

Item 11.**Tender - T-2025-1526 - Security Services for Patrols and Alarm Response and Major Events and Festivals**

File No: X132266.005

Tender No: T-2025-1526

Summary

This report provides details of the tenders received for Security Services for Patrols and Alarm Response and Major Events and Festivals.

The tender sought suitably qualified service providers capable of delivering reliable, compliant and scalable security services across the City's property portfolio and major public events.

The tender was structured into 2 separable parts. Service providers were invited to tender on one or both parts.

Part 1 - Patrols and Alarm Responses: Patrol and alarm responses require the engagement of personnel for the provision of security patrols and lock up services on a scheduled or ad hoc basis and to provide alarm response services to the City's properties, as required.

Part 2 – Major Events and Festivals: Major Events and Festivals require the engagement of security personnel to support the safe delivery of events such as New Year's Eve, Sydney Lunar Festival, Art & About Sydney, Sydney Christmas decorations and concerts and other outdoor and street events run by the City. These personnel require qualifications in crowd control, traffic control, and the responsible service of alcohol (RSA).

This report recommends that Council accept the tender offer of Tenderer N for Part 1 - Patrols and Alarm Responses and the tender offer of Tenderer B for Part 2 - Major Events and Festivals.

Recommendation

It is resolved that:

- (A) Council accept the tender offer of:
 - (i) Tenderer N for Part 1 - Patrols and Alarm Responses for the schedule of rates outlined in Confidential Attachment B to the subject report for a period of 3 years, with the option of 3 further terms of 1 year each, subject to satisfactory performance and the ongoing requirements of Council
 - (ii) Tenderer B for Part 2 - Major Events and Festivals for the schedule of rates outlined in Confidential Attachment B to the subject report for a period of 3 years, with the option of 3 further terms of 1 year each, subject to satisfactory performance and the ongoing requirements of Council
- (B) Council note that the total contract values and contingencies for the contracts for Part 1 - Patrols and Alarm Responses and Part 2 - Major Events and Festivals are outlined in Confidential Attachment A to the subject report
- (C) authority be delegated to the Chief Executive Officer to finalise, execute and administer the contracts relating to the tender
- (D) authority be delegated to the Chief Executive Officer to exercise the options referred to in clause (A), if appropriate.

Attachments

Attachment A. Tender evaluation summary (Confidential)

Attachment B. Schedule of rates (Confidential)

Background

1. The City requires dedicated security services for patrols and alarm response and for major events and festivals. These services support the protection of more than 200 City-owned properties, staff, community facilities, public assets and the safe delivery of high-profile public events.
2. This tender consolidated the market approach for these service streams while allowing each part to be awarded independently to achieve the best operational outcome.
3. The services required by the City include:
 - (a) Part 1 - Patrols and Alarm Responses:
 - (i) The City owns more than 200 properties, with alarm systems installed across more than 80 locations monitored through the Security and Emergency Operations Centre. The properties include corporate facilities occupied by City employees, commercial properties, community facilities and open public spaces.
 - (ii) The services include scheduled internal and external patrols, lock-up and unlock services, proactive inspections of higher-risk sites, 24/7 alarm responses in accordance with Australian Standards, static guarding where required, GPS-verified proof-of-presence, digital incident reporting and secure reporting systems. The objective is to protect assets, support staff and visitors, minimise operational disruption and provide transparent, auditable service delivery.
 - (iii) Upon activation of an alarm the service provider will be engaged to attend the site and investigate the cause of the alarm and report their findings.
 - (iv) The provider will also undertake regular random patrols on a number of properties determined to be at a higher risk of vandalism or unauthorised access and ensure these properties remain secure and protected. The service provider will attend a number of parks at predetermined times to ensure the park is vacated of members of the public and to lock the entry gates.
 - (b) Part 2 - Major Events and Festivals:
 - (i) The City delivers a diverse annual program of major public events including Sydney New Year's Eve, Sydney Lunar Festival, Sydney Christmas, Art & About, Sydney Streets, and other civic events.
 - (ii) The services include the provision of appropriately licensed and qualified security personnel, including crowd controllers, RSA-qualified staff, traffic management support and specialist security planning services where required. Services support safe, compliant event operations through scalable workforce deployment, incident management and collaboration with City staff and emergency services.
 - (iii) Major events such as New Year's Eve and Sydney Lunar Festival require the engagement of a large number of security personnel with qualifications in crowd control, traffic control, and the responsible service of alcohol.

Invitation to Tender

4. The Request for Tender was available on the City's e Tendering portal, Tenderlink, from Friday 27 March 2026. The closing date was 11am on Thursday 30 April 2026.
5. The Request for Tender was available on Supply Nation and NSW Indigenous Chamber of Commerce (NSW ICC) websites via their member opportunity boards.

