

North Tyneside Council

Report to Jon Ritchie

Date: 13/02/2025

Title: Safety, Security and Access Systems including CCTV

Report from Service Area:	Digital Services
Responsible Officer:	Daniel Simms
Wards affected:	All

PART 1

1.1 Purpose of Report

To seek approval to enter into a contract for Safety, Security and Access Systems including CCTV for Phoenix Software Ltd under General Delegation 11
To procure goods, works and services and undertake other associated functions in accordance with the duties and responsibilities laid down in contract standing orders.

1.2 Recommendation(s):

It is recommended that the Director of Resources

(1) Agree to the Authority entering a contract with Phoenix Software Ltd in relation to the procurement of Safety, Security and Access Systems including CCTV.

1.3 Council Plan and Policy Framework

This report relates to the following priority in the 2020/24 Our North Tyneside Plan:
A secure North Tyneside

1.4 Information:

1.4.1 Background

The Digital Strategy for North Tyneside is both inward and outward looking, the strategy covers 5 thematic elements. CCTV is an important tool to help ensure the safety and security of the residents, businesses and visitors of the borough. The replacement of the existing CCTV estate and Video Management System (VMS) with a modern, fit for purpose helps deliver the objectives within both the Team and Digital North Tyneside themes.

Over 90% of existing camera estate and the existing Video Management System (VMS) is old and past what would be deemed end of life from a technology perspective. 30 public cameras were partially upgraded 24-36 months ago to mitigate a risk with Hikvision equipment. Much of the estate was installed as part of one-off capital investment and grant funding with limited identified revenue budget for the ongoing

maintenance, repair, support or replacement. The existing system also relies on specialist proprietary hardware and one physical camera monitoring control room, located in the White Swan centre with no resilience or disaster recovery were this building or the physical servers to be lost.

Instead of replacing the current CCTV system like for like, the digital services team have conducted technical research into new and innovative technology solutions. To undertake this research an infrastructure engineer was assigned to search the market place to find technology that would remove the need for physical on site infrastructure with a single vendor supplier able to offer sharing and AI features far beyond what is in place in a traditional CCTV estate. To start this research a meeting was held with a Gartner expert to discuss potential suppliers that could offer this service. This was then expanded upon by reaching out to the regional CCTV working group to identify any existing market leaders and disruptive technologies in place within local councils. Through this research the digital team identified that a Modern CCTV system could meet our initial requirements and offer substantially more functionality than both our existing CCTV system and traditional security systems in general, these include: Person and Vehicle Identification, Proactive Alerting, Real-time sharing with partners, automated pan-tilt-zoom of cameras based on activity and being fully cloud based removing the need for any local infrastructure and reducing the reliance on a physical location.

By utilising these additional features and consolidating onto a single platform that can offer safety, security and access systems including CCTV, potential future revenue savings could be achieved through consolidation of contracts and the replacement of other services eg. separate footfall counting contracts.

Based on this research a specification was developed and potential suppliers identified. CCTV security systems are particularly vulnerable to cyber attacks and some suppliers have been noted to allow foreign governments to access data within devices. A UK list of authorised and security tested products does not exist, however an American one does therefore this has been used as a basis to provide security assurance. The requirement was therefore that any potential solution and all components within must be fully National Defence Authorization Act (NDAA) compliant.

A single supplier was found that could meet these requirements and pilot work was undertaken to test the product. This pilot was highly successful and demonstrated that the technology was quick and simple to deploy and delivered all required features.

With a view to securing the technology and its overwhelming benefits and to enable swift deployment thus re-establishing a more secure Borough Procurement were consulted.

A number of potential routes to market were identified with the Framework Agreement available from the organisation 'Procurement Services' (Formerly Kent County Supplies) Ref Y23065 (Software Products and Associated Services) selected as possibly the quickest route to market.

Members of the Digital Services Team identified from the suppliers who feature on the Framework those who offered Physical Security solutions from within their portfolios. This resulted in just two suppliers being invited to bid.

Procurement Clarified with the two suppliers by providing a brief summary of requirements and asking if they could supply: "We are looking for a cloud native video surveillance management system (VMS) expandable to at least 1000 cameras which provides alert management and access control. The system must be compatible with a

variety camera types, including but not limited to indoor and outdoor PTZ and fixed cameras, intercom systems and alarms. The system and cameras must have the ability to detect motion and 'assets' including people, vehicles and licence plates using ANPR. The system must be fully SCO2 and NDAA compliant."

Both suppliers responded initially however, one bidder withdrew from the process stating that when consulting with their vendor community they would not be in a position to make a competitive offer.

ICT Therefore refined the Specification to which Procurement then amended to form a Request for Quotation which among other things included some further diligence questions e.g. Economic & Financial Standing, Sub-Contractor information & Insurance Levels. In addition to this Social Value Questions taken from the Authority's Social Value Toolkit were added.

The remaining supplier (Phoenix Software Ltd) responded positively in all aspects which included Social Value proposals which would see the Authority receive CCTV/Access coverage for its Mouth of the Tyne Festival to the value of [REDACTED].

1.5 Decision options:

The following decision options are available for consideration by the Director of Resources

Option 1

To agree the Authority entering into a contract with the preferred bidder.

Option 2

Not to agree the Authority entering into a contract with the preferred bidder,

Option 1 is the recommended option.

1.6 Reasons for recommended option:

Option 1 is recommended for the following reasons:

It is recommended that the contract be entered into further to the information provided in 1.4.1

The solution will deliver a wide range of benefits to the organisation including:

- Remove reliance from on-site infrastructure
- Reduced life-time cost
- Enhanced capabilities to share CCTV with partners such as the police
- Flexibility of CCTV control room location
- Improved resilience and disaster recover
- Ability to view images on the move, improving colleague safety.
- Ability to use AI to identify concerns and find footage of people, items and vehicles.
- Significant social value benefits

A compliant route to Market has been established which contains a Core set of Terms & Conditions which have been reviewed by the Legal Department.

The Prime supplier is an incumbent which adds some unintended but beneficial continuity.

1.7 Appendices:

Appendix: Equality Impact Assessment

1.8 Contact officers: Procurement Contact: Mark Perry Service Area Contact: Daniel Simms

1.9 Background information:

Contained within 1.4.1

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

The procurement of suppliers and contractors to complement the Authority's delivery needs is a critical part of the process to enable the successful delivery of key services.

The budgets to pay for the costs of suppliers of goods and services are provided for via the general fund.

The proposed tender is within the anticipated budget envelope.

2.2 Legal

The procurements has been carried out in compliance with the Authority's Contract Standing Orders and Public Procurement Regulations 2015 and all other procurement legislation that may be enacted or in force from time to time.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

Consultation has been carried out with Cabinet Members and the Senior Management Team and service steering groups.

2.3.2 External Consultation/Engagement

No external consultation has been carried out.

2.4 Human rights

There are no human rights issues directly arising from this report.

2.5 Equalities and diversity

An Equality Impact Assessment was carried out prior to tender. This was reviewed and updated following receipt of the tenders and is appended to this report.

2.6 Risk management

Any risk management issues are included within the Authority's risk register and will be managed by this process.

2.7 Crime and disorder

There are no crime and disorder issues directly arising from this report. However, the implementation of a modern CCTV infrastructure that can be shared with law enforcement partners in real time will likely have a positive impact on the potential reduction of crime and disorder across the borough.

2.8 Environment and sustainability

Tenderers will be obliged to commit to social value outcomes including carbon reduction and recycling to assist with the climate emergency declaration.

PART 3 - SIGN OFF

- Director(s) of Service

Y
