

**Tender for Security Services (mobile patrols, key holding, locking /unlocking and adhoc guarding)**

**Tender DOCUMENT TWO: SPECIFICATION**

**1.0 INTRODUCTION**

**1.1 Purpose**

Its purpose is to detail Blaby District Councils requirements, in terms of the brief, terms and conditions and fee tender submission for the provision of Mobile Security Patrols, Locking/Unlocking & Key-holding at the various council premises as listed in the Scope of Services and specific services for each site.

Tenderers must ensure that they understand fully the requirements and if they have any queries then these must be presented electronically ([al1@blaby.gov.uk](mailto:al1@blaby.gov.uk)) or in writing by 18th December 2015 and addressed to:- Mr Anthony LaMenza of Blaby District Council.

Contractors are recommended to visit all of the sites listed prior to submitting their tenders and should contact Mr Anthony LaMenza should they wish an accompanied visit.

* 1. **Background Information**

* + 1. **Programme**

The Contract shall commence on 1st April 2016 and terminate on 31st March 2018.

The contract may be extended for up to a further 12 months in total. The time period of any extension will be determined by the Council. The Contractor will be notified of any extension and the time period of that extension no later than 3 months before the expiry of the contract term.

1.2.2 Approach to Procurement

The Contract for these services will be let as a single agreement and will not

be split between different contractors

**1.2.3 Appointment**

The successful Contractor will have satisfied the Council of its experience and competence through the pre qualification selection process the provision of further information as may be requested and the taking up of references.

* + 1. **Monitoring Check Points**

Contractors are to make provision within the tender for the supply and installation of diester swipe readers or similar approved recording methods at various locations on all sites as agreed prior to the commencement of the on site patrols.

Contractors must specify the number and position of the checkpoints they consider are necessary to provide effective security for these premises.

Contractors are to indicate within their tender indicative times for patrol. It understood that these times may not always be achieved due to circumstances beyond Contractor’s control but they should indicate the time variance they expect to achieve and consider reasonably acceptable.

All invoices will be paid upon the receipt of the documentation either hardcopy or electronically verifying visits to each site.

1. SCOPE OF SERVICES

2.1 Council Offices, Desford Road, Narborough Road, LE19 2EP

Administered in conjunction with the Council’s Property Services Section; the contractor is to deliver:-

* Scheduled visits per night, 365 days per annum, between 8pm and 7am.
* Scheduled visits each Saturday and Sunday between the hours of 7am and 8pm.
* Scheduled visits each Bank and/or Public Holiday, between 7am and 8pm.The provision of a Static Guard services a min 3hour session
* External tours of the building checking doors, windows are secured and for any signs of attempted or actual forced entry. Check the building for any lights being left on enter building and close any open windows and switch off lights as necessary. Check the grounds for signs of vandalism or actual unwanted misbehaviour and to note any queries / observations on a daily basis.

Where a door or window has not been secured / locked correctly or any lights inadvertently left on, the officer on patrol is to enter the building unset the alarms and secure the relevant area / item then to note the action taken, leave a copy of the report on site and then reset alarms and re secure the site

In the event of an out of hours alarm activation, see Item 4 below.

Where static guarding is required this will be by prior arrangement with the contractor providing guarding / standing in attendance duties (as detailed in section 8) for a minimum period of three hours arriving on site at least 15 minutes prior to a scheduled meeting.

2.2 Warwick Road Depot, Littlethorpe, LE19 2JA

Administered by Property Services Section

* Visits per night, 365 days per annum, between 8pm and 7am.
* Visits per each Saturday and Sunday, between 7am and 8pm.
* Visits each Bank and/or Public Holiday, between 7am and 8pm.
* External tour of the site by entering the depot yard via the main gate, a patrol of the depot yard, checking for suspicious activity in / around parked operational vehicles checking doors and windows of all a building are secure or if there are any signs of actual or forced entry.
* Check building for any lights left on.
* Check grounds for misbehaviour.
* Note any queries/observations on daily report

In the event of an out of hours alarm activation, see Item 4 below.

2.3 The Pavilion, Sportsfield Lane, Huncote, LE9 3BN

Administered by Property Services Section

* Visits per night, 365 days per annum, between 10pm and 7am.
* Visits each Saturday and Sunday, between 5pm and 7am.
* Visits each Bank and/or Public Holiday, between 7am and 10pm.
* Externally tour of the building checking doors windows are secured and for any signs of attempted or actual forced entry.
* Check building for any lights being left on.
* Check grounds for sign of vandalism or actual unwanted misbehaviour and note any queries/observations on a daily report sheet.

