

## CABINET

19 April 2022

<b>Title:</b> Procurement of CCTV Upgrade and Maintenance Services	
<b>Report of the Cabinet Member for Enforcement and Community Safety</b>	
<b>Open Report</b>	<b>For Decision</b>
<b>Wards Affected:</b> All	<b>Key Decision:</b> No
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<b>Accountable Director:</b> Andy Opie, Operational Director, Enforcement and Community Safety	
<b>Accountable Strategic Leadership Director:</b> Fiona Taylor, Interim Chief Executive and Strategic Director, Law and Governance	
<b>Summary:</b>  The Council requires a contractor to upgrade its surveillance system, procure and install new digital cameras and maintain the surveillance system and alarm monitoring across Barking and Dagenham.  An audit of CCTV provision in the Borough was completed in 2021 and a report on the findings contained a number of recommendations. This included ensuring that the Council will be compliant with new regulations set out by the Surveillance Commissioner. The report also recommended that a review of the control room was undertaken to identify any immediate improvements required to the system. This report sets out the necessity for a contract to procure surveillance equipment, install and maintain our surveillance system, the costs, and the options.	
<b>Recommendation(s)</b>  The Cabinet is recommended to:  (i) Agree that the Council proceeds with the procurement of a contract for a supplier for CCTV upgrade, equipment procurement and maintenance services in accordance with the strategy set out in the report; and  (ii) Authorise the Operational Director, Enforcement and Community Safety, in consultation with the Cabinet Member for Enforcement Community Safety and the Strategic Director, Law and Governance, to conduct the procurement and award and enter into the contract and all other necessary or ancillary agreements with the successful bidder, in accordance with the strategy set out in the report.	

## **Reason(s)**

To assist in the Council priority of a Well-Run Organisation and its Corporate Objective of reducing crime and fear and to reduce the risk of financial outlay due to damage to Council owned property

## **1. Introduction and Background**

- 1.1. This report sets out the strategy for the procurement of a supplier to upgrade the cameras and transmission equipment, which have come to the end of their serviceable life and are no longer fit-for-purpose. Also, for the supplier to provide CCTV maintenance services for both the whole of the CCTV service, whether existing equipment or upgraded under this contract. It considers the options for the procurement of a supplier and the commercial aspects of and budgets associated with the contract.

## **2. Proposed Procurement Strategy**

### **2.1 Outline specification of the works, goods or services being procured**

- 2.1.1 The Council's CCTV cameras surveil the town centres, Council housing stock, corporate assets, Council offices and public areas with historically high levels of crime and anti-social behaviour. There are 111 cameras surveilling public areas and around 16 CCTV systems on Council housing blocks. The cameras installed in the streets are used jointly by the Community Safety Service for crime reduction and by the Parking Service for enforcement of contraventions in the highway. The systems are managed and operated at the secure control room at Barking Town Hall, which is staffed 24-hours a day, 365 days a year.
- 2.1.2 The supplier is to be responsible for the supply and installation of equipment to replace the existing public space CCTV cameras, transmission and network equipment that were installed up to twenty years ago which have deteriorated over time and are no longer fit-for-purpose. Remote systems installed at London Road car park and the Council owned blocks that are operated at the control room are similarly worn-out and require replacement. The supplier will be responsible for the maintenance of the public space, housing and car park systems and for the supply and installation or replacement of further cameras and systems through the duration of the contract.

### **Public space systems**

- 2.1.3 It is proposed to replace the analogue CCTV cameras with new, digital cameras and to create a wireless transmission network that will, where possible, replace leased fibre circuits that connect the cameras to the control room, currently. This will have the added benefit of future-proofing the system as analogue equipment is no longer available nor supported by its manufacturers. The supplier will also be responsible for the supply, installation, and commissioning of the new equipment during the course of the contract.
- 2.1.4 The CCTV systems and control room are repaired and maintained by Access and Lock, currently. This arrangement completes in June 2022, following which an interim arrangement will be put in place which will ensure that a maintenance

service is in place between June and when this contract commences, towards the end of this year. This interim contract will be let as a direct award by the Director of Enforcement.

