

ITEM 10

TENDER T1000056 - SECURITY AND AFTER-HOURS SUPPORT SERVICES AT COUNCIL'S TOURIST PARKS

This report recommends acceptance of a tender for the provision of security and after-hours support services at Council's tourist parks in accordance with the requirements of the *Local Government Act 1993* and the Local Government (General) Regulation 2021.

RECOMMENDATION

- 1 In accordance with Section 178(1)(a) of the Local Government (General) Regulation 2021, Council accept the tender of Insight Security Australia Pty Ltd for the provision of security and after-hours support services at Council's tourist parks.
- 2 Award the contract for an initial term of three years with one three-year optional extension, exercisable solely at the discretion of Council for a maximum term of six (6) years.
- 3 Council delegate to the General Manager the authority to finalise and execute the contract and any other documentation required to give effect to this resolution.
- 4 Council grant authority for the use of the Common Seal of Council on the contract and any other documentation, should it be required, to give effect to this resolution.

REPORT AUTHORISATIONS

Report of: Lucielle Power, Manager Property + Recreation

Authorised by: Kerry Hunt, Director Community Services - Creative and Innovative City

ATTACHMENTS

There are no attachments for this report

BACKGROUND

Wollongong Council operates three tourist parks located at Bulli, Windang and Corrimal. The tourist parks operate 24 hours a day, year-round, with staffed office hours varying based on occupancy and seasonality. Outside of staffed hours, the tourist parks rely upon contracted security and after-hours support service providers to maintain safety and service reliability across the parks.

This contract generally involves the provision of onsite security guards on weekend evenings and during higher occupancy periods, ad hoc, on-call response and scheduled patrol services. As part of this service, the contractor is required to provide a higher level of support and customer service than traditional security with duties include basic maintenance and troubleshooting, emergency response and assisting with cleaning and other general duties.

Council last went to market for the provision of this service in 2018 and the contract period for this service has expired. The current contract is holding over pending Council finalising this procurement process.

Tenders were invited for this contract by the open tender method with a close of tenders of 10.00am on 30 June 2022. The contract is for a three year period with an option to extend for a further three year period that may be exercised at the discretion of Council.

Six tenders were received by the close of tenders and the tenders have been scrutinised and assessed by a Tender Assessment Panel constituted in accordance with Council's Procurement Policies and Procedures and comprising representatives of the Property and Recreation, Community Services, Information Management & Technology, Governance and Customer Service divisions.

The Tender Assessment Panel assessed the tender in accordance with the following assessment criteria and weightings as set out in the formal tender documents:

Mandatory Criteria

- 1 Provision of satisfactory references from referees for previous projects of similar size and scope
- 2 Consent to independent financial capacity assessment
- 3 Master Security License.

Assessable Criteria

- 1 Cost to Council (Schedule of Rates) - 30%
- 2 Demonstrated experience and satisfactory performance in provision of service of similar size, scope and environment - 20%
- 3 Service scheduling / Methodology for delivery of services - 15%
- 4 Staff qualifications and experience - 15%
- 5 Demonstrated strengthening of local economic capacity - 10%
- 6 Workplace health and safety management system - 10%.

The mandatory assessment criteria have been met by the recommended tenderer.

The Tender Assessment Panel utilised a weighted scoring method for the assessment of tenders which allocates a numerical score out of five in relation to the level of compliance offered by the tenders to each of the assessment criteria as specified in the tender documentation.

The method then considers pre-determined weightings for each of the assessment criteria which provides for a total score out of five to be calculated for each tender. The tender with the highest total score is considered to be the tender that best meets the requirements of the tender documentation in providing best value to Council. Table 1 below summarises the results of the tender assessment and the ranking of tenders.

TABLE 1 – SUMMARY OF TENDER ASSESSMENT

Name of Tenderer	Ranking
Insight Security Australia Pty Ltd	1
Vibrant Services Pty Ltd	2
All Round Services Pty Ltd	3
Superior One Services Pty Ltd	4
Akbar Enterprises Pty Ltd	5
WCG Group Pty Ltd	6

PROPOSAL

Council authorise the engagement of Insight Security Australia Pty Ltd for the services in accordance with the scope of works and technical specifications developed for the contract.

The recommended tenderer has satisfied the Tender Assessment Panel that it is capable of undertaking the works to Council’s standards and in accordance with the technical specification.

Referees nominated by the recommended tenderer have been contacted by the Tender Assessment Panel and expressed satisfaction with the standard of work and methods of operation undertaken on their behalf.

CONSULTATION AND COMMUNICATION

- 1 Members of the Tender Assessment Panel
- 2 Nominated Referees.

PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2028 Goal 2 “We have an innovative and sustainable economy”. It specifically delivers on the following:

Community Strategic Plan	Delivery Program 2022-2026	Operational Plan 2022-23
Strategy	4 Year Action	Operational Plan Actions
2.7 Promote the Wollongong Local Government Area as an event, conference and visitor destination.	2.7.2 Operate an efficient, well managed business providing a return to Council.	Contribute to the promotion of tourism in the Wollongong Local Government Area through the management of Council's three tourist parks at Bulli, Corrimal and Windang.

RISK ASSESSMENT

The risk in accepting the recommendation of this report is considered low on the basis that the tender process has fully complied with Council’s Procurement Policies and Procedures and the *Local Government Act 1993*.

The risk in relation to the contracted services is considered low based upon Council’s risk assessment matrix as the recommended tenderer is the current provider of this service at Council’s tourist parks

FINANCIAL IMPLICATIONS

Costs associated with this contract will be funded from the current operating budget for the tourist parks.

CONCLUSION

The recommended tenderer has submitted an acceptable tender for this contract and Council should endorse the recommendations of this report.