



Part 2 Specification

Contract Reference

TCOS417

Contract Title

Provision of an Improved CCTV Service

Contents

1.	Overall Scope and Nature of the Requirement	3
2.	Key Outcomes and Project Summary	3
3.	Core Requirements	6
4.	Maintenance Requirements	20
5.	General Requirements.....	25
6.	Contract and Performance Review Requirements	30
7.	Added Value.....	31
8.	Scope and Nature of Possible Modifications or Options.....	31
9.	Awarding the Contract on Behalf of Other Contracting Authorities	32

1. Overall Scope and Nature of the Requirement

- 1.1 Torbay Council is a Unitary Authority covering the towns of Torquay, Paignton and Brixham. It is a coastal local authority with a population of approximately 138,000 which rises to around 200,000 for the key holiday periods. It has a vibrant night time economy.
- 1.2 The aim of this tender process is to provide an improved CCTV Service with a majority based wireless communication system linking to the Control Room, with a five year plus five year maintenance Contract.
- 1.3 The Authority currently operates a Public Space Surveillance CCTV System, which includes monitoring its own buildings, by utilising cameras communicating with a Control Room through a combination of BT, its own fibre optic and copper.
- 1.4 With the exception of the Control Room, the current CCTV system was mostly installed during the 1990's and early 2000's, so it is expensive to run and maintain. There is a desire to retain the service and the significant value it brings to the area of Torbay, supporting four of its five key targets within the Corporate Plan 2015-19, which are:
 - a) Protecting all children and giving them the best start in life;
 - b) Working towards a more prosperous Torbay;
 - c) Ensuring Torbay remains an attractive and safe place to live, visit and work;
 - d) Protecting and supporting vulnerable adults.
- 1.5 All technology provided and installed must enable our CCTV Service to fully meet its requirements and compliance with the Data Protection Act 1998 and related codes of practice issued by the Information Commissioner's Officer, the Home Office¹ and the Office of Surveillance Commissioners. It will also need to ensure compliance to the forthcoming General Data Protection Regulation from 25 May 2018.

2. Key Outcomes and Project Summary

2.1 Key Outcomes

- 2.1.1 The Authority is looking for a Provider to modernise aspects of the current CCTV system to achieve the following key outcomes:
 - a) Installation of a wireless communications network, or similar, across the three towns of Torbay;

¹https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/204775/Surveillance_Camera_Code_of_Practice_WEB.pdf

- b) UPGRADE those parts of the current CCTV service to a digital (IP) system, which incorporates the new wireless communication network, the Control Room and up to 90 of the public space cameras;
- c) Retention of the remaining CCTV Service elements and, where feasible, encode / interface into the new network / control system;
- d) Management of the capital spend to within the allocated resources, or provision of alternative financing arrangements to ensure the project is delivered within budget;
- e) Reduction in the revenue costs through this capital investment. In addition Applicants may propose other service delivery changes to further reduce costs;
- f) Partnership working between the Authority and the successful Applicant to identify, support and deliver new business growth opportunities;
- g) Provision of appropriate products, taking into account the harsh coastal environment and funding envelope;
- h) Provision of a quality cost effective Service;
- i) Provision of innovative modern technology;
- j) Protection of the Authority's secure data network.

Capital Allocated to the Project

- 2.2.1 Torbay Council has allocated a capital borrowing of £350,000 for this project; together with a further £50-70,000 allocated from other budgets or from capital bids. The maximum capital spend by the Authority is £420,000 which may require some flexibility in its final delivery. It may be that additional revenue can be identified or some parts of the project are put on hold, or alternatively financial arrangements can be agreed with the Provider to spread any additional cost.

Summary of CCTV modernisation programme

- 2.2.2 A review was been undertaken by Global MSC, who were commissioned by the Authority to undertake a feasibility survey on the future of its CCTV service, details of which can be found in [Appendix 1](#) and [Appendix 2](#). Although the Specification is not seeking to entirely replicate these reports, there is a requirement for Applicants to follow the broad principles set out in them. In addition Appendix 3 covers recommended replacements and should be used as a guide, although Applicants should note the reports and appendices cover a larger remit than that required within this Specification.
- 2.2.3 The Authority's aim is to install a wireless communication network across Brixham, Paignton and Torquay, utilising Authority land together with car parks it either owns or leases. The Authority would also consider alternatives such as part wireless/part fibre. The Authority is seeking to upgrade/replace those parts of its Control Room associated with the modernisation of the communication network and making that part of the system wholly IP. Applicants should also give consideration to an additional (3rd) monitoring position, which the Authority may wish to include within the Contract. The Authority reserves the right to include this and any other works elements defined as optional, within the awarded contract (subject to budgets etc.) at its sole discretion.

- 2.2.4 The Authority is seeking to replace or integrate those cameras that will either use the new wireless network, a number of remaining third party networks or those currently owned by the Authority around Town Hall. Applicants should refer to the table in Section 3.4 below for details of the cameras that will be connected to the Control Room through the new wireless network or by these other existing networks. In summary this includes the majority of the public space cameras in Torquay, Paignton and Brixham, as well as the cameras around Torquay and Paignton Harbours.
- 2.2.5 It is currently anticipated that Brixham Harbour and Fish Market will remain on its own localised system, although Applicants should provide an option for the Authority to add this to the wireless system should the Authority wish to include it now or at a later date. This may include the replacement of the VMS and the addition of an NVR, further specification details on these in Section 3 below. Applicants should note the comments in 8.3 below about a potential upgrade of this system.
- 2.2.6 The systems in the individual car parks are not currently included in the detailed Specification, although, as many of these car parks will be used as wireless nodes (staging posts), a small selective number of car park cameras (as detailed in 3.4.3) will be upgraded to digital (IP) and added to the new wireless communication network. It is anticipated that the remaining car park cameras will be retained on their current analogue systems with localised matrices and DVR recorders, although any proposals on how these could be cost effectively incorporated into the new system would be welcomed. One important localised copper network in and around the Town Hall needs to be incorporated into the new Control Room, but is currently out of specification for new cameras.
- 2.2.7 St Marychurch has three cameras, which it is anticipated are not economically viable for a wireless communication link to the Town Hall Control Room. Applicants are required to give consideration to upgrading these cameras and linking them together to a single point, to be brought by third party optical fibre (existing RS1000 upgraded to RS1000D cct) to Torquay Town Hall. The Authority will consider any alternative proposals that offer a more cost effective or efficient solution to the upgrading and inclusion of these cameras with within the network.
- 2.2.8 Two analogue cameras at Torre Station currently linked to the Control Room via a third party network need to remain and be integrated into the new Control Room IP system.
- 2.2.9 All the other cameras on Authority buildings or assets and linked to the Control Room via the IT network and the Highways UTC cameras are only included within this Specification for the purposes of maintenance.

Other Considerations

- 2.2.10 The Provider will be the Principal Contractor responsible for design, delivery and contract management for the capital investment part of this Contract and for compliance with the relevant legislative requirements, whilst undertaking the capital works and the maintenance thereafter. The Provider is required to work with third party organisations, including, but not limited to, the specialist wireless equipment
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supplier, BT and equipment suppliers, in order to deliver the modernisation project and achieve it within the agreed budget. The Authority will have a small project team with a single point of contact and in delivering this Contract the Provider will be required to liaise with and work across a number of Council Departments including IT, Car Parks, Highways, the Harbour Authority and Information Compliance.