### **Council Housing Stock (SAMS) and car park systems**

2.1.5 The control room manages and operates CCTV systems installed on 16 Council housing blocks (previously referred to as Security And Monitoring Service or SAMS). All of the cameras are analogue and, excepting a small number of Pan Tilt and Zoom (PTZ) cameras, the cameras are fixed focus/ static. All cameras are recorded on video recorders installed in secure equipment rooms, locally, and are operated by a dedicated workstation in the control room. The majority of local recorders have been upgraded recently, but a small number of out-of-date recorders remain.

### **Car park and premises management systems**

2.1.6 Similarly to the council housing stock (SAMS) systems, the control room operates CCTV cameras installed at two Council car parks. All the cameras are analogue and, excepting a small number of Pan Tilt and Zoom (PTZ) cameras, the cameras are fixed focus/ static. All cameras are recorded on video recorders installed in secure equipment at the car park. The equipment at the London Road car park is no longer fit for purpose and should be replaced.

2.1.7 The control room operates CCTV systems at about 70 Council premises, that consist of corporate sites, lift rooms and schools. All these systems are recorded locally but are connected to the control room for operation and the download of recorded images.

2.1.8 CCTV systems have been installed at a further 36 premises that consist of corporate sites, lift rooms and schools, these are stand-alone systems that are not connected to the control room but are managed by the CCTV service.

### **Upgrade of the CCTV equipment**

2.1.9 Of the 111 PTZ (pan, tilt and zoom) and static (fixed focus) cameras in the public space system, 91 PTZ cameras will be replaced, 17 will be retained; the remaining 3 have been decommissioned because of development and are not to be brought back into service due to the location.

2.1.10 A wireless transmission network has been designed which will connect and replace many of leased fibre connections between the cameras and the control room. Digital wireless surveillance equipment requires line-of-sight transmission paths to be able to operate, in a small number of exceptional cases line of sight transmission is not physically possible. Where this is the case, we will connect this small number of cameras locally via digital transmission and use a single digital leased fibre circuit to connect them to the control room.

2.1.11 The wireless network will have redundancy/ business continuity contingency built-in, so if one major link to the control room fails, an alternative path will be available to make the connection to the control room and the system remain operable. Where digital wireless transmission equipment has been installed already, then these will

be incorporated into the redesigned network and system. This will reduce the Council's annual expenditure on leased fibre circuits.

- 2.1.12 The design of the wireless network around the Gascoigne regeneration scheme will be completed once it is clearer how the building works will affect the options for wireless transmission. We are in constant consultation and dialogue with Be First to progress this work.
- 2.1.13 The Council Housing Stock (SAMS) will be upgraded during the contract. Here, the analogue cameras will be replaced with digital cameras, which will improve the quality of the images and public safety.
- 2.1.14 The London Road car park systems will be upgraded during the contract. Here, the analogue cameras will be replaced with digital cameras, which will improve the quality of the images and public safety.
- 2.1.15 Once this work is completed, the quality of the images transmitted will meet operational standards and requirements and the transmission and recording equipment will be serviceable into the future. The control room operators will be able to respond immediately to incidents they are notified of, to pan and zoom the cameras on to incidents to both assist the police and emergency services on the ground and produce high quality CCTV images that can be used evidentially for the investigation and prosecution of offences. The digital wireless infrastructure will also make the surveillance system more malleable to move our public space cameras to different locations as intelligence and requirements dictate.

### **Maintenance services**

- 2.1.16 This contract will allow for emergency repair and maintenance services for all CCTV systems included in the contract. These include the public space CCTV system, wireless transmission circuits, CCTV control room equipment, and CCTV systems installed on housing stock (SAMS) systems, Council-owned car parks and premises. It will also allow for the installation of further cameras and equipment should the need arise.

