|  |  |  |
| --- | --- | --- |
| BoE logo_A4 master |  |  |

**Please only fill in at ITT stage – please note that, for security reasons, full information on the systems used by the Bank will only be released at ITT stage, after receipt of a signed NDA.**

Appendix 1a – Invitation to Tender (ITT) Questions, Lot 1

Security & Fire Services

**Procurement contact** – Lucie Vivian

**ProContract reference** – DN393462

**Authority reference** – GB007-BOE001/2019-000002

# 1. Introduction

Tenderers are requested to respond to the questions that follow.

Responses should follow the same structure and format as the ITT Questions; section headings and references must remain the same.

Tenderers must specify how the Bank’s requirements will be met. The way in which the requirement will be met must be specifically described along with any changes to the services that you believe are required to ensure the stated needs are met.

Tenderers must clearly indicate where there is any intention to use sub-contractors or any other external assistance and declare the details of any such proposed arrangements, including the identity of the organisations involved.

The maximum word-count for each section is shown in brackets and must be adhered to. Scores will be adjusted if the word-count is exceeded.

The Bank does not commit itself to the purchase or selection of any solution.

The Bank disclaims any liability whatsoever for costs incurred by tenderers in the preparation of their response to this Invitation to Tender.

The Bank reserves the right to amend or supplement this document and will endeavour to give equal information to all tenderers invited to tender.

This document (paper and electronic) and any copies taken, remains the property of the Bank. The Bank reserves the right to request, at some future date, the return of this document (paper or electronic), and any paper copies taken and to request deletion of any electronic copies taken.

# 2. Award Criteria and Scoring Mechanism

The Bank of England will evaluate providers' ITT responses on the basis of the following criteria:

|  |  |
| --- | --- |
| Criteria | Weighting |
| Technical   * Strategic partnership * Contract management * Planned preventative maintenance * Reactive maintenance * Technology and design * Project management * Training and accreditation * Mobilisation * Innovation and vision   Cost   * Fixed prices * Hourly rates * Sub-contractor arrangements * Product prices | 60%   * 9% * 9% * 9% * 9% * 6% * 6% * 6% * 3% * 3%   40%   * 15% * 5% * 5% * 15% |

|  |  |  |
| --- | --- | --- |
| **Score** | **Interpretation** | **Criteria** |
| 9-10 | Excellent | The response meets the requirements and clearly demonstrates how this will be fully delivered (covers all key requirements). Considerable competence demonstrated through relevant evidence. |
| 7-8 | Good | The response meets the requirements and clearly demonstrates how this will be fully delivered (covers all key requirements). Sufficient competence demonstrated through relevant evidence. |
| 5-6 | Fair | The response partially meets requirements with minor areas of concern requiring the evaluator to make assumptions (covers majority of the key requirements) |
| 3-4 | Doubtful | The response partially meets requirements with important areas of concern requiring the evaluator to make assumptions (covers some of the key requirements) |
| 1-2 | Poor | An attempt has been made to respond, but the response is deficient in at least one significant area or several different areas raising considerable concern/s (does not cover the majority of the key requirements) |
| 0 | Not Met | There is no response to the question or the response fails to meet any of the key requirements and demonstrates a lack of understanding |

# 3. Technical Security Contract Tender – Questions

1. **Strategic Partnership (1,000 words)**

The Bank of England is looking at forming a strategic partnership with a security specialist supplier where both parties work hand in hand to address common goals and challenges. With this in mind, please answer the following questions:

* Describe how you would approach this contract as a specialist security supplier. Bearing in mind the size and complexity of the buildings with a number of high risk and restricted areas, which may restrict when work can be undertaken, describe the challenges you may face, and how you plan to overcome them.
* Please detail how you will apply lessons learned to the specific requirements of this contract.
* Describe how you would go about developing the relationship to deliver tangible improvements and deliver cost effective solutions in the service provisions through collaboration with the Bank of England.

**2. Contract Management (1,000 words)**

**Section 5 of the specification provides service information details relating to Contract Management, after reviewing the requirements please answer the following questions:**

* The service contract may require onsite engineering resources, without being constrained to this, describe how you would resource this contract providing details of the number of staff required to manage the contract on a day-to-day basis, what their defined roles would be and which roles would be onsite/offsite.
* Provide an organisational chart with descriptions of roles with relevant qualifications and experience required to fulfil these roles.
* What benefits could your structure bring to the Bank of England contract?
* Describe your proposed business continuity model to ensure the continuity of service in the event of absenteeism.
* How often would you provide management updates on Planned Preventive Maintenance (PPM) activity and other tasks, what form will this take and who would provide these updates?
* Provide details of Key Performance Indications (KPIs) that could be applied to measure how effectively your organisation is meeting the service levels.