- 2.2.11 The Provider will be required to work in partnership with the Authority to develop business opportunities, specifically in relation to the provision of equipment and services to external the third party organisations with the cameras then being monitored by the Authority. The Authority currently has one Contract to monitor a third party camera at Torre Station, this needs to be incorporated into the new Control Room on an existing third party network. The Authority is also in discussions with two Town Councils about monitoring their CCTV systems.
- 2.2.12 Any new installations in the Control Room or the installation of new cameras with their communication data systems must maintain data security and be isolated from Torbay Authority's own data network, as included within the Global MSC reports in Appendices 1 and 2. It is not intended that this Contract will involve existing cameras already utilising the Authority's IT data network, an option to replace or upgrade individual cameras additional data communication capacity will be required as the current capacity would not be sufficient.
- 2.2.13 The Authority's IT team is currently considering whether to use any new wireless communication network for its own data communication purposes. If the IT department utilises the new wireless communication system, then it must be capable of maintaining data security and be isolated from the CCTV network. It is possible this will be trialled at Torquay and Paignton Harbours, although Applicants are not required to price this within their Tender. The Global MSC report in [Appendix 2](#) includes more information on the potential use of the wireless communication network for this purpose.

3. Core Requirements

- 3.1 Introduction
 - 3.1.1 This section sets out the Authority's minimum requirements for this Contract.
 - 3.1.2 Applicants are required to establish within any variant bid how they will meet these requirements, in order for the Authority to be able to appropriately assess their offer.
 - 3.1.3 In order to achieve any threshold set in relation to award evaluation criteria Applicants are required to establish within the relevant responses how they will meet these requirements.
 - 3.1.4 The Provider will be wholly responsible for the design, supply, installation, set-up / commissioning and maintenance of the new system covering the areas set out in this Section 3.

3.2 **New Wireless Communication Network between Torquay, Paignton and Brixham Town Centre Cameras and the Control Room**

- 3.2.1 A feasibility survey has been undertaken to ascertain if a wireless communication network can link the three town centres of Torbay to the Torquay Town Hall Control Room. This has been shown to be feasible and full details of the survey can be found in [Appendix 1](#). Applicants should note that although not all cameras have direct line of sight the Authority has been advised that they can all be connected via intermediate locations potentially on existing Council infrastructure. The Authority owns this infrastructure, as it is the Highway Authority.
- 3.2.2 The CCTV wireless survey undertaken for St Marychurch, has identified that there is no achievable line of sight from this location to any other part of the proposed network. There are currently three cameras at this location, and the Specification requires that these three cameras are linked together by a localised wireless network, so reducing the requirement for current third party optical network, reducing them from three to one, although this would need to be upgraded to IP connectivity (BT RS1000D). The Authority will consider any alternative proposals that offer a more cost effective or efficient solution to the upgrading and inclusion of these cameras with within the network.
- 3.2.3 The current (BT) optical fibre network connects into Torquay Harbour Offices to allow viewing and control of the local cameras. This needs to continue, so a wireless link needs to connect to Torquay Harbour Offices to both continue with this facility and also to give the new system a business continuity ability that it currently lacks.
- 3.2.4 Costs must be inclusive of all fixtures and fittings of antennae and associated equipment for all column and wall mounted cameras. It must also include OFCOM licensing fees. The Authority will retain the responsibility for the contracts for those installations (not covered under this contract) with other third parties. Applicants are required to demonstrate data security and the system must be isolated from the Authority's data network.
- 3.2.5 The work undertaken by Global MSC, to evaluate the feasibility of a wireless data communications network can be found in Appendices [1](#) and [2](#) and via this Google Earth (KMZ) link: [Torbay KMZ](#)
- 3.2.6 It is a requirement of this Tender that design and planning proposals fully consider the need to ensure that the network / node / equipment architecture provides the most efficient, robust, and reliable transmission, control and recording system. Applicants will be required to provide an appended summary (maximum 750 words) outlining how this will be achieved, this document will be for information purposes only and will not be scored.
- 3.2.7 For upgrade works undertaken under this contract, the core network should be multicast layer 3. The recording (and transmission) system must provide a minimum 20% redundancy for expansion and resilience. The system shall be configured to enable dispersed recording, with recording routed to other network NVRs in the event of an NVR failure, pending remedial works etc. To ensure operational flexibility, the proposed Wireless Network system must take account of

the diverse network, and finite capacity. The ability to automatically adjust stream bandwidth at times of heavier traffic provides a high degree of overall resilience. Utilising analytics encoding / efficient compression, equates to a lower bandwidth requirement whilst minimising latency / jitter.

- 3.2.8 For the supply and installation of wireless transmission links, the Provider / specialist Wireless provider shall undertake frequency recording at the relevant locations, and ensure overall system set up optimally, with correct bit-rates, all appropriate settings and configuration (e.g. including gain / through losses, security / encryption levels, frequency blacklisting / whitelisting), in liaison with and shall make due allowance within their submission accordingly. The proposed network / equipment shall feature, and be configured with, 128 / 256 bit AES encryption, with the encryption licence costs included within the tender return pricing schedule. Configuration shall include the disabling of SSID (Service set Identifier) broadcast.
- 3.2.9 Applicants shall allow for and include within their submission, the supply and installation of lightning / surge arresters at each link end (if and where not already in place).
- 3.2.10 Applicants shall allow for mini 5 port Gigabit compact network switches at each camera location (if and where not already in place). Where applicable and necessary, Applicants shall further allow for and include within their submission any additional network switches required at the node / control location.
- 3.2.11 Where remote sites (e.g. car parks) have retained system elements, not upgraded as part of this contract, the tender shall include, and allow accordingly (where feasible), to interface the existing DVR(s) to the new IP network, enabling Control Room access and thus negating the requirement for a separate ADSL circuit. To include end to end configuration, including adding the appropriate Web Interface to the Authority's nominated control room workstation(s).
- 3.2.12 The Authority will consider alternative approaches to a fully wireless based communications data network, such as part wireless/part fibre, but any submission is required to meet the criteria including capital cost.

3.3 New Control Room Equipment and Software

- 3.3.1 Replace the existing Control Room equipment and software with a modern IP system, with a dispersed network recording solution and a software Graphical User Interface (GUI) platform across all three towns. Replace the existing main control system with a suitable IP Video Management system which allows easy use and management of IP (or converted data from existing cameras), links into ONVIF compliant NVR system and allows simple interface into third party (e.g. stakeholders such as Devon and Cornwall Police, Other Borough and Town Councils) integrating front-end systems. Where applicable, and for all elements covered under this contract, the Provider shall allow for all necessary software, software licences, and registration as necessary. The Provider shall further allow for all firmware updates throughout the whole of the Defects Period.

- 3.3.2 In order to ensure operational flexibility, the proposed system must take account of the diverse network and finite capacity. The ability to automatically adjust stream bandwidth at times of heavier traffic is essential to provide a high degree of overall resilience. Utilising analytical encoding and efficient compression equates to lower bandwidth requirement whilst minimising latency/jitter.
- 3.3.3 Any new IP Video Management system and recording network must be scaleable, and designed to grow in terms of operating and storage capacity, as it is anticipated that other parts of the Authority's system will be upgraded to IP, and the possibility of the Council undertaking monitoring / system management for other boroughs / clients, thereby requiring greater capacity.
- 3.3.4 Any new IP Video Management system and recording network must be designed to interface with smart phone technology (ensuring appropriate encryption/ password protection etc), so allowing access to recorded and live data on that technology, most notably for Devon and Cornwall Police Officers to view a recent or ongoing incident. This could be through wireless/wifi, 3G or 4G or their replacements.
- 3.3.5 Any new IP Video Management system and recording network must be designed to interface with Body Worn Video (BWV) cameras, so allowing automatic download from secure encrypted devices. This could be through wireless/wifi, 3G or 4G or their replacements.
- 3.3.6 A minimum of two operator positions shall be required, to include associated console adaptations / peripheral equipment / monitors, cabling and containment etc., to ensure fully functional operator position for the new upgraded system. However design of a third operator position to allow for future expansion and priced as an optional extra as part of this Contract. Operators must also be able to review recorded images at their work station. Facility must also be given for a review station for the purposes of reviewing recorded images away from the CCTV Control Room's two stations, though this can be potentially utilised as a third operator position if the service expands. Recording equipment must be able to record all cameras with a 30 day retention period.
- 3.3.7 Appendix 4 specifies the broad requirements for the Video Management System. The Provider needs to ensure that the VMS chosen broadly complies with this specification and details which elements don't comply, if any, and how the chosen system addresses this.
- 3.3.8 The adopted system must be inherently intuitive and easy to use.
- 3.3.9 An IP Video Management System is required at Torquay Harbour Office to be able to move and monitor the cameras around the harbour estate (though this does not include Brixham Harbour at this time). The system needs to have NVR recording capacity, as covered within this specification, for a retention period of approximately 10 days for the whole system, so it can provide resilience and business continuity should the town hall Control Room be compromised.
- 3.3.10 For every Server / NVR array installed under this contract (including for remote sites / nodes), Applicants shall allow for the supply and installation of a suitably

sized / rated Uninterruptable Power Supply (UPS) to enable staged shut-down / re-start of the NVR / Server to prevent damage / corruption of the system, in the event of supply interruption (as well as protection against spikes / transients). This is intended for staged shut-down only, and not as a means of supply back-up.

3.4 **New IP Cameras to Replace Current Camera Stock**

Cameras

- 3.4.1 The Authority currently operates a system of 305 cameras, of which approximately 160 are public facing, i.e. street surveillance, car parks or harbour land and 145 are within Authority buildings or protecting their assets.
- 3.4.2 The Authority is seeking to install, replace or integrate 75 cameras, which primarily include those in the town centres and harbour areas, but not in its car parks or Brixham harbour, although Applicants should note 2.2.5 above and 8.3 below. There are an additional 15 cameras that are considered as optional extras, 13 at Brixham Harbour, one in Victoria Park, Paignton, which is currently mobile and one at Sheddon Hill Car Park (camera 24). Details in table below under 3.4.5.
- 3.4.3 The cameras are listed in zones, with a full list of cameras in Appendix 5. However the cameras that fall into this tender for replacement are identified below. Almost all cameras are analogue, though some of these have been replaced with new hybrid cameras, which have IP capability, and some are more modern analogue cameras that they can potentially be integrated into the IP system. In Appendix 3, the Global MSC report is a recommended list of those cameras that should be replaced and those to be retained, however Applicants should be aware that the list in the report is more extensive than the actual specification requirements and since the report was written some analogue cameras have been replaced. These cameras are listed with the table below 3.4.5. Applicants may offer alternative solutions to camera replacement, but this list can be used as guidance only.
- 3.4.4 The list below are those zones of cameras that are to be partially or fully included within this specification and upgraded to IP cameras or integrated into the system. Those zones that are to be partially integrated will only have between one and six cameras that need to be included as they are key public space surveillance cameras. Where this is the case this is made clear below.
- 3.4.5 A mobile camera is used within Victoria Park, so it would be advantageous to install a new camera and link this to the wireless system. Applicants should provide an option for the Authority to add this to the wireless system should the Authority wish to include it now or at a later date.

Torquay Town Centre , which include Sites One, Two, Five and Six, as well as the single Torre camera (Torre to Harbourside spine, Princess Gardens, Torwood Street, Harbourside, Harbour/Beacon Quay Car Park	Site One – includes 21 cameras running from east and below the Town Hall to the harbour and around the harbourside and up into Torre. It is anticipated that all these cameras are added to the new wireless communication network. This area includes Torquay's night time economy. Cameras 5,
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and Lower Union Street Car Park)	6 and 16 have recently been replaced (Camera 6 is IP, 5 & 16 are analogue). <i>Please note that Camera 22 may have been replaced by the issue of this contract with an IP camera.</i>
	Site Two – provides 8 cameras within Beacon Quay car park, but this includes some of the harbour estate and at least one key camera for the night time economy. A single camera , camera 8 is a modern hybrid camera and it needs to be added to the new wireless communication network. The other 7 remain on a localised DVR.
	Site Five – provides 31 cameras for Lower Union Street Car Park, with some cameras that serve Factory Row, or over see the town centre areas. This whole site, including the 2 Shedden Hill Car Park cameras, record on a localised DVR. The 2 Shedden Hill Car Park cameras join this network via a BT Communication line but only to the car park. [There are, in addition, 3 IP cameras facing the pay machines that run through Torbay Authority's own data network back to Paignton Harbour Office, but are not connected to the CCTV Control Room.] There are six cameras (seven if include number 24) that need to be upgraded and added to the new wireless communication network. These are 1, 3, 4, 19, 23 and 29. The others remain on a localised DVR. Camera 23 is a Shedden Hill Car Park camera, so it maybe a necessity to replace number 24 as well and wireless link it to 23, before being connected to Lower Union Street Car Park via a BT line.
	Site Six – provides 11 cameras in the Town Hall and adjacent car park and bowling green, which are on Torbay Authority's own data network utilising copper communication lines so there is no communication costs. This also includes Warren Road/Abbey Road camera which is also on Torbay Authority's data network but utilising optical fibre. The one camera for

	Warren Road/Abbey Road (Camera 12) needs to be included in the new modernised system. The others need to be integrated into the new IP network.
	Torre – single camera (104) on a BT Communication line. This needs to be added to the new wireless communication network.
<u>Total cameras to add to new wireless network in Torquay</u>	37(38) cameras, which includes 4 new cameras of which two are IP
Paignton Town Centre , which includes sites one and seven (Town Centre, seafront incl. Preston, Harbour, Victoria & Roundham Car Parks)	Site One – provides 20 cameras for central Paignton and the sea front of Paignton/Preston including Paignton Harbour. This area includes Paignton's night time economy. The two Paignton Harbour cameras run on Torbay Authority's own data network via a BT Communications line. It is anticipated that all these cameras are added to the new wireless communication network. Cameras 25, 27 and 40 are modern IP cameras.
	Site Seven – provides 21 cameras for Victoria Car Park and some of the surrounding paths area. There are six cameras that need to be upgraded and added to the new wireless communication network. These are 1, 3, 4, 5, 13 and 14. The others remain on a localised DVR.
	Paignton Harbour Camera – There is a separate additional one camera with harbour estate utilising Torbay Authority's own data network. It is anticipated that this camera is upgraded and added to the new wireless communication network.
	Victoria Park Camera – There is a mobile camera with Victoria Park. It would be advantageous to install a new camera and added to the new wireless communication network.
<u>Total cameras to add to new wireless network in Paignton</u>	27, including three IP cameras (28 if can install a camera in Victoria Park)

