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Contract

Key Holding, Alarm Response and Venue Security Services

Wirral Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-015256

Procurement identifier (OCID): ocds-h6vhtk-04c26a

Published 15 April 2025, 2:01pm

Section I: Contracting authority

I.1) Name and addresses

Wirral Borough Council

Mallory Building, 2 Alice Kerr Square

Birkenhead

CH41 2AB

Contact

Ms Lyndsay Miles

Email

lyndsaymiles@wirral.gov.uk

Telephone

+44 1516062000

Country

United Kingdom

Region code

UKD74 - Wirral

Internet address(es)

Main address

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

Buyer's address

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

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

Key Holding, Alarm Response and Venue Security Services

Reference number

DN750820

II.1.2) Main CPV code

- 79710000 - Security services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision for 24 hours / 365 days a year service for key holding and response to alarm activations & incidents and to provide door supervisors and security officers.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £900,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79711000 - Alarm-monitoring services
- 79713000 - Guard services
- 79715000 - Patrol services

II.2.3) Place of performance

NUTS codes

- UKD74 - Wirral

Main site or place of performance

Wirral

II.2.4) Description of the procurement

Wirral Council is looking for a single supplier for the provision of the following

Key-holding and Alarm Response - to provide 24 hours/365 days a year services for key holding and response to alarm activation and incidents of Wirral Council building, the service provider will provide a responsive service to respond to alarm activations. This will require holding & collection of keys, holding of alarm and access details for all the sites and provide a 24 hour / 365-day response to activations of alarms in these buildings.

Venue Security - Attendance will be required at Wirral Council premises for the days and periods notified by the Client, Wirral Council. The Service provider will be required to provide services as and when required, 24 hours a day, 7 days a week, including all days deemed to be bank holidays in the United Kingdom.

The provision of this service shall be called off on an “as and when required” basis. For some premises / occasions the provision of consistent and regular personnel will be preferred to ensure familiarity with both physical layout and with Wirral Council contacts and procedures.

These services will consist of a mixture of provisions as detailed below: -

Static security for events/incidents

Static security for public and closed meetings

Licensed door supervisors for public and closed meetings

Mobile security patrols - Mobile Patrols are not expected to form a major component of this contract however Wirral Council may request provision of mobile patrols of specific areas in relation to an identified threat or concern.

The service provider must be able to meet all the requirements and standards of British

Standard BS7499 for manned security services and the current ACPO policies on keyholding, and also be a member of the SIA approved contract scheme and ACS accreditation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 45

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 45

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-039170](#)

Section V. Award of contract

Contract No

DN750820

Title

Key Holding, Alarm Response and Venue Security Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 April 2025

V.2.2) Information about tenders

Number of tenders received: 18

Number of tenders received from SMEs: 18

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 18

Number of tenders received by electronic means: 18

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Chase Service Group

250a High Road

Ilford - Essex

IG1 1YS

Email

asim@chasegroup.co.uk

Telephone

+44 2071128279

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £900,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Royal Court of Justice

The Strand

London

WC2A 2LL

Telephone

+44 20794760000

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Wirral Council

Mallory Building, 2 Alice Ker Square

Merseyside

CH41 2AB

Country

United Kingdom

Internet address

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