Tender submissions

6. Tender submissions were received from 16 organisations:

Tenderer	ABN
Vicpro Security Pty Ltd trading as Allied Security Australia	39 639 130 457
Wilson Security Pty Ltd	90 127 406 295
Yates Security Pty Ltd	98 614 807 653
Zora Mgmt Pty Ltd trading as PSG Integrated Solutions	30 631 713 614
Akbar Enterprises Pty Ltd trading as ECS International Security and Investigations	54 084 230 277
Australian Concert and Entertainment Security Pty Ltd trading as ACES Group	16 002 990 794
Cube4 Security Pty Ltd	38 160 209 825
E Security Group Pty Ltd	19 663 549 022
Golden Eagle Security Pty Ltd	12 657 826 858
MS Group Australia Pty Ltd trading as MS Protective Services	46 638 487 813
National Integrated Services Pty Ltd trading as NIS Security	70 669 473 661
New Start Australia Pty Ltd	82 153 382 533
Nova Security Group Pty Ltd	16 624 477 907

Tenderer	ABN
OM Security Pty Ltd trading as Partisan Protective Services	56 167 893 610
SCS Corp Pty Ltd trading as SCS Cross Security Corp (SCS)	41 619 602 112
Southern Cross Protection Pty Ltd	93 094 077 255

7. No late submissions were received.

Tender evaluation

8. All members of the Tender Evaluation Panel completed and signed Conflict of Interest Declarations.
9. The relative ranking of tenders as determined from the total weighted score is provided in the Confidential Tender evaluation summary – Attachment A.
10. All submissions were assessed in accordance with the approved evaluation criteria being:

Evaluation Criteria - Part 1 - Patrols and Alarm Responses	Evaluation Weightings
Company Capacity - Company experience which demonstrates an ability to deliver patrol and alarm services of a similar size and scale	25%
Organisation capacity – demonstrated adequate quantity of guards to service contract requirements, ability to meet out of hours work requirements, ability to service seasonal requirements, and conformance with Fair Work Requirements	25%
Proposed Methodology	25%
Demonstrated commitment to Aboriginal and Torres Strait Islander Involvement; Commitment to Corporate Social Responsibility; Commitment to Sustainable Outcomes and Environmental Management	5%
WHS Compliance and Commitment to Child Safety – Quality of WHS Management Policy and sample Safe Work Method Statements	15%
Modern Slavery Act Compliance	5%

Evaluation Criteria - Part 1 - Patrols and Alarm Responses	Evaluation Weightings
Financial and commercial trading integrity, including insurances Material acceptance of the City's standard form contract	Mandatory
Material acceptance of the City's standard form contract	Mandatory
Schedule of Rates	Mandatory

Evaluation Criteria - Part 2 - Major Events and Festivals	Evaluation Weightings
Company experience which demonstrates an ability to deliver major event and festival security services of a similar size and scale	25%
Organisation capacity – demonstrated adequate quantity of guards to service contract requirements, ability to meet out of hours work requirements, ability to service seasonal requirements, and conformance with Fair Work Requirements	25%
Proposed Methodology	25%
Demonstrated commitment to Aboriginal and Torres Strait Islander Involvement; Commitment to Corporate Social Responsibility; Commitment to Sustainable Outcomes and Environmental Management	5%
WHS Compliance and Commitment to Child Safety – Quality of WHS Management Policy and sample Safe Work Method Statements	15%
Modern Slavery Act Compliance	5%
Financial and commercial trading integrity, including insurances Material acceptance of the City's standard form contract	Mandatory
Material acceptance of the City's standard form contract	Mandatory
Schedule of Rates	Mandatory

Performance measurement

11. The successful tenderers will be monitored and managed using the following performance evaluation criteria:
 - (a) Part 1 - Patrols and Alarm Responses
 - (i) Scheduled patrols - patrols completed and within allocated time frames
 - (ii) Scheduled unlocks and lock ups - unlocks/lockups completed and within allocated time frames
 - (iii) Alarm responses - (6pm to 6am, Monday to Friday, all day Saturday, Sunday and Public Holidays) - intruder alarm responses completed within Australian Standard (<45 minutes)
 - (iv) Alarm responses - day (Monday to Friday, 6am to 6pm) - intruder alarm responses completed within Australian Standard (<90 minutes)
 - (v) Legislative Compliance - demonstrate compliance with all legislative requirements
 - (vi) Invoicing - invoices provided in agreed timings and accurate
 - (vii) Meetings - cadence of meetings with contract manager
 - (b) Part 2 - Major Events and Festivals
 - (i) Event scheduled bookings, attendance, briefings - staff commenced duties on time, appropriately qualified or skilled, briefed for deployment
 - (ii) Qualifications and suitability of staff members - staff commenced duties, appropriately qualified or skilled for deployment with appropriate PPE equipment/uniform required
 - (iii) Meetings - meetings attended or reports submitted
 - (iv) Legislative compliance - demonstrate compliance with all legislative requirements
 - (v) Work Health and Safety compliance - staff adequately trained and compliant with all required protocols
12. The quality of security services will be monitored through regular contract management meetings with the service providers to review service delivery, performance and compliance with contractual requirements.
13. Contractor performance will be assessed throughout the contract term against the Key Performance Indicators (KPIs) outlined in the contract, with a formal performance review undertaken outlined as per the contract.