Brixham Town Centre & Car Parks, Sites 1 and 8 (Including town centre central car parks)	Site One – provides four town centre cameras . It is anticipated that these four cameras are upgraded and added to the new wireless communication network.
	Site Eight – provides four car park cameras linked to a localised DVR. There are two cameras that need to be upgraded and added to the new wireless communication network. These are 1 and 2. The others remain on a localised DVR.
<u>Total cameras to add to new wireless network in Brixham</u>	Six
Brixham Harbour & Fish Market	13 cameras on Torbay Authority's own data network via a BT Communications line. Consideration is given that these cameras are added to the new wireless communication network, see 2.2.5 and 8.3 within this specification. It should be noted that there is a current proposal to add to and upgrade some cameras, which has not been finalised by the start of the procurement process.
<u>Total cameras to add to new wireless network from Brixham Harbour</u>	Thirteen , as an optional extra
St Marychurch	Three cameras on BT Communication lines. It is anticipated that these three cameras are upgraded and linked together via wireless to a single point, then utilising a third party communication line back to the Town hall.
<u>Total cameras to add to new wireless network in St Marychurch</u>	Three
Other Cameras	Torre Station – currently links 2 cameras via BT Communications to Control Room. These need to be integrated into the new

	Control Room.
<u>Total cameras to add to new wireless network in addition to the towns</u>	Two
TOTAL	75-90 (5 are currently IP)

3.4.6 All new Internet Protocol (IP) cameras installed under this contract must be suitable for the purpose of Public Space Surveillance. All new cameras that are replaced should be like for like, i.e. static cameras replaced with static IP cameras and PTZ replaced with IP PTZ's. PTZ's shall have full PTZ (Pan, Tilt, Zoom) movement with a minimum of 15x optical zoom facility. Telemetry must be fast enough (with proportional control), with low latency (minimum 250 mS), and with sufficiently high shutter speed to enable the following of motor vehicles moving through the town centre without blurring. The camera should also be able to allow the reading of vehicle number plates from a reasonable distance and identify facial characteristics of possible offenders. Cameras must have a minimum 2 (two) individually configurable streams, and further have as a minimum settings configuration for Backlight Compensation (on/off), Shutter Speed, Gain, Day / Night (auto night monochrome etc.), Frame / Bit Rate etc., Privacy Masking, Pre-set tour, Any camera type offered will be considered as part of the overall evaluation process, taking into account parameters such as On-board analytics enhancing efficient network band-width utilisation and enabling object tracking etc, Resolution, Low Light Performance, Dynamic Range, White Balance, Wide compatibility (Protocols etc.). All cameras must be able to be remotely configurable.

3.4.7 The Provider shall ensure:

- (a) all cameras installed under this contract include all required and necessary PSU (and interconnecting composite cables – taking into account PSU location where applicable / appropriate, e.g. within adjacent street cabinet etc.), mounting hardware as appropriate for its specific location, along with all applicable and appropriate interconnects / containment / glands / bushes and general sundry items to ensure a compliant, fully operational camera;
- (b) all cameras are set up, profiled, and configured / NVR system integrated, appropriate to their intended operational use, to ensure optimum performance. E.g. Contrast, Saturation, Brightness, White balance, back light compensation, shutter speed, privacy masking etc. Privacy masking setting requirement shall be subject to each camera location evaluation as to whether it is required to be enabled on a camera by camera basis;
- (c) that end to end (camera to NVR) encryption is configured and enabled on all cameras (static and PTZ)

Camera columns & Cabinets

3.4.8 It is envisaged that the existing camera / equipment columns / street cabinets will have sufficient space within for equipment to be installed. However, if and where

there is found to be insufficient space, the contractor shall install a “Sarel” type lockable enclosure at high level on its respective camera column.

- 3.4.9 Where there is an identified requirement for new enclosures, these shall be either Powder Coated Steel, or GRP, lockable (suited) “Sarel” type, with the appropriate seals, back board / plate / DIN rail gland plate provision and IP rating as applicable. All cable entries shall utilise appropriate methodology (e.g. Compression Gland, Flexible conduit bush / coupling etc.)
- 3.4.10 Containment between camera housings / enclosures / columns (street lighting or specialist CCTV type) to be undertaken utilising metallised flexible conduit incorporating proprietary gland / bushes etc.
- 3.4.11 All Street Furniture (both existing and new, columns and cabinets) have been structurally and electrically tested in accordance with IET / ILE regulations.

Within Camera Columns / Street Cabinets

- 3.4.12 The Provider shall allow for all elements, including suitable brackets, spacers and general hardware, including:
 - (a) Column cabling (where appropriate) shall have base terminations with test points;
 - (b) All components (PSU's etc) shall be of a type designed for direct back board mounting, or enclosed within suitable enclosure, no bare terminals (other than earthing / earth marshalling block) will be permitted;
 - (c) All crimps to be made using correct proprietary tool, with no exposed braid;
 - (d) All earthing to be provisioned in accordance with BS 7671, including Main Equipotential.

Cabling / Containment

- 3.4.13 Where there is a requirement for new cabling within buildings (e.g. Control Room, Car Parks etc.), the Provider shall ensure suitable size and rating for its applicable use. Furthermore, the contractor shall allow for a minimum of 20% redundancy of cable sizing, for future use as necessary.
- 3.4.14 The Provider shall allow for all required cabling containment works both internally and externally. Where any new cabling is of a similar / compatible category, existing containment (subject to its sufficient capacity) can be utilised.
- 3.4.15 Where the use of existing containment is not possible, the contractor shall allow for supply and installation of new containment accordingly. It is the Provider's responsibility to establish and verify all containment requirements.
- 3.4.16 For all external areas, or public accessible areas (car park stairwell / lobbies etc.), containment shall be galvanised steel conduit (utilising spacer bar saddles). In internal areas, where galvanised steel conduit is to be installed, the tenderer shall further allow for the T-Wash, and painting of conduits, which may or may not be required in any / all locations. This will be at the discretion / direction of the Authority and, subject to the Authority's requirements.

- 3.4.17 Within accessible by public areas, all box / trunking lids shall be secured with proprietary security type screws. The type used shall be subject to approval from the Authority.
- 3.4.18 Where the existing or proposed containment route is above a false ceiling, and not readily visible, the use of (if existing), or installation of tray / basket / conduit / trunking is acceptable subject to local conditions. If and where it is found there is no containment within these areas, the cable tying direct to ceiling struts / pipes or anything else other than correct and fit for purpose containment will not be permitted.
- 3.4.19 All containment works shall be carried out in accordance with industry best practise, and in full accordance with current I.E.T electrical installation regulations incorporating all amendments as at time of install, and in particular with regard to fixing distances, capacity, segregation etc.

Fibre Optic Cabling/Works

- 3.4.20 Whilst not envisaged under this contract, where there *is* a requirement for fibre optic cabling, this shall include a patch panel (and suitably sized enclosure c/w gland entry) at both ends, and shall include recorded OTDR trace / results. **No direct splicing will be allowed.**
- 3.4.21 All cores / patch terminals shall be clearly identified at both ends.
- 3.4.22 All installed fibre shall be suitably rated for subterranean / prevailing conditions duct use. The installation of fibre optic cabling shall strictly adhere to manufacturer guidelines and industry standards ensuring minimal stress when “pulling in”, and compliance to parameters applicable to bending radii etc.
- 3.4.23 Electrical supply provision, where not already existing, (either local sub-main, or UMS) will be provisioned and undertaken by others. The Provider shall allow for final connection, testing, and certification from the provisioned by others service cut-out within the Column / Street Cabinet.
- 3.4.24 All works undertaken as part of this contract shall be carried out encompassing principles of best installation practice, and in accordance with all legislative requirements and industry standards, neat, tidy, and compliant with contract requirements. All materials utilised under this contract shall be in full accordance with appropriate EU/British Standards, and shall be clearly CE marked where appropriate / applicable. All CCTV installations shall as a minimum be in accordance with CAST (Centre for applied science and technology, previously *H.O.S.D.B.*) CCTV Operational Requirements manual.
- 3.4.25 All tools, plant, and access equipment used under this contract, shall be safe, defect free, conducive to the works being undertaken, and where applicable have up to date test / calibration certificates.
- 3.4.26 All works undertaken under this contract, shall include where applicable / appropriate, full system configuration and commissioning, including relevant test and commissioning certificates accordingly.

