

## SOUTH HOLLAND DISTRICT COUNCIL

**Report of:** Portfolio Holder for Place and/or  
Katie Potter Facilities Manager

**To:** Officer Decision

**(Author:** Katie Potter Facilities Manager

**Subject** Officer Decision Notice – To award a contract in relation to the South Holland District Council’s Council Offices Security Services Contract

**Purpose:** To award a contract to GBSG Ltd to supply the Security Services Contract

### **Recommendation(s):**

- 1) That the contract for Security Services at Priory Road is awarded to GBSG Ltd at an annual sum of £25, 308.50 for an initial three years with option to extend for a further two, to ensure the security of the building and its users.

## **1.0 BACKGROUND**

- 1.1 South Holland District Council (the Council) are looking to let a contract for the supply of static guarding services at the South Holland District Council office.  
The Department of Work and Pensions has moved their local Job Centre into the Council offices and the main purpose of the contract will be to provide a Customer Care service to visitors to the DWP and all other users of the building. This role is monitored and led by the Facilities Manager.

During the initial transition process since the DWP moved to the Council offices, the Council has arranged an interim CCO with GBSG Ltd. until this contract begins.

The Council requires one Customer Care Officer in accordance with the specification set by DWP and SHDC with regard to our risk assessments.

DWP pay 90% of the cost of this contract as part of their lease agreement with the Council.

Tenders have been submitted for this work by five companies and they have been evaluated and scored on a 40/60 price and quality split. GBSG Ltd gained the highest score in this exercise.

## **2.0 OPTIONS**

- 2.1 **Award the contract to GBSG** at a competitive rate for the next three years as determined through the tender and evaluation process carried out. This allows for a seamless continuation of service to all partners and visitors to the building.

2.2 **Do nothing** – This is not considered an option as the supply of a CCO is an agreed part of the DWP lease agreement and is also part of our risk assessments undertaken with consideration to the increase of visitors to the site. It could be arranged with GBSG to continue providing a CCO to the site without a contract but this would be both high risk and would come at a higher cost.

### 3.0 REASONS FOR RECOMMENDATION(S)

3.1 The current rate for this work per annum is approximately £28,700, by awarding the contract the rate will reduce to £25,308.50.  
By awarding the contract we will have assurance of cover, continuity of staff who already know the role and surety of ongoing costs.  
All agreements with DWP will be upheld and all users of the building will have the benefit of the CCO presence when dealing with customers.

### 4.0 EXPECTED BENEFITS

- 4.1 The expected benefits include:
- 4.2 Value for money as proven through the tender process.
- 4.3 Seamless continuation of a valued service as GBSG are currently carrying out this work outside of a contract agreement.
- 4.4 Use of a local contractor who has also been awarded key holding, CCTV, fire alarm and intruder alarm maintenance contracts across many of the Council's Assets. They therefore understand the Council's buildings and our requirements.

### 5.0 IMPLICATIONS

#### 5.1 Constitutional & Legal

Officers have followed and abided by the delegated powers as laid out in the Constitution.

#### 5.2 Contracts

Implications of awarding the contract are value for money, agreed specifications and continuation of service.

#### 5.3 Equality and Diversity / Human Rights

The provision of a CCO aids access and communication availability to all building users.

#### 5.4 Crime and Disorder

The presence of the guard in the atrium at Priory Road aids in the reduction of disorder from customers coming into the building.

#### 5.5 Financial

Awarding the contract results in a reduction in cost to both SHDC and DWP from approximately £28,700 to £25,308.50.

#### 5.6 Reputation

Employers have a legal duty to protect staff in the workplace. In the UK this general duty is set out in the Health and Safety at Work Act 1974. By taking proactive steps to enhance and secure the security arrangements at Priory Road, the Council's head office, will help maintain this duty.

## 5.2 Risk Management

This position is a requirement of the DWP Risk Assessors and must be in place for them to operate. It also has a positive impact on both SHDC and CPBS risk management.

## 6 WARDS/COMMUNITIES AFFECTED

6.1 Priory Road Offices Only

## 7 ACRONYMS

7.2 DWP – Department of Work and Pensions  
CCO – Customer Care Officer

## 7.3

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Background papers:- [Tender evaluation spreadsheet](#)

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### Lead Contact Officer

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**Key Decision:** N

**Exempt Decision:** N

**This report refers to a Mandatory Service**