

Bournemouth International Centre

The Bournemouth International Centre (BIC) was opened in 1984 as a multipurpose conference, entertainment, exhibition and leisure venue at a cost of around £19.5million. By 2000 it had firmly established itself as one of the UK's leading venues of its type and a massive £22 million expansion and redevelopment programme was agreed, making the BIC the largest venue on the south coast when it reopened in October 2005.



Project background

When the maintenance contract for the BIC's security system came up for renewal, Operation and Security Manager, Peter Woods, was tasked with putting the contract out to tender.

Peter Woods commented, "As part of Bournemouth Borough Council's 'Efficiency Review Programme', and as the budget holder responsible for security at the BIC, I was asked to challenge the current maintenance contract in terms of value for money, efficiency and approach."

The security system at the BIC is extensive and includes a CCTV system consisting of 153 cameras and ten monitors, a large Apex intruder alarm system, an intercom system that incorporates the BIC and its car park, five disabled refuge stations and 28 access controlled doors.

The maintenance contract also incorporates the security systems installed at the Pavilion Theatre, which include CCTV, intruder alarm and door access systems.

COMMERCIAL SECTOR

Scope of works

**Security maintenance
contract take-over**

I am incredibly impressed with the quality of service that Chris Lewis Fire & Security has consistently delivered. I am already looking to expand the opportunities to work with them on projects in the future and wouldn't hesitate to recommend them.

Peter Woods
Operation and Security Manager
BIC/Pavilion

Three companies were invited to submit proposals and Chris Lewis Fire & Security was delighted to be awarded the 12 month maintenance contract.

Peter Woods continued, "Chris Lewis Fire & Security was included in our tender process based on the fact it has a local branch and we are keen to support local businesses. The engineers that attended the site visit demonstrated outstanding professionalism and knowledge and we were very impressed with their flexible approach and the comprehensive proposal they submitted."



The solution

Following a detailed inspection of the security equipment, our engineers worked closely with the BIC's Operation and Security team to ensure our maintenance proposal met with their specification and criteria.

The agreed maintenance service contract includes:

- A report assessing the condition of the equipment and all the component parts - including advice on equipment found to be faulty at the time of survey and costs for replacement
- Four scheduled service visits per year to each site
- Unrestricted emergency call outs and limited costs for call outs and remedial work incorporated within the contract. Maximum four hour response to all emergency call outs, with availability 24 hours a day, 365 days a year.
- Replacement equipment held in stock both on site and at our offices to ensure engineers have immediate access to system components whenever necessary

Our service visits and call outs are carried out in accordance with the British Standard Codes of Practice and the National Security Inspectorate (NSI) Gold standard. The NSI is the leading approvals and certification body that inspects companies providing security and fire safety services. The Gold standard is awarded to companies that meet the industry specific ISO 9001:2008 Quality Management System Standard and have a long-term track record of performance, and can demonstrate reliability and stability.

Results

The depth of knowledge, skill and experience of our engineers, combined with our ongoing investment in technology ensures that we deliver a professional and proactive maintenance service to the BIC and Pavilion Theatre.

In conjunction with quarterly maintenance visits, we provide the BIC with a highly responsive service to emergency call outs. The BIC has 24/7 access to our help desk where immediate assistance can be provided over the phone by senior engineers who will initially endeavour to resolve the problem remotely.

If remote assistance is unsuccessful, an engineer will be despatched, and will be provided with full details of the call via PDA. This ensures the engineer is fully briefed upon arrival. PDAs also provide engineers with access to technical manuals, reports and email, which enables them to email valuable service and support information to the client whilst still on site.

Peter Woods added, "I can sincerely say that Chris Lewis Fire & Security demonstrate the highest level of professional service. Their investment in mobile technology means that even before the engineer has left the site I have a job sheet on my PC which provides a detailed report of action and advice. They've given me complete confidence in their service, which in turn provides me with absolute confidence in our security systems."

Established in Oxford in 1993, Chris Lewis Fire & Security designs, installs and maintains a complete range of fire and security systems. To find out how we can help protect your organisation, visit www.chrislewisfs.co.uk

Chris Lewis
FIRE & SECURITY

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