System Commissioning

- 3.4.27 Tests shall be conducted for each camera installation (including its associated transmission link), as detailed in this document. The Provider will note that all tests may be required to be witnessed by the Authority's representatives and that the test results will be required to prove compliance with the specified system requirements, and all industry standard parameters.
- 3.4.28 The Provider will provide the Authority with the results in writing of all tests as detailed in the agreed System Test Schedule and carried out on the installed system. Tests on received video from camera installations will be carried out using a suitable test instrumentation. If and where applicable, tests on telemetry links will show the spread of received errors on a loopback test and will be carried out using a data test set which generates an appropriate test pattern and an associated receiver which provides meaningful data analysis. All test instruments utilised shall be up to date calibrated, will be provided by the Provider for test purposes, but shall not form part of this tender offer.
- 3.4.29 The Provider will demonstrate to the Authority's representatives that the system is fit for purpose. The test will identify the registration mark of any vehicles anywhere within the target area (where applicable for ANPR cameras), or relevant site of enforcement / interest where applicable, and at their intended maximum / minimum object distances, in accordance with the installed camera performance parameters. The tests will be conducted during the day and night and light readings/environmental conditions will be noted at the time of test and provided by way of an accompanying written report. The Provider will make a test recording for all camera installations before offering this system to the Authority. The Authority's representatives may carry out further tests as required.
- 3.4.30 The Provider shall additionally, as part of these requirements, demonstrate that the Recording and Control NVR system is set up and configured in accordance with the requirements under this contract, including recording frame rates, storage retention capacity, analytics etc. This shall include demonstration of live images and recorded images.
- 3.4.31 Written test results will be provided to the Authority by the Contractor within 7 days of the completion of these tests.

O&M Manual

- 3.4.32 It is a requirement of this contract that the Provider provides upon completion, O&M Manuals. Such documentation shall include:
- (a) A description of the extent and manner of operation. This documentation shall be targeted at this specific installation. Manufacturer's handbooks in isolation are unlikely to satisfy this requirement;
 - (b) Electrical test & completion certificates (if and where applicable)

- as prescribed within BS 7671 (IET Wiring regulations);
- (c) System / installation test measurements / results / commissioning and completion sheets;
- (d) DVDR(s) (plus an indexed schedule) of test recordings of all new cameras installed, or for all attached cameras to the new NVR installed. The test recordings shall include (for full facility cameras) all functions (pan, tilt, and zoom etc.), as well as any specific contextual shots for identified operational requirement elements;
- (e) A copy of any certificates of compliance, with relevant standards;
- (f) Comprehensive instructions for the switching on, operation, switching off and isolation, and for dealing with emergency conditions for all powered systems;
- (g) Instructions for precautionary measures as deemed necessary;
- (h) Instructions for servicing, including frequency and materials to be used, to maintain all systems in good condition;
- (i) The names and addresses, e-mail addresses (where available), fax, and telephone numbers, of suppliers of all major components together with types and model reference, serial number and the order numbers and dates;
- (j) Full detail of manufacturers' warranty, including certificates where appropriate / applicable;
- (k) A full and detailed schedule of recommended spares holdings;
- (l) 1 x set of O & M instructions shall be provided, in either CD/DVD-R or USB memory stick format, suitable indexed, and showing works completion / commissioning / handover dates;

Defects Period

- 3.4.33 As a minimum, during the defects liability period, the Provider will be required to attend to, *and rectify**, any reported fault during normal working hours, (deemed to be Mon-Fri, 08.00 – 17.00, excluding Bank Holidays). Rectification shall be completed no later than next working day.

Notwithstanding where the nature of the problem is outside of the control of the Provider (e.g. loss of supply etc.). **It is the contractor's responsibility to ensure sufficient spares are held to be able to fulfil these requirements.*

- 3.4.34 The Defects Period shall be for a minimum period of **12 months** from date of (agreed) Formal Handover Completion. Supplied equipment, as detailed elsewhere within this document, shall be provided with its appropriate manufacturer Warranty, transferrable to, the Incumbent / K.M.B.C. under the maintenance contract where warranty period extends beyond the Defects Period.

During Defects Period

- 3.4.35 At 6 months, from system handover, the Provider shall undertake a Minor Planned Preventative Maintenance visit (PPM), to carry out basic cleaning lens / housings, filter cleaning, general system functionality check, and rectification of any identified defects.

End of Defects Period

- 3.4.36 At the end of the defects period, the Provider shall allow for a return visit, to undertake a maintenance check to verify system functionality, carrying out any adjustments, lens / housing cleaning, lubrication, filter cleaning / changing, and defect repairs as necessary. This shall include verification of the integrity of the transmission infrastructure, correct and compliant recording quality (including retention capacity). Once the Provider has undertaken this, and satisfied themselves of the system integrity, it shall then be demonstrated to the Client / Client representative for acceptance for final (end of defects liability period) handover.

Asbestos

- 3.4.37 Where appropriate, the Provider must inspect the Asbestos Register before starting work within any building (Car Park structures, T.B.C Control Room etc.) to establish if there is any known asbestos product in the building or used in the construction of the building. The Provider shall take note of the whereabouts of any known asbestos, which is identified by “asbestos hazard” notices.
- 3.4.38 If the Provider attends to repair or service an installation which has not been identified as containing asbestos, but is suspected by the Provider to contain asbestos, the contractor must stop work immediately and contact the relevant Client Representative for further instructions.

All operatives engaged on the Contract must have completed asbestos awareness training. No new materials or products containing asbestos are to be used on this Contract.

Contract Mobilisation

- 3.4.39 Applicants shall provide as part of his submission, a brief project / mobilisation plan, including lead in times, and verification of contract works duration – 8 weeks from commencement. Lead in times should be based upon all applicable factors including availability / delivery times of equipment.

Summary

- 3.4.40 The above schedule briefly outlines the scope of works. All associated / peripheral materials / works necessary to undertake a correct and proper installation are deemed to be included within the scope of this contract, and tenderers should ensure due provision is made within their submission.
- 3.4.41 Applicants will be deemed to have carefully examined the Specification supplied to them, and to have fully acquainted themselves with all requirements and to have obtained clarification on any detail or matter which may be obscure to them, as no allowance or claim will be considered for any alleged deficiency of material or description contained in the Specification once the Tender has been submitted.

4. Maintenance Requirements

4.1 Maintenance of the New System

- 4.1.1 The Provider shall provide an initial five year labour inclusive maintenance schedule for the new installed system and the existing cameras covered in Appendix 5, which includes both those listed above and below. It needs to state what is included and excluded from the maintenance package. Maintenance should include an element of support for any software installed and on-going software updates. The value of this should be shown separate from the cost of the hardware installation.
- 4.1.2 The Highway Cameras, (10 UTC cameras) and the Torre Abbey Cameras (38) are currently subject to separate maintenance contracts that extend to 30th June 2018 and 17th November 2018 respectively. These however need to be combined into the one Contract at the end of their existing contracts, but they still need to retain the same specification and be priced separately. Appendix 8 lists the service agreement details for all three locations (General CCTV, Torre Abbey and Highways UTC).
- 4.1.3 The Provider can offer a range of options providing various standards of service.
- 4.1.4 Below is a list of cameras not included in the Contract to be added to the wireless communication network but still require a maintenance, which gives additional information on their connection to the current Control Room.

