APPENDIX 1 - SPECIFICATION FOR THE SUPPLY OF AN ELECTRONIC PADLOCKING SYSTEM FOR BCP COUNCIL

Destination and Culture

DN442004

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Contents

1. Introduction and Background
2. Scope
3. Hardware Requirements
4. Software Requirements
5. Training and Support
6. Implementation
7. Contract Management
8. Invoicing
9. Standards

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1. Introduction and Background

1.1. Bournemouth Christchurch and Poole (BCP) Council is looking for a supplier to supply an electronic padlocking system to replace the existing hardware for BCP Council's Seafront Operations. This will include padlocks for all gates; an electronic key system which is fully programmable to allow access to specific gates at specific times and an audit trail via a cloud-based platform. A bespoke lock system will also be required for the Council's amusement arcade, located at Pier Approach, Bournemouth.

1.2. The Bournemouth Christchurch and Poole Seafront Operations team manage all the activities along the coastline in the Borough. The Seafront is used by thousands of people each year and it is vital that this area is a safe environment for all and controlling vehicle access is a key part of this.

1.3. The current padlock locking system is open to abuse and provides no ability for the Council to control who is on site at any given time, nor does it give an audit trail to show when locks have been accessed or by whom.

2. Scope

2.1. The Council will be seeking a supplier to:

- Supply new padlocks and programmable keys for all access gates onto the Seafront. Currently the Council requires 200 padlocks & 500 keys. This may increase or decrease during the term of the contract. The Council reserves the right to request the supply of further items during the contract.
- Supply a bespoke locking system for Bournemouth Pier Arcade
- Offer a back-office management system
- Provide on-site training, ongoing maintenance and technical support of hardware and software throughout the contract
- Meet the project implementation deadline and have the system live by April 2020
- Ensure there is the ability for the Council to purchase additional padlocks and keys during the term of the contract including at alternative sites to just the Seafront within the BCP Council boundary.

2.2. The Council is intending to appoint a preferred supplier in February/March 2020. The supplier will be required to implement the system for testing. The system will then go through a testing phase with the Council before full roll out of all locks. The full roll out of all locks will be subject to satisfactory testing and sign off from the Council. The supplier will need to ensure that there is adequate time within the implementation period for the Council to test the locks. The Council will not be liable for any costs until the satisfactory completion of the testing phase which will be confirmed through a formal sign off with the Council.

2.3. The system will be required to be operational and in place by 1 April 2020.

2.4. The length of the contract will be for five years, with the option to extend the contract for a further five years. If the available extension is taken, the total length of the contract would be

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for 10 years. The contract will commence on 1 April 2020 (or earlier) subject to satisfactory testing and sign off of the system by the Council during the implementation period.

3. Hardware Requirements

3.1. Marine Grade rust resistant, stainless steel padlocks are required for all external gates. They must be able to withstand the sand, wind and rain that they will encounter within the coastal environment and use throughout the year. Weatherproof casing should be provided.

3.2. There is no facility to provide power to the padlocks, therefore all power to the padlock must come from the key.

3.3. The Pier Arcade have several different types of arcade machines that require a combination of cylinder locks, cam locks and T handle push locks. A site visit is recommended for the supplier to understand the specific requirements of the Arcade. Site visits can be arranged directly with Nick Maguire or Amy Harris by calling 01202 451760. Site visits will be permitted between 13 January 2020 and 24 January 2020.

3.4. The keys must be fully programmable to permit access to specific locks at set times. Each key should have a unique electronic ID which prevents duplication and leaves an auditable record of how each key and lock is used.

3.5. The keys should have the ability to set validation and expiration periods to limit the damage of lost keys.

3.6. Wall readers should be included to enable software updates to be transmitted to user keys.

3.7. Each lock and key should come with a minimum 12-moth warranty from the start of the contract. The Council would also like suppliers to price for 5-year and 10-year warranty options within the pricing schedule. Depending on the budget available, the Council reserves the right to use either the 5 or 10-year warranty option instead of the minimum required 12-month warranty option. The Supplier will be required to guarantee the items for the warranty period against faulty materials.

3.8. If the Council shall within such Warranty Period or within twenty-five (25) Working Days thereafter give notice in writing to the Supplier of any defect in any of the items as may have arisen during such Warranty Period under proper and normal use, the Supplier shall (without prejudice to any other rights and remedies of the Council howsoever arising) promptly remedy such faults or defects (whether by repair or replacement as the Council shall elect) free of charge.

4. Software Requirements

4.1. All products within the back-office system should be configurable.

4.2. The system should have the ability for users to update their key remotely via a wall reader or mobile app.

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4.3. A cloud based real time reporting system must be included as part of the software. It should have a dashboard and should be able to provide the following as a minimum:

- Update access permissions for users, keys & locks
- Provide an audit trail to show who has accessed or attempted to access a lock including the time of the attempt
- Be encrypted and fully secure from attack.
- Detail key & lock allocation across the site.

4.4. The system should support 3G, 4G, 5G and Wi-Fi connectivity.

4.5. The mobile apps should be both Android & iPhone compatible.

4.6. The contractor should have a robust business continuity plan, and if for any reason planned maintenance is required, this should take place between the hours of 22:00 and 08:00.

4.7. The system should have the ability for certain keyholders to update their keys remotely.

5. Training and Support

5.1. For the initial period of five years, a support contract for software and hardware will be required. If the option of the extension to the contract is taken, support will also be required for the additional five years.

