

Independent Security Assurance for Critical **Government Security Services**



Security review, redesign
and re-procurement

for a UK Central
Government Department

seeking enhanced
performance, value, and
long-term resilience

CASE STUDY

LMS Security Advisors were instructed by a UK central government department to undertake a comprehensive review and re-procurement of all of its security services. The overarching goal was to enhance quality service delivery, resilience and operational efficiency across a leaner and more agile property portfolio, whilst delivering measurable value for money and contributing to positive social outcomes.

LMS provided end-to-end Subject Matter Expertise (SME) across three critical service lines:

- Security Guarding
- Security Control Centre
- Electronic Security Systems

Through a well-structured process, LMS took a key role in helping the Department deliver a leaner, value-focused outcome aligned with the Department's and wider Government strategic objectives.

The LMS approach focused on some key areas that would enable a more competitive approach from the market and potential suppliers, which would prove valuable with regards to value for money, innovation and future compliance, particularly noting the increasing focus on legislation and fair pay.

The LMS approach began with a comprehensive review and discovery of existing contracts, risks and performance to identify potential opportunities for operational improvement. LMS delivered a data-driven business case for a change to the structure in which the contracts were put to the market and set clear deliverables regarding quality, cost and social value.

LMS were heavily involved in stakeholder engagement sessions, sharing best practices, market trends, innovation, technology advancements and lessons learned from the sector. This was supported by the Department's Commercial function who could assist in setting out the importance of innovation and social value in the supply chain.

The tender was created with detailed security added by LMS, which included service specifications, evaluation criteria, social value commitments, as well as the necessary qualifications and accreditations each service line would expect from its winning contractor(s).

LMS provided further SME during the clarification and evaluation periods, managing all security-related clarifications and providing transparent and independent evaluation of quality responses, supporting an auditable and compliant bid evaluation.

LMS were further engaged post-tender to ensure continuity through the mobilisation process, with the Department utilising LMS' vast experience in contract mobilisation and management to ensure a seamless service transition from incumbent(s) to new supplier(s). LMS were responsible for specific advice relating to security throughout the mobilisation period, including plans, risk registers, policy and procedure writing, reviews, governance frameworks and oversaw a smooth transition to service day 1 and beyond as the service(s) refined.

Through using LMS' subject matter expertise, the Department now has a service delivery contract set future-proofed and fit for purpose, focused on long-term strategic goals, proving that value for money need not come at the cost of high service quality, sustainability of strategic alignment.



To see how we could help your business, please contact us:

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