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Tender

The Provision of Security and Concierge Services to Emergency and Temporary Accommodation Sites

Cornwall Council

F02: Contract notice

Notice identifier: 2025/S 000-004852

Procurement identifier (OCID): ocds-h6vhtk-04de6f

Published 13 February 2025, 9:16am

The closing date and time has been changed to:

3 April 2025, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Cornwall Council

County Hall, Treyew Road

Truro

TR1 3AY

Contact

Mr Andrew Trout

Email

Andrew.Trout@cornwall.gov.uk

Telephone

+44 1872

Country

United Kingdom

Region code

UKK3 - Cornwall and Isles of Scilly

Internet address(es)

Main address

<http://www.cornwall.gov.uk>

Buyer's address

<http://www.cornwall.gov.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=14b03219-b6ea-ee11-8127-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=14b03219-b6ea-ee11-8127-005056b64545>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Provision of Security and Concierge Services to Emergency and Temporary Accommodation Sites

Reference number

DN715931

II.1.2) Main CPV code

- 79710000 - Security services

II.1.3) Type of contract

Services

II.1.4) Short description

Tenders are invited from providers with the relevant experience and ability for The Provision of Security and Concierge Services to Emergency and Temporary Accommodation Sites contract. Cornwall Council is seeking a suitably qualified provider to deliver Security Services across various sites supporting individuals experiencing homelessness, rough sleeping, or at risk of rough sleeping. The contract is for an initial three (3) years with an option for extending the term for a further three (3) years.

This procurement is being conducted under the Light Touch Regime in accordance with the Public Contract Regulations 2015 and the Open Tender procedure.

This contract presents an opportunity to contribute to community safety while supporting some of the most vulnerable individuals in Cornwall. The Security Service will range from 24/7 on-site provision at high-support locations to a peripatetic service for lower-support sites.

II.1.5) Estimated total value

Value excluding VAT: £8,198,803

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79715000 - Patrol services
- 79713000 - Guard services

II.2.3) Place of performance

NUTS codes

- UKK3 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

Tenders are invited from providers with the relevant experience and ability for The Provision of Security and Concierge Services to Emergency and Temporary Accommodation Sites contract. Cornwall Council is seeking a suitably qualified provider to deliver Security Services across various sites supporting individuals experiencing homelessness, rough sleeping, or at risk of rough sleeping. The contract is for an initial three (3) years with an option for extending the term for a further three (3) years.

This procurement is being conducted under the Light Touch Regime in accordance with the Public Contract Regulations 2015 and the Open Tender procedure.

This contract presents an opportunity to contribute to community safety while supporting some of the most vulnerable individuals in Cornwall. The Security Service will range from 24/7 on-site provision at high-support locations to a peripatetic service for lower-support sites.

The aims and objectives include:

- Provide a safe, welcoming, and sustainable environment to help service users sustain their occupation and access support towards independent living.

- Offer a flexible and responsive approach, adapting security levels to match site and resident needs, including emergency interventions.
- Scale provision up or down as required, in coordination with site management and commissioners.
- Maintain an unobtrusive presence, ensuring residents can live without unnecessary interference.
- Add social value by reducing anti-social behaviour, complaints, and demand on emergency services.

Key Responsibilities include:

- Site Security & Access Control – mobile and static patrolling, securing premises, and monitoring entry points.
- Incident Response & Risk Management – Handling security incidents and safeguarding residents.
- CCTV & Surveillance – Monitoring and responding to security threats.
- Supportive Engagement – Providing a visible presence to reassure residents and the local community.
- Naloxone Administration – Delivering life-saving intervention in opioid overdose situations.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £8,198,803

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 October 2025

End date

30 September 2031

This contract is subject to renewal

Yes

Description of renewals

The maximum opportunity of this contract is for a period of 6 years as detailed.

This comprises of an initial 3 year term, with a single optional extension clause for a further for 3 years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

27 March 2025

Local time

12:00pm

Changed to:

Date

3 April 2025

Local time

12:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

27 March 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Cornwall Council

Treyew road

Truro

TR1 3AY

Country

United Kingdom