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Contract

ENHT, PAHT - Security Services

East and North Hertfordshire NHS Trust
The Princess Alexandra Hospital NHS Trust

F03: Contract award notice

Notice identifier: 2023/S 000-036452

Procurement identifier (OCID): ocids-h6vhtk-0395e6

Published 12 December 2023, 9:14am

Section I: Contracting authority

I.1) Name and addresses

East and North Hertfordshire NHS Trust

Lister Hospital, Coreys Mill Lane

Stevenage

SG1 4AB

Contact

Amy-Louise Richardson

Email

amy.richardson@nhs.net

Telephone

+44 7881404711

Country

United Kingdom

Region code

UKH23 - Hertfordshire

Internet address(es)

Main address

<https://www.enherts-tr.nhs.uk>

Buyer's address

<https://www.enherts-tr.nhs.uk>

I.1) Name and addresses

The Princess Alexandra Hospital NHS Trust

Hamstel Road

Harlow

CM20 1QX

Email

amy.richardson@nhs.net

Country

United Kingdom

Region code

UKH - East of England

Internet address(es)

Main address

<https://www.pah.nhs.uk/>

Buyer's address

<https://health-family.force.com/s/Welcome>

I.2) Information about joint procurement

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

UK

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ENHT, PAHT - Security Services

Reference number

T/12-22/1327

II.1.2) Main CPV code

- 79710000 - Security services

II.1.3) Type of contract

Services

II.1.4) Short description

The East and North Hertfordshire NHS Trust ("ENHT") and The Princess Alexandra Hospital NHS Trust ("PAHT") ("the Authorities") sought to procure their Security Services via a competitive tender.

The Provider shall provide a Security Service to deliver the following:

- a) Maintaining a secure environment at the Authorities' sites
- b) Responding to security incidents within the Authorities' sites and alarm response at Hertford County Hospital (ENHT) and PAHT.
- c) CCTV Monitoring at PAHT only.
- d) Additional specified duties as set out in the specification
- e) Provide reassurance, customer service, crime prevention and control and restraint.

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: £12,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH - East of England

II.2.4) Description of the procurement

The objectives of this procurement are as follows:

- 1) Provide a security service to ensure the safety and security of all patients, staff, and bona fide visitors to the Sites.
- 2) Provide a high profile and visible service that creates a safe and secure environment.
- 3) Provide professional integrated security services on a scheduled and reactive basis, which are efficient, effective, and timely.
- 4) Maintain the safety of all persons on the sites. This includes the protection of patients, staff, service providers and visitors against violent acts or abuse.
- 5) Protect the sites and property of the authorities, staff, patients and visitors against theft, vandalism, malicious tampering, and criminal damage.
- 6) Ensure only bona fide visitors are allowed access to the sites. This includes restricting access of undesirable persons to the sites in general and restricting access to sensitive areas to authorised personnel only.
- 7) Support clinical staff with the management of challenging patients to maintain the safety of patients, staff, and visitors.
- 8) Contribute to creating a pro-security culture within the authorities.
- 9) Comply with and enforce the authorities' Policies as appropriate.
- 10) Deter smoking anywhere within Trust boundaries for PAHT and anywhere other than designated smoking shelters for ENHT.
- 11) Undertake or assist in investigation as directed by the LSMS.
- 12) Issue rest room access keys to trainee medical staff (as required)
- 13) Vetting and training of security staff, in accordance with the Security Industry Authorities.
- 14) Responding to all types of security incidents across the sites as detailed in the specific requirements.
- 15) Patrols as scheduled in agreement with the authorities.
- 16) Escort duties i.e., walking staff to accommodation or car parks if requested.
- 17) Responding to Alerts/bleeps, major incident, alarms building/security alarms.
- 18) Supervision of access & egress.
- 19) Incident reporting.
- 20) Crime prevention.
- 21) Lost property.
- 22) Supporting the fire response teams in the event of a fire alarm activation.

- 23) Providing support to the on-call engineer in the event of an out of hours security alarm activation at Hertford County Hospital (ENHT) and PAHT.
- 24) Responding to any other reasonable request made by the contract manager or authorities Executive on call.
- 25) Supporting the LSMS in security initiatives as appropriate.
- 26) Working in partnership with officers of Hertfordshire Constabulary/Police to encourage reporting of incidents and the prosecution of offenders when appropriate.
- 27) Supervising patients to prevent harm to themselves or others.
- 28) Preventing patients from absconding from the premises when appropriate authority has been issued in the interests of safeguarding.
- 29) Report faults and hazards identified during routine internal and external patrols.
- 30) Supporting the management of the authorities' ID badge and access control cards out of hours.

The Authorities have appointed a Service Provider who can deliver the above objectives within a healthcare environment, and who will embrace and work in partnership with the Authorities and their wider stakeholders, tenants and clients, so future aspirations can be exceeded.

Furthermore, the Authorities required a Service Provider that appreciates that expectations and priorities of the Security Service are unique to each type of property, and thus are expected to adopt an approach that is property specific, proactive and responsive.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 50%

Quality criterion - Name: Social Value / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 40%

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

Restricted 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: [2023/S 000-000538](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 September 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Carlisle Support Services

251 The Boulevard, Capability Green

Luton

LU1 3LU

Country

United Kingdom

NUTS code

- UKH - East of England

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £12,000,000

Total value of the contract/lot: £11,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>