



Part 4 Award Questionnaire

Contract Reference

TCOS417

Contract Title

Provision of an Improved CCTV Service

Maximum Period of Contract

10 Years

Return Date

Wednesday 29 November 2017

Return Time

12:00 Noon

Return To

www.supplyingthesouthwest.org.uk

Applicant Name

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Stage Two – Award

Section A. Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it relates and appended to the main submission.

Method Statement Number	Method Statement	% Score
1	<p>Proposed Service Solution</p> <p>Please describe your proposed modernisation solution for the CCTV Service at Torbay including the methodologies, key features and benefits, including any areas of risk to service identified and any assumptions made.</p> <p>Your proposal should also consider:</p> <ul style="list-style-type: none">(a) Any business growth opportunities for the Authority and the potential for income generation to offset the capital and revenue;(b) Sustainability and environmental impact. <p>You must also provide a detailed explanation as to how the proposed solution to modernise aspects of the current CCTV system meets the following outcomes, as set out in in section 2. Key Outcomes and Project Summary of Part 2 Specification:</p> <ul style="list-style-type: none">(a) Installation of a wireless communications network, or similar, across the three towns of Torbay;(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	20%

	<p>allocated resources, or provision of alternative financing arrangements to ensure the project is delivered within budget;</p> <p>(e) Reduction in the revenue costs through this capital investment. In addition Applicants may propose other service delivery changes to further reduce costs;</p> <p>(f) Partnership working between the Authority and the successful Applicant to identify, support and deliver new business growth opportunities;</p> <p>(g) Provision of appropriate products, taking into account the harsh coastal environment and funding envelope;</p> <p>(h) Provision of a quality cost effective Service;</p> <p>(i) Provision of innovative modern technology;</p> <p>(j) Protection of the Authority's secure data network.</p>	
Response:		
2	<p>Contract and Maintenance Delivery</p> <p>Please describe how you are going to operate this Contract to ensure that it is set up and run efficiently and effectively which will result in meeting the required outcomes.</p> <p>Your response should evidence the effectiveness of your approach and, as a minimum, cover the following:</p> <p>(a) Design, delivery and commissioning plans and timeline/lead times required;</p> <p>(b) Dependencies on third parties and their impact;</p> <p>(c) Approach to contract management;</p> <p>(d) Preventative maintenance regime;</p> <p>(e) Procedures for responsive maintenance calls;</p> <p>(f) Mobilisation, training and documentation;</p> <p>(g) Approach to running the Contract;</p> <p>(h) Quality and performance standards;</p> <p>(i) Contract and performance review;</p> <p>(j) Exit Management Plan;</p> <p>(k) Any added value you can offer.</p>	20%

Response:

Section B. Technical Questions

Applicants are required to submit their response to the following Technical Questions. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it relates and appended to the main submission.

Please Note: Your response in relation to camera stock should reflect the Authority's requirements as detailed in section 3. Core Requirements of Part 2 Specification, as follows:

- (a) New IP Wireless Communication Network covering the three towns of Brixham, Paignton and Torquay and linking this to the existing Control Room at Torquay Town Hall;
- (b) New IP Video management system and associated recorders; and
- (c) New IP Cameras or the integration of some new analogue cameras

In line with the requirements in sections 3 Core Requirements and 4 Maintenance Requirements of Part 2 Specification your Financial Model should specifically and clearly identify costs for:

- (a) The camera stock listed above;
- (b) Maintenance for a period of 5 years and 10 years for the new system, showing revenue savings against current costs;
- (c) The replacement of all the matrixes and recording systems within the cctv control room;
- (d) A minimum of 3 operator positions within the cctv control room;
- (e) In addition please identify how your proposals offer business growth opportunities for the authority and the potential for income generation to offset the capital and revenue costs provided within your financial model.

Technical Question Number	Technical Question	% Score
1	<p>Proposed Technical Solution – Wireless Data Communication Lines</p> <p>Please provide the technical details, specifications and plans of your proposed Wireless Data Communication network or alternative for the CCTV modernisation, your response, as a</p>	17.5%

	<p>minimum must address the following:</p> <ul style="list-style-type: none"> (a) Installing a new IP wireless communication network linking Brixham, Paignton and Torquay Town Centres to CCTV Control room, utilising Lower Union Street Car Park optical fibre link; (b) Linking this wireless network to Torquay Harbour office to allow for a CCTV monitoring station to be retained using new IP technology; (c) Ensuring compliance with the requirements of the Office of the Surveillance Commissioner and Data Protection Act requirements now and any known changes within the coming 12 months; (d) Proposals for working with third party providers to incorporate changes; (e) Proposals for working with third party buildings to incorporate changes; (f) The total cost and any Financial Model for the Contract which allows Capital expenditure to be spread over the contract period, especially if total anticipated contract costs are more than the allocated funding. 	
Response:		
2	<p>Proposed Technical Solution – Control Room Equipment, Software and Cameras</p> <p>Please provide the technical details, specifications and plans of your proposed IP video management systems in the Control Room at the Town Hall and at Torquay Harbour Office along the associated recording system(s). Also provide the technical details, specifications and plans of your proposed IP cameras and any integration of existing cameras into the new wireless communication system and control room. Your response should, as a minimum address the following areas:</p> <ul style="list-style-type: none"> (a) New control room equipment and software; (b) New dispersed network recording equipment; (c) New IP Cameras; (d) Ensuring compliance with the requirements of the Office of the Surveillance Commissioner and Data Protection Act requirements now and any known changes within 	17.5%

	<p>the coming 12 months;</p> <ul style="list-style-type: none"> (e) Proposals for working with third party providers to incorporate changes; (f) Providing suitability for interfacing with third party IP video management systems i.e. Devon and Cornwall Police, Borough and Town Council's (and any limitations); (g) To Interface with secure smart technology to view recorded and live images via Wi-Fi, 3G or 4G; (h) To Interface with body worn camera technology, ensuring data is secure; (i) To integrate any remaining analogue cameras from the public space network (as detailed in 2.3 of Part 2 Specification) into the new system; (j) The total cost and any Financial Model for the Contract which allows Capital expenditure to be spread over the contract period, especially if total anticipated contract costs are more than the allocated funding. 	
<p>Response:</p>		

Section C. Summary of the Network / Node / Equipment Architecture

Applicants are required to provide an appended summary (maximum 750 words) outlining how they will ensure the network / node / equipment architecture provides the most efficient, robust, and reliable transmission, control and recording system.

Please Note: this is for information purposes only and will not be scored.

Response: