

Report for: Leader of the Council

Title: Supply of CCTV Equipment Maintenance Services – Contract Award

Report authorised by: Stephen McDonnell, Director of Environment and Neighbourhoods

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Ward(s) affected: All

**Report for Key/
Non-Key Decision:** Key Decision

1. Describe the issue under consideration

- 1.1 To request approval to award a contract to TYCO Fire & Integrated Solutions (UK) Limited (trading as TYCO Integrated Fire & Security) for CCTV maintenance.
- 1.2 This report is seeking approval from Cabinet for the award of contract under Contract Standing Order (CSO) 9.07.1 (d) which states that all contracts valued at £500,000 (five hundred thousand pounds) or more at the time of award may only be awarded, assigned, or novated by the Cabinet. The award is for the provision of CCTV equipment maintenance services for the Council's CCTV provision from 1st December 2021, and this contract will cover:
 - CCTV infrastructure equipment - servers in River Park House and equipment in the CCTV control room in Alexandra House.
 - maintenance of community safety, traffic enforcement and School Streets cameras.
- 1.3 This contract will support the Council in the maintenance of the refreshed and upgraded camera network and CCTV infrastructure. The capital investment into the Council's CCTV provision has significantly increased the current number of cameras across the borough (increasing from 132 to 282) to improve public confidence, detect and deter criminality as well as improve the flow of traffic across the borough. Please see Appendix 1 for camera locations.
- 1.4 This is a new contract to be awarded for a period of 4 years, to a total value of £1,836,668.
- 1.5 Costs may fluctuate marginally as equipment is added or removed over the duration of the contract, which has been captured via an agreed schedule of rates within the tender. The current cost projections are based on best knowledge of changes in new cameras/stock at the time of writing this report.
- 1.6 The projected 4-year cashflow is set out as follows:

Table 1: CCTV Maintenance Contract Costs*				
Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Cost Total
£322,678	£485,223	£512,585	£516,182	£1,836,668

*Table 1 shows annual contract costs, as opposed to financial year costs

2. Cabinet Member Introduction

- 2.1 CCTV is a proven and effective tool in detecting and evidencing crimes and assisting in identifying the perpetrators of criminality on Haringey's streets. It is also an important tool in managing our road network with its primary role to support the enforcement of traffic contraventions ensuring the safety of all our road users. Therefore, the maintenance of the borough's CCTV cameras is vital in providing reassurance to the public as well enabling enforcement of criminal behaviour and traffic infringements. I support the recommendations in this report.

3. Recommendations

- 3.1 For Cabinet, pursuant to Contract Standing Order 9.07.1(d), to approve the award of contract for the provision of maintenance services to TYCO Fire & Integrated Solutions (UK) Limited (trading as TYCO Integrated Fire & Security) for a period of 4 years for the value of £1,836,668.

4. Reasons for decision

- 4.1. The Council initiated a competitive exercise through the Official Journal of the EU (OJEU) and an OJEU notice was issued on 14th May 2021, to invite tenders with submissions due on 13th June 2021. The procurement process followed the Open Procedure, in accordance with Regulation 27 of the Public Contract Regulations 2015. A total of seven providers registered interest and one provider submitted a bid for the contract.
- 4.2 The tender procedure consisted of a single stage process, including 'selection questions' and 6 qualitative questions, assessing the bidders against the broad range of required experience, skills and capabilities as described in the specification. The submitted bid has been evaluated against price and quality to ensure that it delivers value for money.
- 4.3 The successful bidder has demonstrated its ability and capability through responses to the tender requirements and questions, and it is therefore proposed to be the successful provider.
- 4.4 The current contract is due to expire on 30th November 2021 and this new contract will align with the expanded and modern current CCTV provision. This new contract is necessary for service maintenance continuity.