Other Cameras These cameras mostly serve Torbay Council assets, and with the exception of the Highways UTC cameras and Oldway Mansion, they are all on the Authority's own data network. They ALL need to be included within any future CCTV maintenance package.	UTC Cameras – There are 10 UTC highway cameras that require no changes, but need to be added to any future maintenance package, but costed separately, see 4.1.2 above. They are operating on their own system which is not connected to Torbay Council's own data network.
	Oldway Mansion Cameras – 4 cameras but do not need to be upgraded, but need to be considered in any maintenance package.
	Town Hall/Tor Hill House Cameras – 5 cameras, but there are no communication costs as the data communication is on Torbay Authority's own data network, utilising a copper line. They need to be considered in any maintenance package.
	Remaining <u>Torquay Car Parks (Terrace Car Park and Union Square)</u> – There are 15 cameras serving the Terrace Car Park and 13 cameras serving Union Square Car Park. They need to be considered in any maintenance

	package.
	Torre Abbey – 38 cameras on Torbay Authority's own data network via a BT Communications line, need to be considered in any maintenance package, but costed separately, see 4.1.2 above.
	Torquay Library – 16 Cameras on Torbay Authority's own data network utilising a copper communication line, so no communication costs. They need to be considered in any maintenance package.
	Tor Hill Cameras – 13 cameras on Torbay Authority's own data network utilising optical fibre. They need to be considered in any maintenance package.
	File Store – 3 cameras on Torbay Authority's own data network via a BT Communications line. They need to be considered in any maintenance package.
	87 Abbey Road – 4 cameras on Torbay Authority's own data network utilising optical fibre. They need to be considered in any maintenance package.
	Paignton Hub Cameras – 21 cameras on Torbay Authority's own data network via a BT Communications line. They need to be considered in any maintenance package.
	Parkfield Cameras – 13 cameras on Torbay Authority's own data network via a BT Communications line. They need to be considered in any maintenance package.
	Brixham Library – 8 Cameras on Torbay Authority's own data network via a BT Communications line. They need to be considered in any maintenance package.

- 4.1.5 The maintenance part of this Specification is broken down into the four 'Elements' described below:

Element 1: Preventative Maintenance of CCTV Equipment, including the Wireless Communications Network, the Control Room and Cameras

- 4.1.6 The Provider shall carry out preventative maintenance on all equipment covered by the Contract once or twice per year depending on need and warranties, from the commencement date. That maintenance Contract shall include all the new, existing and replacement equipment. The Provider can offer a range of options, or simply provide a single option based upon what they consider to be in the best interests of Torbay Council. Appendix 6 lists the current equipment.

(a) Street Boxes:

- Check cabinet/location for vandalism
- Ensure box and doors are serviceable and secure
- Check earth connectors
- Check earth leakage protection
- Confirm power supply
- Check heater thermostats (if fitted)
- Check edge connector of all panels
- Test signal levels on all lines
- Test all camera functions

(b) Poles and Towers:

- Check all pole/tower mounting points and ole tilting mechanisms (where fitted)
- Carry out maintenance as per structure/manufacturers manual
- That all pole/towers with power are tested and inspected every 6 years to comply with BS7671

(c) Pan and Tilt Units:

- Check security of mounting
- Carry out visual check of unit
- Conduct full function check
- Check seals
- Check speed of pan and tilt
- Check functionality of cable plugs and sockets

(d) Cameras:

- Visual check for vandalism/damage
- Check mountings are secure
- Check weatherproofing of camera
- Examine weatherproof catches and ensure they are lubricated

- Check cable plugs and sockets
- Check wiper unit and blade (where fitted)
- Check washer nozzle and heater (where fitted)
- Ensure all lenses and domes are clean (6 monthly where appropriate)
- Confirm operation of zoom, focus and iris
- Check back focus
- Check tour operation is functioning
- Confirm output level
- Change LED fittings as necessary
- Ensure Privacy Zones are operational (where fitted)
- (i) **If the camera is wireless, the following additional checks should be added:**
 - Check battery (where fitted)
 - Ensure strongest signal between camera and Control Room to produce the optimum picture and control quality
- (ii) **If the camera carries out additional tasks such as ANPR carry out additional checks:**
 - Connectivity
 - Coverage
 - Movement
 - Auto focus
 - Functionality

(e) Control Room Equipment checks:

- Camera selection controls
- Pan and tilt operation
- Zoom and focus operation
- Peak white inverter operation (where fitted)
- Record selection and record level
- Playback selection and playback level
- Recording duration check
- Computer and Automatic clock function
- Display unit functionality

(f) Monitor checks:

- Monitor selection controls
- Monitor set up
- Tube and colour balance

(g) Other CCTV related equipment checks:

- As per manufacturer's instructions

- 4.1.7 The Provider must inform the Authority when they arrive and depart each site. Upon departure, the Provider shall submit a complete list of the work carried out whilst on site to ensure consistency.

Element 2: Responsive Maintenance of CCTV Equipment, including the Wireless Communications Network, the Control Room and Cameras

- 4.1.8 The following actions are required in the event of faults, which require rectifying through re-active/responsive maintenance visits by the Provider. All such visits shall be categorised into one of three levels of priority as follows:

(a) Critical System/Equipment Failure

The Provider's representative shall be on site **within 4 hours**, if the whole system is inoperable shutting down the service.

(b) Vital and/or Important System/Equipment Fault

The Provider's representative shall be on site **within 24 hours**, if the fault or camera failure is deemed to be critical.

(c) General CCTV Equipment

The Provider's representatives shall be on site **within 5 working days**, if the fault or camera failure is not deemed to be critical.

Critical cameras (CC) would be considered those to be within the top 25 cameras for incidents as signified by a CC on Appendix 5.

Element 3: Capital Procurement of Equipment

- 4.1.9 4.1.8 If an item of equipment (i.e. a camera, DVR etc...) with a value of over £150 develops a fault that is beyond economical repair, the Authority shall require a set price for a like for like replacement. This refers to replacement high value equipment or new high value equipment over the life of the Contract. No equipment is to be replaced or new equipment fitted without the written agreement of the Authority.
- 4.1.10 Please note: **Element 3 is not an exclusive element** within the Contract. This means that the Authority reserves the right to procure capital equipment outside the Contract if the Provider cannot meet the requirement in a manner that is acceptable and/or at a price that is deemed to be reasonable.

Element 4: Re-deployment of Cameras

- 4.1.11 Torbay Council has a number of mobile cameras, so inclusion within the maintenance tender should be a price, which includes cherry picker, to move and install temporary cameras six times per year. The deployment of mobile cameras must follow the procedures set out in Appendix 7.
- 4.1.12 Please note: **Element 4 is not an exclusive element** within the Contract. This means that the Authority reserves the right to procure capital equipment outside the

Contract if the Provider cannot meet the requirement in a manner that is acceptable and/or at a price that is deemed to be reasonable.