Where a door or window has not been secured / locked correctly or any lights inadvertently left on, the officer on patrol is to enter the building unset the alarms and secure the relevant area / item then to note the action taken, leave a copy of the report on site and then reset alarms and re secure the site

In the event of an out of hours alarm activation, see Item 4 below.

2.4 Public Conveniences, Johns Court, Blaby, LE8 4DJ

Administered by Property Services Section

* The Public conveniences shall be unlocked / opened by the Council’s own operatives each day as required.
* The contractor shall for 365 days per annum check that the facilities are unoccupied and then secure and lock all doors each evening. Closing times are:
  + 1st April to 1st December 6pm
  + 2nd December to 24th December 8pm
  + 25th December to 31st March 6pm
  + Report any queries, vandalism or the like etc. to Property Services as soon as practicable on the next working day.

In the event of serious vandalism closing times may be varied or the premises may be closed pending repair. Where such serious vandalism continues the premises may be closed for an extended period or as directed.

2.5 Bouskell Park, Welford Road, Blaby, LE8 4FT

Administered in conjunction with Council’s Health and Community Services Section.

* + For 365 days per annum, unlock and open the car park gates at dawn and after checking that no motor vehicles remains in the car park, secure gates at dusk or as per the normal scheduled closing times
  + Reset opening times ‘clock’ indicators when appropriate to reflect the un-locking and locking times specified below. The general un-locking and locking times are as follows:

Locking 1st November – 31st March 4.30 pm

1st April – 31st October 8.30 pm .

Un-locking All Year at 7.00 am

* + - If motor vehicles are in the car park at the specified closing time, the gates shall be left open and the site revisited one hour later. On the second visit if vehicles are still in the car park the gates will remain open and the contractor will report to the client officer the following working day and also log in on the diester the second visit.
    - By prior arrangement, open and close the car park outside of the specified times for special events and guided walks as requested.
    - Report any misuse/vandalism direct to the Police.
    - Any queries, vandalism, etc. shall be reported to the Health and Recreation Officer as early as practicable on the next working day.

The security patrol shall carry a replacement padlock and chain equivalent quality to that fitted by the Council (in the value of £40.00) and shall replace the original equipment where this has been stolen or vandalised beyond reasonable repair. The contractor shall attach the invoice for their replacement with their monthly claim for payment.

2.6 Fosse Meadows, Sharnford

Administered by the Health and Community Services Section.

* For 365 days per annum, unlock and open the car park gates at dawn and after checking that no motor vehicles remains in the car park, secure gates at dusk or as per the normal scheduled closing times
* Reset opening times ‘clock’ indicators when appropriate to reflect the un-locking and locking times specified below.

Locking 1st November – 31st March 4.30 pm

1st April – 31st October 8.30 pm .

Un-locking All Year 7.00 am

* If motor vehicles are in the car park at the specified closing time the gates shall be left open and the site revisited one hour later. On the second visit if vehicles are still in the car park the gates will remain open and the contractor will report to the client officer the following day and also log in on the diecester the second visit.
* By prior arrangement, open and close the car park outside of the specified times for special events and guided walks.
* The Patrolling Officer is to report any misuse/vandalism or unsociable activities direct to the Police.
* Any queries, vandalism, etc. shall be reported to the Countryside Officer as early as practicable on the next Council working day.

The security patrol shall carry a replacement padlock and chain of the equivalent quality to that fitted by the Council (in the value of £40.00) and shall replace the original equipment where this has been stolen or vandalised beyond reasonable repair. The contractor shall attach the invoice for their replacement with the monthly claim for payment.

2.7 Jubilee Park, Enderby St Johns

Administered by the Health and Community Services Section.

* For 365 days per annum, unlock and open the car park gates at dawn and after checking that no motor vehicles remains in the car park, secure gates at dusk or as per the normal scheduled closing times
* Reset opening times ‘clock’ indicators when appropriate to reflect the un-locking and locking times specified below.

Locking 1st November – 31st March 4.30 pm

1st April – 31st October 8.30 pm .