5. Alternative options considered

- 5.1 **Doing nothing** – This is not a feasible option as not having a CCTV maintenance contract would impact on the ability to provide a functional provision as the lack of a maintenance contract ultimately risks infrastructure failure and loss of CCTV capability. Risks associated with failure include loss of public and key stakeholders' confidence, increased crime and disorder, failures in traffic management and loss of related income.
- 5.2 **Re-procure the contract** – As the current contract is due to expire on 30th November 2021, this option would result in a period where, similar to the 'Doing nothing' option, not having a CCTV maintenance contract would impact on the ability to provide a functional provision. It is worth noting that the CCTV maintenance contract has previously been the subject of a challenge when a framework contract procurement approach was deployed. Given that an open tender approach has been undertaken in this instance, there is no guarantee that more bids would be received from a second procurement exercise – whilst the prices quoted in the schedule of rates may also increase as a consequence of inflation. This is therefore not regarded as a feasible option, particularly as the tender has passed the value for money test.

6. Background Information

- 6.1 CCTV is installed in the borough to help prevent and detect crime and to enable enforcement of decriminalised traffic contraventions. It can also reassure the public about community safety. It is located in public places to:
- provide evidence to relevant enforcement agencies
 - maintain public order
 - prevent antisocial behaviour and nuisance
 - provide reassurance
- 6.2 There has been significant expansion in the borough's CCTV network in recent years, particularly for community safety and traffic enforcement. Appendices 1 and 2 provide details of the quantities and locations of cameras.
- 6.3 The Parking and Traffic Team within the Highways and Parking Service has a well-established CCTV enforcement operation, which has become an increasingly critical tool in managing our road network effectively and safely. Since the decriminalisation of moving traffic restrictions (for example, enforcement of bus lanes and one-way streets), the Council has relied (as required by statute) on the use of CCTV cameras to gather evidence and apply fines ('penalty charges') to motorists contravening those restrictions. The Council has adopted a policy on Schools Streets with the intention of introducing schemes outside every primary school. The Council's draft Walking and Cycling Action Plan also commits to a number of traffic reduction measures including the potential introduction of Low Traffic Neighbourhoods (LTNs). Those schemes will need to be supported by well-maintained CCTV cameras to gather evidence and apply fines to motorists contravening those traffic restrictions.
- 6.4 The Council has invested in the upgrade and expansion of the public safety CCTV surveillance operation. Whilst CCTV provision is not a crime prevention

panacea, it can be a significant contributor as part of a range of tactics to tackle crime and anti-social behaviour (ASB). The Council aims to use CCTV Cameras to deter, detect and disrupt (rather than displace) crime and ASB. The Council will continue to explore opportunities to expand and upgrade this network as part of a range of measure to reduce fear of crime and improve public confidence.

- 6.5 Approval is also being sought through a separate report for the award of contract for the provision of CCTV control room equipment and cameras as the existing CCTV equipment contract has a very low value remaining on it. Additional cameras are required at this point in time to support the delivery of several traffic schemes, including School Streets. There is also an expectation that more CCTV cameras will need to be purchased in the coming years by both Highways and Parking Services and the Community Safety Team. A decision was taken to tender those services separately, to ensure more competition and offer a wider range of suppliers the opportunity to submit tendered bids. This also ensured that the Council achieves value for money.
- 6.6 Current CCTV provision is monitored at the CCTV control room at Ashley Road Depot. As part of the regeneration in Tottenham, this site was earmarked for development and there is a need for the CCTV provision to be relocated by March 2022. Suitable accommodation on the 9th Floor of Alexandra House is identified as the location of an upgraded control room. The opportunity has also been taken to place new CCTV servers in the current corporate IT data centre in the basement of River Park House.
- 6.7 This procurement also contributes to the preparation for the new purpose-built CCTV control room at Alexandra House. The digital infrastructure at River Park House will interface with the new control room when it is relocated from Ashley Road Depot.
- 6.8 Currently, CCTV maintenance is provided by two separate contracts to two different providers, split between the Parking and Traffic Team and the Community Safety Team. To provide pricing economies of scale and more effective contract management and control, one overarching contract for all CCTV maintenance provision across relevant services has been procured. The existing contracts will co-terminate on 30th November 2021, prior to the proposed start of this new contract on 1st December 2021, allowing for a seamless transition.
- 6.9 Due to conflicting timescales, Homes for Haringey let a separate 3-year CCTV maintenance contract in December 2020. A review will be taken prior to that contract ending to determine how the two contracts can merge, allowing for a joint contract arrangement moving forward.
- 6.10 The maintenance contract will include all labour, parts, spares, access vehicles, tools, and resources to carry out fully comprehensive contractual maintenance, including planned preventative maintenance and fault repair of the CCTV systems throughout the borough.