Risks

14. Risks were identified prior to the release of the tender and informed the development of the specification, procurement approach and evaluation criteria. The risks associated with the provision of security services are considered high due to the legislative and regulatory compliance requirements, the nature of the services, and the level of interaction with the community, staff, visitors, assets and facilities.
15. To address these risks, the tender evaluation focused on tenderers' demonstrated experience, capability and understanding of the service requirements, their ability to allocate sufficient and appropriately qualified resources and deliver the services effectively, and their capacity to contribute to the City's strategic objectives and service outcomes.
16. Engaging a suitably qualified and adequately resourced service provider mitigates operational risks that could result in reputational damage, financial loss, service disruption, or harm to people and property. This procurement reduces the City's exposure to risks affecting the health, safety and wellbeing of City staff, residents, visitors, event attendees and the protection of City assets and facilities.
17. There is a risk that inadequate workforce management practices, including rostering, timekeeping and labour oversight, may lead to service delivery deficiencies, invoicing inaccuracies, workplace non-compliance, or worker exploitation. This risk is mitigated through the assessment of tenderers' workforce management systems, labour practices, compliance controls and modern slavery risk management measures as part of the tender evaluation process.
18. The tendered service will be managed in accordance with the tolerances set out in the City's Risk Appetite Statement, in particular the following:
 - (a) Service delivery risk appetite:
 - The City's risk philosophy is centred around achieving a balance between innovation, community and user satisfaction and risk management, ensuring that we meet our strategic objectives while maintaining a robust control environment.
 - The City has minimal appetite for disruption to our regulatory functions, especially those that affect public safety, front line service and our core corporate functions and business systems.
 - (b) People risk appetite:
 - The City is committed to the health, safety and wellbeing of our workers, residents, visitors and others who interact with our assets, operations and services.
 - The City recognises that health and safety risks are inherent in all of our activities and operations and in the public domain for which we are responsible. We also recognise that many incidents, injuries and harm are preventable and that proactive risk management is crucial to achieving a safe and healthy environment for everyone.

- We acknowledge that achieving a risk-free environment is not feasible, especially in the public domain. We therefore aim to minimise health, safety and wellbeing risks within our organisation and in the public domain as far as reasonably practicable and in keeping with our legal obligations.
- (c) Reputation and image risk appetite:
- The City has minimal appetite for risk that impacts our reputation, standing and brand with the community, media, stakeholders, investors, other levels of government and overseas.

Financial implications

19. There are sufficient funds allocated for these services within the current year's operating budget and future years' forward estimates.
20. The total contract values and contingencies for both Part 1 - Security Services for Patrols and Alarm Response and Part 2 - Major Events and Festivals are detailed in Confidential Attachment A.

Relevant legislation

21. The tender has been conducted in accordance with the Local Government Act 1993 and the Local Government (General) Regulation 2021.
22. Local Government Act 1993 - Section 10A and 10B provide that a council may close to the public so much of its meeting as comprises the discussion of information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business if it is in the public interest to do so.
23. Attachments A and B contain confidential commercial information of the tenderers and details of Council's tender evaluation and contingencies which, if disclosed, would:
 - (a) confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business and
 - (b) prejudice the commercial position of the person who supplied it.
24. Discussion of the matter in an open meeting would, on balance, be contrary to the public interest. The reasons supporting this are that disclosure of the confidential information would compromise Council's ability to negotiate fairly and commercially to achieve the best outcome for its ratepayers. In addition, disclosure of the information provided in the course of the procurement process and the assessment of that information would prejudice the commercial position of the participants in the procurement process.

Critical dates / Time frames

25. An executed contract for Patrols and Alarm Responses must be in place by 1 September 2026 to align with the expiry of the current contract and ensure ongoing planning and delivery of services across the City.
26. An executed contract for Major Events and Festivals must be in place by mid-September 2026 to allow for planning and delivery of services ahead of the upcoming 2026/2027 event season.

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