Un-locking All Year 7.00 am

* If motor vehicles are in the car park at the specified closing time the gates shall be left open and the site revisited one hour later. On the second visit if vehicles are still in the car park the gates will remain open and the contractor will report to the client officer the following day and also log in on the dicester the second visit.
* By prior arrangement, open and close the car park outside of the specified times for special events and guided walks.
* The Patrolling Officer is to report any misuse/vandalism or unsociable activities direct to the Police.
* Any queries, vandalism, etc. shall be reported to the Countryside Officer

as early as practicable on the next Council working day.

The security patrol shall carry a replacement padlock and chain of equivalent quality to that fitted by the Council (in the value of £40.00) and shall replace the original equipment where this has been stolen or vandalised beyond reasonable repair. The contractor shall attach the invoice for their replacement with the monthly claim for payment.

2.8 Key Holding

* The Contractor shall hold keys for each site in safe storage and made available for use by its security patrols staff.
* Contractors shall detail their procedures for the management and procedures for key holding and handling and auditing of keys and submit such information upon request.
* The Contractor shall be responsible for the cost of lock replacements in the event of any keys being lost while in its charge.

2.9 Emergency Call-Out (Outside normal working hours)

**2.9.1 Intruder Alarm**

* The contractor shall act as the first contact to receive and respond to a call from the Council Alarm Receiving Centre (EMCS) and to ensure a 24/7 365 day response is maintained
* The Contractor shall provide a mobile patrol to attend and visit the site in the event of an alarm activation being reported to the contractor by the central monitoring station EMCS.
  + The patrol shall attend site within 30 minutes, undertake an external patrol of the site enter the premises, interrogate alarm panel and undertake a internal sweep of the premises for signs of any attempted / forced entry.
* Subject to evidence of vandalism, break in or wilful damage the patrol officer will report their findings to the Council’s “Out of hours” Officer before leaving site. The Officer may instruct the patrol to contact the Police and/or remain on site pending the Officer’s arrival of the Police, the Alarm Company engineer or an emergency repairs contractor.
  + On instruction from the Council’s “Out of Hours” Officer, provide a mobile patrol to attend any of the Council’s premises to maintain a physical security presence

2.9.2 Fire Alarm

The Council’s premises are under a Fire alarm activation condition requiring a confirmed status call to the Fire and Rescue emergency services to respond and attend, as such the contractor is required to :-

* Act as one of three contacts to receive / respond to a call from the Council Alarm Receiving Centre (EMCS) and to ensure a 24/7 365 days response is maintained.
* The contractor shall provide a mobile patrol to attend and initiate a site visit on the event of activation.
* The patrol officer shall attend site within 20 minutes, undertake an external patrol, for any signs of smoke / fire and an initial assessment before entering the premises. The patrol officer shall enter the premises if safe to so and interrogate fire alarm panel alarm panel and note the report and confirm as necessary.

2.9.3 Static Guard

By prior arrangement, the contractor shall provide for a minimum three hours period on any one occasion a static guard or guards as requested to be in attendance at any of the Council’s premises for specified duties such as controlling access, ensuring register of visitors attendance sheets, management of the car parks and external patrols.

These guards are to liaise and assist with the meetings organisers in respect of ejecting unruly / unwanted persons, causing a general nuisance and general standing in attendance.

In the event of a failure of the Static guard to attend at the given 15 minutes before the meeting time the Contractor shall have charges or monies deducted at the rate of £9.00 per hour or part thereof.

3.0 GENERAL MATTERS

The contractor shall: -

3.1 Provide uniformed patrol and static staff, equipped with appropriate communication devices and company livered vehicles

3.2 Provide and erect corporate signs and notices to display at the Council’s premises.

3.3 Provide and operate a system, which will log and monitor the date and time of each security point check. Such data will be sent in electronic format to the client officer

3.4 Provide a list of key staff/employee contacts complete with their telephone/Fax numbers and e-mail addresses in order to deal with operational and financial queries.

3.5 Provide a list of key ‘Out of Hours’ contacts complete with telephone/Fax numbers and e-mail addresses.

3.6 Maintain and update the above ‘lists’ to the client within 5 working days of any changes.

3.7 Receive instruction with respect to the Council’s alarm systems and contact details for the Council’s own ‘Out of Hours’ staff.

3.8 Conduct an annual review of the service in conjunction with the Administrator