

24 March 2026

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C/- ██████████  
Sent via email to ██████████

## **Request for Official Information LG25-0339 – Cougar Security**

Dear ██████████,

Thank you for your request for information held by the Queenstown Lakes District Council (QLDC). On 3 December 2025 you requested the following information under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

- 1. Please supply details of all payments by QLDC to Cougar Security Ltd and Cougar Group Ltd (plus any affiliated companies - referred to collectively in this request as "Cougar") since contracts were first entered into between the two parties.**
- 2. Please detail the procurement processes used to originate all QLDC contracts with Cougar.**
- 3. Were all of these procurement processes competitive bids via GETS - if not, why not? Please supply copies of relevant RFP's etc used for procurement.**
- 4. Please identify all contracts between Cougar and QLDC.**
- 5. Please detail all measures used to monitor performance and compliance with these contracts and how the contracts are renewed or terminated.**
- 6. Please detail all measures taken by QLDC to ensure that Cougar staff are suitably experienced and qualified to undertake the contracted work.**
- 7. Do the contracts use fixed fees for services or are they based on a commission or quota system? How are the fixed fees calculated and updated?**
- 8. Who is the QLDC manager responsible for Cougar's contracts and performance?**
- 9. Please supply all communications (including email but not limited to email) between that manager and Cougar over the past six months regarding any performance, contract renewal, compliance, and cost issues.**

On 12 December 2025, Council partially released item 7 of your request, withholding the remaining information under section 7(2)(b)(ii) on the grounds that its disclosure would likely unreasonably prejudice the commercial position of the relevant party.

Following consultation with the Office of the Ombudsman during its review, Council has provided additional context, which we believe addresses the substance of your enquiry.

### **QLDC RESPONSE**

In response to your request, we consulted with the QLDC Procurement Team.

## Partial release of information

### 7. How are the fixed fees calculated and updated?

Contractual fixed fees are determined as part of the procurement process and form a component of the overall evaluation criteria. The structure and application of these fees may vary between contracts and are outlined in the relevant Request for Proposal documentation.

Contracts may also include provisions that allow certain fees to be reviewed during their term. Outside of these provisions, fees are generally reconsidered through subsequent procurement processes. In practice, some fees are reviewed in conjunction with associated service contracts. For example, the 2025 contract operates on a three-year term with a two-year renewal option, and the relevant fees would typically be reassessed through the procurement process at that stage.

Suppliers may apply for a fee increase at any time; however, any such request must be supported by sufficient justification and is subject to Council approval.

### Right to review the above decision

Note that you have the right to seek an investigation and review by the Ombudsman of this decision. Information about this process is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this decision with us, please contact [Naell.Crosby-Roe@qldc.govt.nz](mailto:Naell.Crosby-Roe@qldc.govt.nz) (Director Democracy Services).

We trust that the above information satisfactorily answers item 7 of your request.

Kind regards,



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