- 6.11 The tender evaluation criteria and weighting were set out in the tender documents and clarified during the tendering process. The evaluation of suppliers was conducted in accordance with the following criteria:
- Price – 60%
 - Quality – 40%

Contract Funding

- 6.12 The expansion of the traffic enforcement camera asset base will result in increased maintenance costs, but these costs can be contained within the Parking Services budget, as permitted by the 1984 Road Traffic Act Parking Account.
- 6.13 The increased investment in the Community Safety and shared CCTV camera asset base will result in an increased maintenance cost. The financial effect of that is as set out in Table 2 below.

Table 2: Contract costs					
Contract Costs	Contract Year 1 (£)	Contract Year 2 (£)	Contract Year 3 (£)	Contract Year 4 (£)	Contract Total Price (£)
Total Yearly Cost	£322,678	£485,223	£512,585	£516,182	£1,836,668
Existing budget	£140,000	£140,000	£140,000	£140,000	£560,000
Additional income	£78,000	£210,659	£236,662	£241,288	£766,668
Budget growth	£105,000	£135,000	£135,000	£135,000	£510,000

- Table 2 denotes known prices as of September 2021 as a fixed point in time in terms of camera roll-out provision. The profile for community safety and shared cameras has been agreed. The exact profiling of costs for the maintenance of traffic enforcement cameras will depend upon the rate at which they are installed on site. However, any additional maintenance costs can be recovered through traffic enforcement income in accordance with the 1984 Road Traffic Act.
- The costs within Table 2 are by contract year, as opposed to financial year costs. These will be converted to financial year costs once clarity on the year 1 profiling of traffic enforcement cameras is obtained from the bidder.
- A growth bid of £174k in 2022/23 Community Safety includes other costs of delivery associated with the CCTV programme (not just maintenance) so is excluded from the table below. However, if the growth bid is unsuccessful, the maintenance costs will necessarily be met from existing Community Safety budgets, albeit that may result in a reduction in overall service provision.

- Any further growth on Community Safety cameras beyond the current CCTV capital programme detailed within the table (and beyond the scope of the aforementioned growth bid) will require further revenue investment. The revenue implications of such additional camera provision will be clarified at the time in an appropriate manner.

7. Contribution to strategic outcomes

7.1 This procurement supports the Borough Plan, in particular:

- 7.1.1 Outcome 4: Best start in life: The first few years of every child's life will give them the long-term foundations to thrive. School Streets provide quieter streets outside schools and encourage active travel. The wider traffic enforcement service keeps our roads safer, supporting active travel. School Streets can only be effectively enforced by the authority through CCTV.
- 7.1.2 Outcome 9: A place with strong, resilient and connected communities where people can lead active and healthy lives in an environment that is safe, clean and green. The expansion of the CCTV camera network makes a significant contribution to safety by reducing traffic collisions and supporting the Council in improving community confidence and reducing the fear of crime.
- 7.1.3 Outcome 10: A cleaner, accessible, attractive space through the Parking Transformation Programme, which includes expansion of CCTV enforcement for moving traffic.
- 7.1.4 Outcome 12: A safer borough. The expansion of the CCTV camera network, whether for public safety or traffic enforcement purposes, makes a significant contribution to safety. It reduces traffic collisions and supports the Council in improving community confidence and reducing fear of crime.