5. General Requirements

- 5.1 The Provider will be the Principal Contractor and therefore is responsible for any subcontracted work, and therefore these requirements equally apply to those subcontractors. Torbay Council has a legal duty to ensure all contracted work complies with relevant legislation and they will be looking to ensure that this is the case.
- 5.2 The Provider shall ensure that all personnel employed on this Contract are suitably trained, qualified and experienced to undertake the work required.
- 5.3 It is expected that any new CCTV Network shall not use the Authority's main IT network. If there are any modifications to the Authority's main IT network, the Provider must consult with the Authority's IT department first to make sure the IT system has enough capacity to carry out any additional required data.
- 5.4 The Provider shall provide detail of the appointed Contracts Manager who will have overall responsibility for the Contract. The Contracts Manager will be suitably qualified and experienced, and have seniority in the Company. The appointed Contracts Manager shall be responsible for monitoring performance levels, resolving service queries and attending contract management meetings with the Authority.
- 5.5 The Provider shall employ on the services throughout the whole of the Contract period, a competent agent or supervisor, and staff who shall be available during all working hours. If issues of quality, response or otherwise, are identified at any time, the Client Representative shall reserve the right to request that the agent / supervisor or staff shall be replaced to his satisfaction. The supervisor shall liaise closely with the Client Representative, or his representative, to facilitate inspection of works in progress and be present when installations are inspected.
- 5.6 The Provider will be required to demonstrate that the operatives have experience of working with, or have received training on all of the equipment types likely to be encountered on this contract.
- 5.7 Where applicable / appropriate, Electrical contractors / operatives must be NICEIC or ECA registered. The Provider must provide a full list of the names of operatives, the type of work they will undertake, and their qualification and registration details.
- 5.8 All operatives must carry an Identification Card at all times.

Before Starting Work

- 5.9 No work must start or continue in any building or public space until all practicable steps have been taken to prevent danger to persons employed, in attendance, members of the public, occupying the building / in public space at the time, from apparatus, which is liable to be a source of danger. The use of suitable barriers

and signage should be utilised where appropriate, with particular and precaution where the use of height provisioning access plant is required.

- 5.10 The Provider shall provide a detailed programme of works, and informational document, detailing all applicable / appropriate contact names and telephone numbers for operatives, supervisors etc. as well as emergency contact details.
- 5.11 The Provider shall provide a full and comprehensive set of RAMS.
- 5.12 The Provider shall be responsible for the adequacy, stability and safety of his operations on site, and shall comply with all legislatively required safety regulations applicable at the site (and or where applicable, the main contractor's) unless specifically authorised by the Authority's representatives to depart from them in any particular circumstances.
- 5.13 The Provider shall ensure all precautions are taken to minimise the risk of fire, and shall include special care in using combustible materials, which are to be stored only in their proprietary containers. Fire breaks shall be maintained at all times, and where necessary breaches are made (trunking routeing etc), the fire breaks shall be reinstated immediately upon completion of this element of works. Fire doors shall not be wedged open, but shall remain closed at all times except for required ingress / egress / the bringing in / removing from site materials / equipment etc.
- 5.14 The Providers shall review their Health and Safety Policy and Safe Working Procedures as often as necessary, in the light of changing legislation.
- 5.15 The Provider shall comply, and where applicable, shall cause his Sub-Contractors to comply, at all times with the Health and Safety at Work Act 1974, and any amending or related legislation concerned with the health and safety of employees and other persons, and any relevant British Standards and Codes of Practice.
- 5.16 The Provider shall permit the appointed Consultant or any other authorised competent person, to enter the site where works are being carried out at any time during working hours, and have free and unfettered access to all parts of the site covered by the works. During inspections the Authority's representatives will inform the Provider; initially verbally, and subsequently in writing, of any observed, or otherwise evident, methods of works undertakings, or other matter which, in the opinion of the Consultant, falls below the requirements of statutory requirements, and / or deemed to be likely to cause danger. The matter will be reported to the Client and, should remedial action be required, to the Health and Safety Inspectorate, where deemed appropriate / legislatively necessary.
- 5.17 COSSH. The Provider shall maintain at all times, an up to date COSSH register, with a copy of the relevant (to works being undertaken) elements forming part of all site operatives' employee manuals. The Authority's representatives reserve the right to request to view these records during any site visit.
- 5.18 RAMS. The Provider shall ensure that Risk Assessment / Method statements are in place, where applicable, prior to works taking place (either generic for routine works, or specific for works where appropriate), a copy of which shall be provided to the on-site supervisor / operative undertaking works. The Authority's

representatives reserve the right to request to view these documents during any site visit or retrospectively at any time following the applicable works.

- 5.19 The Provider shall fully comply with all CDM regulations.
- 5.20 Where the size / nature of any new / upgrade works is applicable, the Provider shall be responsible for the F10 notification as soon as the client has placed the order for contract (or issued letter of intent), and agreed commencement date. Before commencement of any works (other than investigative survey pre-works), the Provider shall provide to the Authority's representatives, a Construction Phase Health and Safety Plan for approval, which must be granted before commencement of any physical works.
- 5.21 If whilst undertaking works as part of this contract, the Provider identifies, or becomes aware of, any element of defect or danger not covered under this contract, this shall be reported to Authority's representatives accordingly. Where the identified defect poses clear and present danger, this shall be reported to the Authority representatives immediately and without delay.
- 5.22 During any upgrade / system installation works, the Provider shall take all reasonable steps to ensure minimum disruption and down-time of the existing system.
- 5.23 No work is to be carried out on CCTV equipment without prior approval of the service visit. This may be agreed by e-mail or telephone with the Authority.
- 5.24 All site visits to be logged on a work sheet which must give date, time and nature of work carried out and must be signed by a member of the Authority's staff and the engineer.
- 5.25 The Provider shall provide a site logbook, which should contain a copy of the site risk assessments and working on the highway, method statements, COSHH, Working at Height Regulations 2005 and all other Health and safety at Work 1974 requirements.
- 5.26 The Provider should provide a record of any breach in regulations at the Authority's sites including any work on CCTV equipment, which may breach the Data Protection Act 1998, Health and Safety at Work Act 1974 or Authority policies and procedures.
- 5.27 The Provider shall supply all necessary equipment including platforms to enable safe maintenance of all the CCTV systems equipment and to comply with all Act, Regulations and Guidelines.
- 5.28 The Provider's personnel working within the CCTV environment shall respect the integrity of such an environment and therefore shall not disclose any information heard within the environment to any other party.
- 5.29 The Provider shall ensure that all their operations comply with the following Acts, Regulations and Guidelines (this list is not exhaustive and the Provider shall be responsible for compliance with any additional Acts, Regulations and Guidelines applicable to the provision of the service):

- (a) BS 7671 2008 (17th Edition Wiring Regulations for Electrical Installations incorporating all current amendments / updates*. as issued by the Institute of Engineering and Technology) **In force at time of contract commencement – 18th Edition envisaged to supersede July 2018.*
- (b) NACOSS NACP20 Code of Practice for planning, installation and maintenance of CCTV Systems
- (c) The Provision and Use of Work Equipment Regulations (PUWER) Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- (d) Approved Code of Practice and Guidance L113: Safe use of lifting equipment
- (e) Provision and Use of Work Equipment Regulations 1992. Guidelines on the regulations L22 1992
- (f) Health and Safety at Work Act 1974
- (g) The Data Protection Act 1998
- (h) All Traffic Management must be in accordance with: Chapter 8 requirements; The Safety at Street Works and Road Works – A Code of Practice (latest edition / revision in place at time of undertaking) under the New Roads & Street Works Act 1991.

