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Contract

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

Cornwall Council

F03: Contract award notice

Notice identifier: 2025/S 000-031318

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

Published 10 June 2025, 3:39pm

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 1872322222

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.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.1.6) 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

Quality criterion - Name: Quality / Weighting: 25

Quality criterion - Name: Social value / Weighting: 15

Price - Weighting: 60

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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-010087](#)

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cornwall Council

Truro

Country

United Kingdom