## **2.2 Estimated Contract Value, including the value of any uplift or extension period**

- 2.2.1 £4m in total. Approximately £1.5m is estimated for the upgrade project of the CCTV service including public space systems, new cameras, wireless transmitters, other equipment, and the relocation of the control room. £1m is being funded from the parking reserves which has been identified and approved by CSG and Assurance Group, a further £0.5m from the parking reserves has been identified and approval will be sought from CPG. £300k is the estimated cost of the CCTV maintenance of the equipment and spare parts over the six-year maximum duration of the contract, £50k per annum allowance which is currently being paid from the CCTV budget. £175k is the London Road car parks upgrade systems which will be funded by parking services, and the remainder has been estimated to allow for future growth and new developments over the six-year contract term. This could include works in housing blocks for My Place, Befirst and Reside, for the refurbishment of and installation of premises systems. New on-street and relocatable cameras.

Item	Capital	Revenue
CCTV upgrade and relocation of CCTV control room	1,500,000	
Upgrade of London Road car park	175,000	
Upgrade of housing block systems and refurbishment and installation of premises systems	2,000,000	
Maintenance of system		300,000
<b>Total</b>	<b>3,675,000</b>	<b>300000</b>

Year	Annual spend		Notes
	Capital	Revenue	
2022/23	100,000	50,000	
2022/24	1,400,000	50,000	Upgrade of public space systems and relocation of control room
2022/25	475,000	50,000	Car park, housing blocks, upgrade final items
2022/26	300,000	50,000	Housing blocks
2022/27	700,000	50,000	Premises and other installations
2022/28	700,000	50,000	Premises and other installations
<b>Total</b>	<b>3,675,000</b>	<b>300,000</b>	

### 2.3 Duration of the contract, including any options for extension

2.3.1 Initial four-year contract with options to extend for a further 1+1 years.

### 2.4 Is the contract subject to (a) Public Contracts Regulations 2015 or (b) Concession Contracts Regulations 2016? If Yes to (a) and contract is for services, are the services for social, health, education or other services subject to the Light Touch Regime?

2.4.1 Yes, the contract is for services and not subject to the light touch regime.

### 2.5 Recommended procurement procedure and reasons for the recommendation

2.5.1 It is recommended that an open procedure is used for the procurement of these services.

2.5.2 There are four framework contracts relevant to the supply of CCTV services of the type to be procured here: ESPO 628, Security and Surveillance Equipment / Services; YPO 879 Building Support Services, CCS 6089 Technical Security, and KCS Y21004, CCTV and Access Solutions.

2.5.3 There are several suppliers listed on the four frameworks but none include all of the major public space CCTV suppliers who work in London, currently, and who the Council might encourage to tender for these services.

2.5.4 In view of this and to ensure that all the major suppliers have the opportunity to tender for the services and that, therefore, the Council receives value-for-money, it is recommended that an open procedure is followed in accordance with the Public Contracts Regulations 2015.

2.5.5 A Contract notice will be placed in FTS and Contracts Finder as well as being placed on LBBB's e-procurement portal Bravo and on LBBB's website.

## **2.6 The contract delivery methodology and documentation to be adopted**

2.6.1 LBBB's terms and conditions will be used. The successful contractor will be required to maintain a full electronic set of information on the goods/services provided to the Council. This data will be accessible to LBBB officers in the form of Management Information when requested.

2.6.2 The contract will allow for both the upgrade of the public space cameras and network, the installation of new cameras, the relocation of the control room to new and more suitable accommodation in Barking Town Hall, the upgrade of the systems installed in the housing blocks, car parks and other Council premises and for relocatable cameras to surveil emerging crime and antisocial behaviour hotspots. Also, for the repair and maintenance of all of these systems.

2.6.3 The financial split in the contract cost is 85% for upgrade and installation and 15% for repair and maintenance.

## **2.7 Outcomes, savings and efficiencies expected as a consequence of awarding the proposed contract**

2.7.1 The replacement of 33 leased fibre circuits with wireless transmission will result in a saving of £123,750 for converting from analogue to IP and a reduction in the annual fees of approximately £18,161pa or £108,967 over the six years of the contract term; that is £232,717 in total.

2.7.2 The cameras that are to be replaced are beyond their serviceable lives, the images that they produce are insufficient and must be replaced as soon as possible. The new camera units will have a 3-year manufacturer's warranty but, it is reasonable to expect them to be serviceable for 7 to 10 years. The wireless equipment has no moving parts and experience shows that they should be serviceable for rather longer, 15 years or longer, perhaps.