8. Statutory Officers' comments

8.1 Finance

- 8.1.1 This report seeks Lead Member approval for the award of a CCTV maintenance contract for a 4-year period, estimated to be £1.836m from December 2021 to November 2025. The actual costs in any financial year will depend on the final number of cameras installed and the timing of the installation of the cameras.
- 8.1.2 This contract is awarded in line with CSO 9.07.1 (d). The current year's costs for the period of December 2021 to March 2022 will be met from existing revenue resources.
- 8.1.3 The increased maintenance costs for traffic enforcement cameras which form part of this contract (currently estimated to be £0.767m over the life of the contract) will be contained within the parking services budget as permitted by the 1984 Road Traffic Act Parking Account.
- 8.1.4 The additional maintenance costs for the community safety and shared cameras (currently estimated to be £0.51m over the life of the contract) is the subject of a

growth bid as part of the MTFS process. The growth bid submitted is for £0.174m in 2022/23 and a further £0.030m in 2023/24. The growth bid includes provision for additional costs over and above the maintenance charges which are the subject of this report.

8.1.5 Should this growth bid not be approved, the maintenance and other costs would have to be contained within existing service budgets.

8.2 Procurement

8.2.1 An Invitation to Tender (ITT) following the Open Procedure as defined in the Procurement Contract Regulations (PCR) 2015 was published on Haringey Procurement and Contract System (HPCS). An advert was placed in the public domain on the Find a Tender Service on 14th May 2021 to alert prospective suppliers of the Council's requirement. There was an initial interest from 10 suppliers, with 3 suppliers then confirming their inability to tender. On the tender submission deadline, only one tender submission was received.

8.2.2 Officers from Strategic Procurement, Highways and Parking Services and the Community Safety Team evaluated the tender on a 60:40 price/quality ratio, as outlined in the ITT, to establish the most economically advantageous tender (MEAT).

CCTV Maintenance	Score
Quality Method Statement	26.80
Price	60.00
Total	86.80

8.2.3 Having only received one bid, Strategic Procurement has undertaken a benchmarking exercise and has concluded the schedule of rates submitted to be comparable with other framework rates for these services.

8.3 Legal

8.3.1 The Head of Legal and Governance has been consulted in the preparation of this report.

8.3.2 The value of the services is above the threshold (currently £189,330.00) where a European tender exercise is required under the Public Contracts Regulations 2015 (PCR 2015). The open procedure was used (as allowed under Reg 27 of the PCR 2015) and a notice was published in the Find a Tender service.

8.3.3 The Cabinet has the power to approve the award of contract under CSO 9.07.1 (d) (contracts valued at £500,000 or more).

8.3.4 The Head of Legal and Governance confirms that there are no legal reasons preventing Members from approving the recommendations in this report.

8.4 Equality

8.4.1 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share those protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not.

8.4.2 The three parts of the duty applies to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex, and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

8.4.3 The proposal is to award a contract for maintenance of CCTV in Haringey. The proposal supports strategic objectives to detect and deter criminality, reduce fear of crime, and improve traffic flow across the borough.

8.4.4 For detecting and deterring criminality, the proposal can be expected to have a positive impact on those groups that are over-represented among victims of crime. The Community Safety Strategy Equalities Impact Assessment notes that these groups include BAME residents, men, those with SEND, and younger people. Moreover, particular groups including members of minority religious and faith groups, individuals with disabilities, and individuals who identify as LGBT+ are more vulnerable to becoming victims of hate crime. The proposal can therefore be expected to have a positive impact on these groups by providing a deterrent to victimisation and supporting means of redress when instances of victimisation have occurred.

8.4.5 Regarding fear of crime, it is notable that the Haringey Residents Survey 2018 found that fear of crime in the borough is highest among those most likely to be victims of crime and hate crime in particular. Specifically, fear of crime was found to be highest among members of minority religious and faith groups, those with disabilities, and Asian residents. The proposal is therefore likely to have a positive equalities impact to the extent that it results in a reduction in fear of crime among these groups.

8.4.6 For traffic flow, the proposal can be expected to benefit groups who are reliant on motor vehicles, including individuals with disabilities.

8.4.7 As a body carrying out a public function on behalf of the Council, the contractor will be expected to comply with the Public Sector Equalities Duty in all aspects of its operations.

9. Use of Appendices

Appendix 1: CCTV Maps Before and After Investment

10. Local Government (Access to Information) Act 1985

N/A