**3. Planned Preventative Maintenance (PPM) (1,000 words)**

**The scheduling and timely delivery of PPMs is of vital importance to Bank of England. The Bank has many restricted areas, for which approval must be granted by the Business Owners before the work can be undertaken. Work for these areas may be constrained to out of hours. With this in mind, please provide answers to the following PPM questions:**

**3.1 PPM Strategy, Planning and Co-ordination**

* Please describe in detail your proposed approach to PPM, considering the access restrictions in place at Bank of England.
* What method would you deploy and what checks would you include for access control equipment, Intercoms, intruder and CCTV?
* How often would you carry out PPM tasks?
* What is your understanding of SMART PPMs and would you recommend this approach for this contract?
* How would you co-ordinate engineering resources to promote efficiency throughout the process?
* How would you report issues and feedback information to the Bank of England?
* What improvements would you bring to the processes?
* Please provide examples of PPM sheets you would recommend for the Bank of England contract.

**4. Reactive Maintenance (1,000 words)**

**Timely response to in and out of hour’s reactive calls is paramount to ensure the smooth operation of the Bank of England. The Bank uses some bespoke solutions and functions such as ‘swipe and show’ to permit access to some restricted areas.**

**Furthermore, all engineers attending the Bank to carry out work are required to be security cleared to SC level. With this in mind, please provide answers to the following reactive maintenance questions:**

**4.1 Reactive Maintenance Strategy, Planning and Co-ordination**

* Please describe in detail what your approach to reactive maintenance would be in this contract, including how you would work with on-site maintenance and other specialist contractors to resolves issues in a timely manner.
* What issues and challenges are you likely to face?
* How would you look to resolve complex issues such as system integration to ensure the least amount of downtime?
* How would you ensure the correct resource is provided, especially for out of hours call outs?
* Please describe your proposed reporting process for reactive callouts and how would this be communicated to the Bank of England?
* Describe any post-incident processes you would implement to limit repeat visits and reduce overall spend.
* For information only (not evaluated): how much notification would you require to book engineers for ‘adhoc’ work?
* Would any aspects of the provision of services be outsourced to third-parties? If so, please provide full details of the service providers you would use and the relationship you hold with them.
* Where do you foresee the most failures happening, for Access Control, Intercom, Intruder and CCTV equipment, in this contract?
* Please provide examples of reactive callout sheets you would recommend for this contract.

**4.2 Emergency Callout and Response**

* Emergency response to callouts should be efficient and delivered in a timely manner to provide full reactivation on the first visit, where possible. Please detail what your emergency callout strategy would be, including details of any prioritization you would undertake before responding.
* Would out-of-hours callout engineers form part of the ‘core’ team or provided by additional staff?
* Provide details of the proposed team of additional trained engineers available in your organization for the purpose of responding to reactive callouts, bearing in mind the requirement for security clearance.
* Provide details on the minimum qualifications and training provided to callout engineers to enable them to respond to a Bank of England emergency callouts.
* For information only (not evaluated): please provide details of where these engineers are based and how quickly they could respond.
* Would you maintain critical spares on each site? And if so, provide details on the types of spares you will suggest.
* What would be your backup and escalation process in the event of a failure to respond?
* Please describe your strategy to ensure first time fixes.

**5. Technology and Design (1,000 words)**

**It is important to keep up to date on industry standards, best practices and compliance issues. Please answer the following questions in detail.**

**5.1 Industry Standards and Best Practices**

* Provide details of the relevant standards and best practices for the security industry which you would bring to this contact.
* Provide details on how you will keep your engineers informed of changes to industry standards, and compliance requirements.
* Provide the benefits the above approach will bring to the Bank of England.

**5.2 System Design**

Please provide an example of a system design diagram demonstrating the workings of enterprise level access control, intruder and CCTV systems over multiple buildings.

**5.3 System Drawings**

**The Bank of England has a strict policy on the control of documents especially on the issuance of floor plans; as such it is likely the floor plan updates will be done onsite at the Bank. Section 2 of the specification provides service information details, after reviewing the requirements answer the following questions:**

* Provide details on your process for the production of system designs, drawings and floor plans for Capital Work and Small Works projects.
* Describe your proposed change management, documents control and sign off process.
* How would you ensure that the Bank of England’s document control specifications and requirements are met and adhered to?
* Provide details on the challenges the above restrictions may bring and how you will manage these.
* Please provide examples of drawings of a similar format to the ones you would be using.