5.2. Bournemouth Christchurch and Poole Council requires the supplier to provide training to the relevant staff during the implementation period. This should be through a face to face workshop for up to ten staff; for a minimum of 3 hours. Printed and digital user guides should be provided to the client, providing step by step details on how to use the system.

5.3. Throughout the implementation and go live period, a designated project manager should be assigned by the successful supplier 09:00 to 17:00 seven days a week so that Bournemouth Christchurch and Poole Council have one main point of contact.

5.4. A support desk should be available to take calls from Bournemouth Christchurch and Poole Council, Monday - Friday during office hours of 09:00 to 17:00 364 days a year (excluding Christmas day). In addition, support should be available between 10:00 and 16:00 at weekends and bank holidays from 1 April – 31 October each year. The weekend cover and bank holiday support is essential as these periods are the busiest times at the seafront.

5.5. All hardware support calls must be responded to within twenty-four hours of the call being logged and resolved within five calendar days.

5.6. If any item must be returned to the supplier, this should be fixed and returned within five working days of receipt, if this is not possible a temporary replacement must be loaned during the repair period. Return postage costs for faulty equipment are to be covered by the supplier during the warranty period.

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5.7. The support will cover all software and hardware faults. It is expected that the supplier should be able to manage software faults remotely and resolve any issues remotely. However, where required, the supplier will need to ensure that they are also able to attend site promptly to resolve any software faults.

5.8. The supplier will be expected to resolve any software faults in accordance with the below table:

Period	Length of Period	Resolution Time Required from point of notification to the Supplier
Air Festival (dates TBC by 1st April each year)	4 days	4 Hours
School Summer Holidays (dates TBC by 1st April each year)	6 Weeks	12 Hours
All other times	All other times	24 Hours

5.9. The support for the hardware should not cover faults that have been caused due to misuse, accident, or third-party damage. These faults will be at the cost of the Council.

6. Implementation

6.1. The supplier will be required to implement the system with the Council.

6.2. The supplier will be required to support the Council through rigorous testing of the system to ensure it meet the Council's requirements. A minimum of twelve padlocks & keys will be required during this testing phase.

6.3. The system will be tested on site during March 2020. Throughout this period members of the Operations team will carry out user scenarios to test the specification. If any errors appear, or areas of the specification are not met then the contractor will be asked to rectify. The Council will not confirm the full roll out of the system until the successful completion of the testing phase.

6.4. Following completion of successful testing and sign off from the Council, the system will 'go live' and this is when the support contract will commence.

7. Contract Management

7.1. As a minimum, the Council requires Suppliers to (but not limited to):

7.1.1. Provide a single point of contact for Account Management.

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7.1.2. Attend regular review meetings with the Council. In these meeting the following items will need to be reported on and discussed: Performance, deliveries, repairs, new items or exchanges, product ranges, pricing.

7.2. Contract meetings will be required to assess the progress which will initially run at monthly intervals for the first three months and then will be required quarterly for the remainder of the contract.

7.3. There shall be an annual review meeting and the supplier is to provide the Council with data on the previous 12 months, including performance and repairs.

7.4. Provide Management Information Reports as required.

8. Invoicing

8.1. For any ongoing support and maintenance fees to be charged annually, these should be invoiced quarterly in arrears.

8.2. Provided the Supply is performed satisfactorily in compliance with the Order, and subject to receipt of a valid invoice from the Supplier, the Council will pay the Supplier via its electronic payment system as specified in the Contract or in default within 30 days from the date on which the Council has determined that the invoice is valid and undisputed.

9. Standards

The Supplier shall:

9.1. provide the Council with such assistance as the Council may reasonably require during the implementation period in respect of the supply of the goods and services;

9.2. the Supplier shall at all times during the Contract Period comply with the specification and contract terms;

9.3. ensure that any products recommended or otherwise specified by the Supplier for use by the Council meet the requirements of the Council;

9.4. deliver the Goods and Services in a proportionate and efficient manner;

9.5. minimise any disruption to the Sites and/or the Council's operations when delivering the goods and services;

9.6. ensure that the Supplier Personnel shall be appropriately experienced, qualified and trained to supply the Goods and Services in accordance with the Specification;

9.7. at all times allocate sufficient resources with the appropriate technical expertise to supply and to provide the Goods and Services in accordance with this Specification;

9.8. ensure that any Documentation and training provided by the Supplier to the Council are comprehensive, accurate and prepared in accordance with Good Industry Practice;

9.9. ensure that neither it, nor any of its Affiliates, embarrasses the Council or otherwise brings the Council into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust in the Council, regardless of whether such act or omission is related to the Supplier’s obligations under the contract;

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9.10. gather, collate and provide such information and co-operation as the Council may reasonably request for the purposes of ascertaining the Supplier's compliance with its obligations under the contract

9.11. have an ongoing obligation throughout the Contract to identify new or potential improvements to the provision of the Goods and Services with a view to reducing the Council's costs and/or improving the quality and efficiency.

9.12. throughout the Contract Period, notify the Council of any new or emergent standards which could affect the Supplier's provision, or the receipt by the Council, of Goods and Services. The adoption of any such new or emergent standard, or changes to existing Standards, shall be agreed in accordance with the Council and require the written consent.

9.13. where a new or emergent standard is to be developed or introduced by the Council, be responsible for ensuring that the potential impact on the Supplier's provision, or the Council's receipt of the Goods and/or Services is explained to the Council (within a reasonable timeframe), prior to the implementation of the new or emergent Standard.

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