

## ITEM No ...3.....

**REPORT TO:** POLICY AND RESOURCES COMMITTEE – 13 MARCH 2017

**REPORT ON:** NEW 24/7 SAFETY AND ALARM CENTRE (SAC) – INTEGRATED SECURITY MANAGEMENT SYSTEM

**REPORT BY:** EXECUTIVE DIRECTOR OF CORPORATE SERVICES

**REPORT NO:** 77-2017

### **1.0 PURPOSE OF REPORT**

1.1 To recommend the purchase and supply of an integrated security management system, to provide the technology platform for the new 24/7 Safety and Alarm Centre (SAC) to operate 'smartly' from West Housing Office.

### **2.0 RECOMMENDATIONS**

2.1 The Committee is asked to approve the following:

- a) Agree the outcome of the Tender Evaluation to procure an integrated security management system.
- b) Agree the expenditure described in paragraph 3 for the capital cost of the new system for the 1<sup>st</sup> year;
- c) Purchase the supply and services of Scottish Communications Group as integrators of the iComply security application platform.

### **3.0 FINANCIAL IMPLICATIONS**

3.1 The SAC software system, associated hardware and implementation cost of £217,080 will be funded from the £1m allowance for the CCTV Project contained in the Community Safety/Public Protection section of the 2017-2022 General Services Capital Plan. Additionally in December 2016, 40% grant funding of £489,000 for the 'Smart' technology elements, has been awarded from the 'Smart City' 8<sup>th</sup> City Programme to enhance the project and part fund an upgrade to the Public Space CCTV system.

3.2 Annual external revenue costs for licensing, maintenance and support of £25,000 for year 1 and onwards. The opportunity to continue the system licensing, maintenance and support from Scottish Communications Group for a further 4 years is available on an annual basis, and will be subject to further consideration and evaluation of the standard of service provided during year one.

3.3 As reported to Policy & Resources Committee on 8 June 2015 (Article No 9 and Report [204-2015](#) refers) the Executive Director of Corporate Services was advised that the revenue costs associated with operating the SAC will be contained within the Council's overall Revenue Budget.

### **4.0 BACKGROUND**

4.1 The Policy & Resources Committee on 8 June 2015 (Article No IX and Report [204-2015](#) refer) approved the creation of a 24/7 Safety and Alarm Centre at West Housing Office and co-location with the Community Safety Hub, to allow greater synergy, joined up working and the delivery of a truly integrated city wide community safety strategy. Bringing together the following Council Services to improve 24/7 linkages to our staff, customers, tenants and building users.

- Monitoring and response to CCTV activities, lone worker, staff panic, lift, intruder and motion detection alarms, initiating responses to sites when required
- A mobile response team will respond to alarm activations, customer problems and provide patrols to potential high risk areas
- Central key holder for all operational Council properties

- 24/7 cover for all services above
- Community Alarm service (6,000 clients)
- Council 434343 Out of Hours Emergency service
- 24/7 door access control and CCTV monitoring for all multi storey blocks (1,000 flats)
- Car park barrier control, customer assistance via helplines and CCTV surveillance (1,542 spaces)

4.2 An open tender procedure was advertised on the Public Contracts Scotland advertising portal. The tender was evaluated on the basis of a Price (40%) and Quality (60%) split. The qualitative assessment was further broken down into the following weighted elements:

Ability to meet essential specification requirements	50%
Management information	10%
Ability to meet desirable specification requirements	5%
Proven relevant experience in supplying an integrated security system	10%
Capacity to deliver in timescale (including project management proposal)	10%
Hardware specification to run software	5%
Details of support package	10%

A panel of Council Officers evaluated the supplier responses and a demo of the software.

4.3 Scores from the evaluation phase were used to complete the Scottish Government provided "Quality Price Tender Evaluation Matrix". For the provision of an integrated security management system the final score from the sole supplier return was as follows –

	Quality	Price
Scottish Communications Group	60	40

Scottish Communications Group and their "iComply" solution were identified and agreed to be a suitable supplier/solution.

4.4 If approved, the 1<sup>st</sup> stage of the software testing and training will commence in May 2017 at the Gellatly Street car park mini hub/back up control room. The existing car park team will train and test the software before going live by the end of May 2017. The main operations centre training, testing and go live is scheduled to take place in December 2017, on completion of the West Housing Office building changes to accommodate the control room.

## 5.0 POLICY IMPLICATIONS

5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

## 6.0 CONSULTATIONS

The Chief Executive, Executive Director of Neighbourhood Services and Head of Democratic and Legal Services were consulted in the preparation of this report.

## 7.0 BACKGROUND PAPERS

None.

**Marjory M Stewart**  
Executive Director of Corporate Services

DATE: 22 February 2017