2.7.3 The maintenance services will have a series of key performance standards, which the supplier will be required to respond to faults that affect the operation of the system. Of note, the supplier will be required to respond to major faults within the control room within 4 hours, which is common for public space control rooms in urban environments like Barking.

## **2.8 Criteria against which the tenderers are to be selected and contract is to be awarded**

2.8.1 Quality 45%, Social Value 10%, Price 45%

## 2.9 **How the procurement will address and implement the Council's Social Value policies**

2.9.1 This will contribute to the Council's Public Services (Social Value) Act 2012 as 10% of the tenderers scoring will be marked against the successful contractors' commitments in working with the Council to meet Borough Manifesto goals in relation to **Investment in Local People, Investment in Local Economy, Where Everyone Feels Safe and is Safe and to combat Neighbourhood Crime**. Any commitments made by the supplier will be monitored throughout the contract as part of the general contract management to ensure these commitments are delivered within the agreed timeframes.

## 2.10 **Contract Management methodology to be adopted**

2.10.1 The contract will be managed by the Council's CCTV Manager, who will have day-to-day contact with the supplier. The installation works will be managed as a project with the Supplier reporting weekly against works packages and targets shown in the programme of works submitted in its tender and as agreed with the CCTV Manager at the commencement of the works. Any variation in this programme will have to be requested by the supplier and agreed by the CCTV Manager

## 3. **Options Appraisal**

3.1 Option 1 - ESPO 628, Security and Surveillance Equipment / Services; - rejected as the framework has a broad range of services and suppliers, five of whom are involved in public space CCTV but only three of which operate in or around London.

3.2 Option 2 - KCS Y21004, CCTV and Access Solutions. – rejected as it has a similarly broad range as the ESPO framework, four of whom are involved in public space CCTV but only three of which operate in or around London.

3.3 Option 3 - YPO 879 Building Support Services – rejected as the framework focuses on facilities management suppliers and only one of which provides public space CCTV installation and maintenance services, but the company is based In the North of England and does not operate in London.

3.4 Option 4 - CCS 6089 Technical Security – rejected as the framework has 11 suppliers, three of which focus on defence contracts. A further four suppliers have public space CCTV divisions but none of these operate in London.

3.5 There is some overlap of the four frameworks, but none include all of the major public space CCTV suppliers who work in London, currently, and the Council might encourage to tender for these services.

3.6 Therefore, the preferred option is to procure via Open tender as none of the four frameworks mentioned include the major public space CCTV suppliers who currently operate in London.

## 4. **Waiver**

4.1 Not applicable.

## **5. Consultation**

- 5.1 The proposals in this report were considered and endorsed by the Procurement Board at its meeting on 21 March 2022.
- 5.2 The proposals in this report were considered and endorsed by the Procurement Board at its meeting on 21 March 2022

## **6. Corporate Procurement**

Implications completed by Sam Woolvett, Category Manager

- 6.1 A full open tender process is likely to yield the best value for money for this requirement and is suitable for this level of spend.
- 6.2 This approach complies with LBBD's Contract Rules. As the value of this procurement exceeds the threshold for services under the Public Contracts Regulations 2015 (the Regulations), an FTS and Contracts Finder notice will be placed, timelines and the standstill periods will be adhered to.
- 6.3 Corporate Procurement will be managing the tender process for this contract.

## **7. Financial Implications**

Implications completed by: Nurul Alom, Finance Manager

- 7.1 An open tender provides opportunity for efficient and cost-effective procurement through economies of scale.
- 7.2 Approximately £1.5m is estimated for the upgrade project of the CCTV service including public space systems, new cameras, wireless transmitters, other equipment and the relocation of the control room.
- 7.3 This will be funded from the parking reserves. c£1m was transferred to reserve in 2020/21 which has been identified and approved by CSG and Assurance Group. A further £5.9m will be transferred to parking reserve in 2021/22. It is proposed £0.5m is to be used to support the upgrade project. Approval will be sought from CPG. This will provide a total of £1.5m for the Upgrade Project.
- 7.4 The proposed use of parking surplus complies with Section 55 of the Road Traffic Regulation Act, 1984.
- 7.5 £300k is the estimated cost of the CCTV maintenance of the equipment and spare parts over the 6-year maximum duration of the contract. This will be contained within the CCTV & Security budget and any overspill will be contained within the outturn forecast.
- 7.6 £175k is the estimated cost of London Road car parks upgrade systems which will be funded by Parking Services and any overspill will be contained within the outturn forecast.