**5.4 Logging and Tracking (Asset Information)**

**The Bank of England utilises a system called Concept for all logging and tracking of PPM and reactive maintenance tasks. The Bank of England also requires an up-to-date asset register to be stored onsite detailing security equipment to be maintained. It is acknowledged that this process requires some improvements to capture information at the asset level. Please provide answers to the following questions:**

* Describe the importance of maintaining an accurate and updated asset register. What benefits would this provide to the contract?
* Describe how you would deliver value to the contract by revising and improving the way that asset information is captured, and how this information will be managed for PPM and reactive maintenance tasks.
* How would this process seek to identify elements of systems currently unrecorded?

**6. Project Management (1,000 words)**

**Section 5 of the specification provides service information details in relation to project work, after reviewing the requirements please answer the following questions:**

**6.1 Project Design and Management**

* Please describe what your operating model for managing projects would be, and what roles within your team would be involved.
* Please describe your proposed project management structure, and how the project managers will apply their experience to this contract.
* How would you communicate project progress and issues identified to the Bank of England?
* How would you collaborate to ensure the Bank of England’s specifications are met during the design process?
* What challenges would you expect to face and how would you overcome them?

**6.2 Installation, Commissioning and Delivery**

* Please describe your proposed installation and commissioning process. How would this be reviewed, monitored and maintained to ensure accuracy?
* Describe your proposed process to move from ‘change’ to ‘run’ and how new projects would be transitioned into PPM schedules.
* How would you manage third-parties to ensure projects are delivered on time, within budget and to a high standard?
* Please provide an example of a method statement you would use for installing and commissioning Access Control, CCTV projects and other security projects.

**7. Training and Accreditation (1,000 words)**

**It is of vital importance to have an embedded relationship with key security system manufacturers used at the Bank of England. With this in mind, please answer the following questions:**

**7.1 Supplier Relationships**

* Provide details of your proposed team for this contract.
* For information only (not evaluated): provide copies of the organization and the individuals of the organization accreditations you have on these systems, the length of the accreditation and where applicable, the level currently held. If you are not accredited on any of the systems, provide details on how you would support these systems.
* Provide details on how you would (further) develop and maintain relationships with the system manufacturers.
* Provide details of the type of card technology you would recommend to the Bank of England and why.
* What challenges do you foresee in this contract relating to the relationship with these manufacturers, and how will you address them? For information only (not evaluated): do you maintain any other manufacturer partnerships or accreditations that would benefit the provision of this service?

**7.2 Engineer Accreditations and Training**

* Describe your proposed approach to engineer training.
* How would you monitor and manage the development of your engineers?
* Describe the importance of formal up-to-date accreditations.
* For C-Cure and Avigilon, please provide details of the proposed team trained engineers you have for the provision of this service, including their level of accreditation held and the number of years of practical experience.
* Is there any part of this service you would need to upskill your engineers? Please provide details.
* For information only (not evaluated): are there any other accreditations or skills you feel could benefit this contract?

**7.3 IT Accreditation and Experience**

* Provide details of how your engineering team’s IT qualifications will benefit the Bank of England.
* Describe how you propose to work with the Bank of England’s IT Team to form a partnership to ensure effective operations of the Security Systems.
* Describe the types of IT related issues you would expect and how these will be managed.
* Describe the importance of a patch management programme for security infrastructure and networks
* Describe how you would assist your engineering team to tackle complex IT and networking issues.
* Describe how you will ensure adequate importance is given to cyber security on security infrastructure and networks.

**7.4 Health and Safety**

* Explain how you would manage and minimize health and safety issues
* What is your proposed process for managing risks and issues and how would this be communicated to the team and reported to the Bank of England?
* How would you promote safe working for your engineering team and align them with the values of the Bank of England?

**7.5 Customer Service**

* Describe how you will ensure good customer service and regular updates, and what these will bring to this contract.
* How will you ensure good customer service, how you instil this in your workforce, and will this tie in with your company values?

**8. Mobilisation (1,000 words)**

**8.1        Mobilisation Plan**

**A fully defined mobilisation plan is required to ensure the smooth transition of services with the least amount of disruption to normal business. Please provide details of the following:**

* Provide full details of your proposed mobilisation plan, how you will gain site knowledge and the tools you will require to assist in the process.

**9. Innovation and Vision (1,000 words)**

Innovation and the focus on up and coming technology is of importance to the Bank of England. The Bank of England is going through a phase where the risk appetite is changing and there is desire to test and evaluate new technology. With this in mind, please answer the below questions:

**9.1 Innovation**

* What innovation would you bring to this contract?
* Provide details on how you would keep your engineers informed of innovations in the market.
* Please detail how your lessons learned may benefit this contract?

**9.2 Industry Trends and Vision**

* With the prevalence of IoT in the consumer market, what industry trends do you see impacting this contract?
* How do you see the commercial security industry changing in the space of this contract?
* What challenges do you see this bringing to this contract?