Traffic, Parking and Access

- 5.30 The Provider shall not park or allow its staff to park any motor vehicle or motor cycle in any unauthorised parking area.
- 5.31 Where it is necessary for vehicles to cross communal areas, the Provider shall satisfy himself with regard to safety in so doing, before embarking on such a course and shall be responsible for such reinstatement works as may arise where damage has been caused – e.g. cracks to paving slabs, damage grassed areas etc.
- 5.32 The Provider is to comply with all statutory Highways and Police Regulations relating to the Works, and is to allow for any costs which may be involved - and for paying any fees and other charges that may be required. The Provider shall at all times observe all regulations including those regarding the loading or unloading of, or waiting by, vehicles on the public highway, and the Contract Sum shall be deemed to include these elements accordingly.
- 5.33 The security of the Provider's personnel, vehicles and tools, shall be the sole responsibility of the Provider. Should the Provider consider that additional security is required at certain locations to protect his staff, equipment, plant or vehicles, then the Provider shall provide this at their own cost.

5.34 Quality and Performance Standards

Once completed, the surveillance system must be capable of producing a recorded image of such a quality that it shall allow positive identification of pedestrians, drivers of vehicles and vehicle registration numbers within the environs of Torbay geographical area. Cameras should be capable of 24/7 operation in all weathers and low light conditions. The system must also be capable of recording all images received at a quality standard that would be

acceptable for legal and evidential purposes. Images should not be overly compressed so as to obscure important detail. The system must also achieve recommended standards set out by the Office of the Surveillance Commissioner.

5.35 Implementation

The CCTV system 'down time' should be kept to a minimum. Once work on the system has begun, the work should be continuous until completion of the work on the system. Upon completion, the system must be fully functional and working as a Public Space Surveillance CCTV system.

5.36 Training and Documentation

- 5.36.1 The Provider shall provide an appropriate period of training to ensure end users of the system are capable of operating the system successfully. The programme proposed must be explicit within the Tender Submission, and consist of a minimum 2 x half day sessions to allow for different shift elements etc., ensuring all staff are able to attend. The Provider shall provide Torbay Council with electronic documentation (e.g. training documents, manual) which are kept up to date.
- 5.36.2 Prior to training sessions, the Provider shall submit bullet point schedule of areas to be covered, and anticipated session duration. The Provider shall allow for any necessary hand-outs / guidance sheets etc. to assist.
- 5.36.3 It is essential that all staff with responsibility or involvement in the management of the CCTV systems receive specific training in the use of the systems. Other staff should also be aware of their responsibilities in the use of the system. Serious legal implications may arise from the use and operation of the CCTV systems and the ICO Code of Practice must be adhered to at all times. Training in good working practices will also ensure the technical quality of the images recorded by the CCTV systems. Staff training will include the following specific matters:
- (a) Setting up and testing of the CCTV system;
 - (b) Operation and use of the CCTV system in an appropriate and lawful manner;
 - (c) Establishing and managing a recordings archive, including safekeeping and safe disposal of the image recorded;
 - (d) Processing of requests for access to personal information, including the necessary application forms;
 - (e) The rights of individuals whose images are recorded;
 - (f) The release of images and the protection of third parties whose images are recorded;
 - (g) Establishment of an annual review of the CCTV system to ensure its effectiveness in terms of security, safety and performance;
 - (h) The requirements of the DPA, the Human Rights Act, the Freedom of Information Act, Regulation of Investigatory Powers Act and the ICO Code of Practice on the use of CCTV.

5.37 Disposal

- 5.37.1 The Provider shall be wholly responsible for the clearing of, removal from site, and disposal of all waste, packaging, spoil, and removed redundant equipment.

Disposal shall be undertaken in full compliance of all prevailing environmental and other legislation, including WEEE directive etc. and in a fully audited manner.

- 5.37.2 Torbay Council reserves the right to request evidence of correct and proper disposal.
- 5.37.3 Before disposal of equipment, the Provider shall liaise with Torbay Council who may wish to retain some equipment items for spares / maintenance purposes for other systems elsewhere within the Borough.
- 5.38 Helpdesk for Maintenance/Fault reporting**
- 5.38.1 The Provider shall provide a Helpdesk which shall be the first point of contact for all enquiries by the Authority and service delivery related issues. The Helpdesk shall be manned by suitably experienced individuals who are familiar with this Contract (and should not simply be an answering service).
- 5.38.2 Enquiry/enquiries may be placed by email or telephone. In either case the processing of the call shall take place 24/7 including all United Kingdom public holidays.
- 5.38.3 Calls to the Helpdesk shall be charged at local rate or lower. No charges at premium rate shall be made.

6. Contract and Performance Review Requirements

- 6.1 During the installation phase of the Contract the Provider shall have weekly meetings/teleconferences with the Authority to report on progress and resolve any issues or challenges. A final sign-off meeting shall take place once the system is fully installed and operational to confirm the satisfactory completion of the installation.
- 6.2 During the maintenance Contract the Provider shall attend six monthly maintenance review meetings; unless both parties agree they are not necessary. These shall be held at the Authority's offices and used to review current performance against the maintenance contract and to resolve any issues. The Provider shall keep a comprehensive record of all maintenance functions and make data and statistics available to the Authority at each quarterly review meeting.
- 6.3 5.7.3 The Provider shall:
- a. Attend six monthly review meetings;
 - b. Attend additional review meetings if requested by the Authority;
 - c. Send maintenance figures to the Authority initially on a quarterly basis, to include:
 - Number of routine maintenance works performed;

- Number of call-outs and response times;
- Number of faults reported and repaired; and
- Number of faults that have not been fixed within timescales.

7. Added Value

7.1 Further Services Offered

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

7.2 Sustainability and Environmental Considerations

Applicants are required to fully consider sustainability and the environmental impact of their proposals when submitting their response, particularly in relation to energy use and waste disposal.

8. Scope and Nature of Possible Modifications or Options

8.1 Other Authorities

The Authority is in discussion with other Councils to discuss business opportunities for income generation that may mean that it seeks to include modernisation, installation and maintenance of third party systems.

8.2 Business Continuity

The Authority may wish to develop its business continuity approach to the CCTV service, but there is no requirement within this tender to price that, except with regard to providing a monitoring station within Torquay Harbour office.

8.3 Brixham Harbour and Fish Market

The Torbay Harbour Authority has an existing system with a localised monitoring and recording system, although it is linked to the CCTV Control Room via the IT data communications network. There are proposals to upgrade some of these cameras to IP and possibly install additional ones. The time scale for this work has not yet been agreed but this maybe added to the wireless network.

8.4 IT Data Communication Network

Torbay Council has sought and obtained capital expenditure costs to add a series of its corporate buildings to the wireless network to transmit data. Although no

decision has been made at the time of the commencement of the procurement process, it may be that Torquay and Paignton Harbours are trialled and further to that other premises are added. A summary of those potential opportunities and size of data transfer are included in [Appendix 2](#).

8.5 Wifi Network

The Authority has sought and obtained capital expenditure costs to add a wifi network utilising the CCTV infrastructure. Though this is not economic at this time, a future business opportunity might be identified.

8.6 Interface with Devon and Cornwall Police

The current CCTV Control Room will be required in time to have the ability to securely send a video image to the Police Control Room at Force Headquarters at Middlemoor, Exeter, though this will form a future and separate piece of work. They currently use Avigilon.

8.7 Victoria Park Mobile Camera

A mobile camera is used within Victoria Park, so it would be advantageous to install a new camera and link this to the wireless system. Applicants should provide an option for the Authority to add this to the wireless system should the Authority wish to include it now or at a later date.

9. Awarding the Contract on Behalf of Other Contracting Authorities

- 9.1 The Authority is not purchasing on behalf of other contracting authorities. This contract will be available for use by Torbay Council and any of its subsidiary companies.