident together with information of any attending alarm engineer, ancillary contractor or Police Officers as appropriate.
12. The Contractor will provide and erect security warning signs and window key holder stickers free of charge which will remain the property of the Contractor.
13. The Contractor will advise Corby Innovation Hub Management, as appropriate, of additional security measures and provide quotations for the cost and supply for such measures on request.
14. The Contractor may be required to organise ancillary services (boarding up and locksmith), in agreement with Corby Innovation Hub Management.
15. The Contractor will, at all times, supply suitably qualified and vetted staff. Staff will be licensed by the Security Industry Authority (SIA) where required under the terms of the Private Security Industry Act 2001.

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16. All members of the Contractor's workforce who provide the specified services must have undergone the required form of 'police check', to the satisfaction of the Council before commencing work on this contract. Currently, the required check for someone providing the services specified is a Basic Disclosure of unspent convictions data obtained via the Disclosure and Barring Service (DBS) (Nov 2017).
17. The annual Service Charge (9.1 of the Response document) will be for the key holding and call out services described above, provided twenty-four hours-per-day, inclusive of all weekends and bank holidays, every day of the year.
18. The annual Service Charge (9.1 of the Response document) must not include the charge to provide the services required on alternate Saturdays (or as requested) for a guard between 06:30 and 13:00 to open the site and then remain at Reception whilst the Test centre is open. This requirement must be costed separately and provided under 9.2 of the Response document.
19. The annual Service Charge (9.1 of the Response document) must not include the cost of additional call outs and services for which charges at an hourly rate have been requested. These requirements must be costed separately and provided under 9.3 and 9.4 of the Response document as indicated.
20. The Contractor will be responsible to insure any keys held by them against loss or theft.
21. The Contractor will immediately surrender any and all keys held to Corby Innovation Hub Management on request.
22. The Contractor must demonstrate a long term track record of performance and evidence of reliability and stability.
23. The Council will take into account the performance, reliability and stability of service provided at the CIH when deciding to extend or terminate the contract.
24. Corby Innovation Hub Management will arrange periodic meetings with the Contractor to discuss the performance, reliability and stability of the service and to confirm compliance with the specification, including the validity of required security accreditation and licensing, 'police check' declarations and insurances.

### **3. INVITATION TO TENDER**

When completed, please return **two hard copies and a copy electronically saved on a CD** of the response document (Document Four) to:

Democratic Services Manager  
Corby Borough Council  
Democratic Services Department  
Corby Cube  
Parklands Gateway  
George Street  
Corby, Northamptonshire  
NN17 1QG

To arrive by **no later than the date and time stated**

***Please note that no other identifying mark should appear on the envelope. Failure to observe this will mean the tender will be disqualified.***

### **4. CONTACTS**

In the event of any queries or requests for further information arising from this tender, please contact:

David Allen  
Facilities Manager  
[David.allen@corby.gov.uk](mailto:David.allen@corby.gov.uk)  
01536 464031

***Note that the Council cannot accept the return of completed tender responses by e-mail.***

If the Council considers any question or request for clarification to be of material significance, both the query and the response will be communicated, in a suitably anonymous form, to all service providers / suppliers who have responded.