

Security Provider Evaluation Framework

A structured guide for procurement, facilities and security professionals



1. Essential Accreditations - Checklist

- NSI Gold accreditation - confirm level (Gold not Silver), service categories covered and date of last audit.

PASS/FAIL

- SIA Approved Contractor Scheme - confirm tier. Minimum acceptable: accredited. Preferred: top 5%.

PASS/FAIL

- Public liability insurance - minimum £10 million. Request policy.

PASS/FAIL

- Alcumus SafeContractor or equivalent - supply chain health & safety compliance.

PASS/FAIL

- Directly employed workforce - confirm no agency or subcontracted staffing model.

PASS/FAIL

2. Tender Evaluation Scoring Matrix

Suggested weightings for multi-criteria evaluation. Adjust to reflect your organisation's priorities.

- Accreditation level & quality assurance framework: 25%
- Staffing model & guard employment terms: 20%
- Insurance and risk coverage: 15%
- Account management & reporting capability: 15%
- Mobilisation plan & transition management: 10%
- Cost structure and value for money: 10%
- References and client evidence: 5%

3. KPI Framework

Build these into the contract SLA from the outset. Review monthly or quarterly.

- Incident response time - target: on-site within [X] minutes of alarm activation or reported incident.
- Guard retention rate - high turnover signals staffing problems. Target: 80%+ retained at 12 months.
- Training compliance - % of guards with current SIA licence and completed role-specific training.
- Incident report turnaround - written report issued within [X] hours of incident.
- Monthly account review held - yes/no, with documented action log.
- Client satisfaction score - quarterly survey with named contact and accountability for response.

4. Red Flags in Proposal Responses

- Accreditation listed without level, category, or certification number - ask for documentation
- Guards described as "flexible workforce" or "supplied through our staffing partner" this is agency recruitment model
- Insurance level not stated or stated as "fully insured" without a figure - request the schedule
- No written SLA template or KPI framework offered - ask whether one exists
- References declined or only provided as general testimonials - ask for named contacts
- Significantly lower pricing than other bids with no accompanying methodology explanation