- 7.7 The contract value of £4m allows for future growth and new developments over the life of the contract. However, any further spend on the contract will require confirmation of budget availability.

## 8. Legal Implications

Implications completed by: Kayleigh Eaton, Senior Contracts and Procurement Solicitor, Law & Governance

- 8.1 This report is seeking approval to procure a supplier for CCTV upgrade and maintenance services.
- 8.2 It is anticipated that the estimated value of the contract is in excess of the threshold for goods and services under the Public Contracts Regulations 2015 (the Regulations) and therefore a competitive tendering process will be required, which will be subject to the full application of the Regulations.
- 8.3 Clause 2.5 of this report states that an Open tender excise will be carried out in compliance with the Regulations. This will therefore be following a compliant tender process as required by law and also the Council's Contract Rules.
- 8.4 Contract Rule 28.8 of the Council's Contract Rules requires that all procurements of contracts above £500,000 in value must be submitted to Cabinet for approval.
- 8.5 In line with Contract Rule 50.15, Cabinet can indicate whether it is content for the Chief Officer to award the contracts following the procurement process with the approval of Corporate Finance.
- 8.6 The legal team will be on hand to assist and advise as required.

## 9. Other Implications

- 9.1 **Risk and Risk Management** – Without awarding this contract and implementing these works the surveillance service will become inoperable and no longer able to provide the prevention and detection of crime, protection of Council assets, community safety and enforce parking regulation. The risk whilst these works are carried out is that parts of the service are not operable whilst being replaced/ upgraded. To mitigate this risk the works will be done in coordinated stages so that there is always adequate cover for any given area or service.
- 9.2 **TUPE, other staffing and trade union implications** – Not applicable
- 9.3 **Corporate Policy and Equality Impact** – There are no negative equality impacts for groups with protected characteristics, under the equality Act 2010, associated with the approval of the procurement strategy outlined in this report. We have completed an EIA screening tool and there are no perceived negative impacts although it does highlight the positive impacts. This work will assist the Corporate Plan to deliver its ambition of Where Everyone Feels Safe and is Safe and to combat Neighbourhood Crime.
- 9.4 **Safeguarding Adults and Children** – This contract would assist the Council in ensuring the safety and wellbeing of children and vulnerable adults engaging with

our services such as YOS and Children's Services where high risk meetings and family contacts are held by maintaining security surveillance systems at Council buildings ensuring they are operational. It will also assist the Council to ensure security of children and vulnerable adults residing in Council provided accommodation such as hostels and sheltered sites. Further the surveillance will help protect children and adults from crime and exploitation in the public space and assist with Contextual Safeguarding.

- 9.5 **Health Issues** – To maintain our surveillance service assists in Health and Safety by providing prevention and detection of crime for all residents, staff, businesses, and visitors to LBBB, including violence and serious risk of harm.
- 9.6 **Crime and Disorder Issues** - The Council requires a contractor to deliver CCTV upgrade and maintenance services across Barking and Dagenham to assist in the Council priority of a Well-Run Organisation and its Corporate plan to deliver its ambition of Where Everyone Feels Safe and is Safe and to combat Neighbourhood Crime by providing the prevention and detection of crime and anti-social behaviour.
- 9.7 **Property / Asset Issues** - The Council requires a contractor to deliver CCTV upgrade and maintenance services across Barking and Dagenham to assist in the Council priority of a Well-Run Organisation and its Corporate Objective to reduce the risk of financial outlay due to prevention of damage to Council owned property either inhabited or void.

**Public Background Papers Used in the Preparation of the Report:** None

**List of appendices:** None