**Service Specification – Thermal Imaging Cameras - I-1393**

*Background:*

This tender is a collaborative procurement exercise between Oxfordshire Fire and Rescue Service, Royal Berkshire Fire and Rescue Authority and Buckinghamshire and Milton Keynes Fire and Rescue Authority. Oxfordshire County Council are supporting all three fire services to successfully deliver this procurement activity and resulting contract.

*Scope:*

The Fire Service Authorities have a business requirement to re-tender their fleets of Thermal Imaging Cameras and associated ancillary items. The scope of this tender covers the equipment, warranties, maintenance, servicing, and repairs. The procurement covers three Fire Service Authorities, geographically compromising of three counties, which the successful supplier will be required to provide effective and seamless cover and support to.

*List of Requirements:*

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| --- | --- | --- |
| **Requirement No.** | **Requirement Item** | **Description** |
| 1 | User Requirements | The Thermal Imaging Camera shall be capable of being operated by fire fighters wearing gloves meeting the following (or equivalent) Standards:  - Firefighting gloves meeting Standard BS EN 659:2003+A1:2008 Protective gloves for firefighters;  - General-purpose gloves meeting Standard BS EN 388:2003 Protective gloves against mechanical risks; - Needs to be easily viewed whilst wearing breathing apparatus;  - Needs to be able to be securely attached to a Firefighters Personal Protective Equipment normally worn during structural firefighting.  - Must be ergonomic. |
| 2 | User Requirements | For a full servicing, maintenance and repairs service to be included within the suppliers offer and quote. |
| 3 | Compliance with Regulations, Standards and Marketing | The Thermal Imaging Camera shall comply with the following (or equivalent) Standard:  • BS EN 61000-6-4:2007+A1:2011 (EMC Emission);  • BS EN 61000-6-2:2005 (EMC immunity)  • IP67 (BS EN 60529:1992+A2:2013. (Water-poof/dust resistant) |
| 4 | Compliance with Regulations, Standards and Marketing | The Thermal Imaging Cameras and all associated equipment shall be marked in accordance with relevant Regulation(s) and Standard(s), including CE marking as appropriate. |
| 5 | Construction and Dimensions | The Contractor shall provide Thermal Imaging Cameras that weigh no more than 1.2kg including battery and securing system. |
| 6 | Construction and Dimensions | The Contractor shall provide Thermal Imaging Cameras that have a minimum display screen size of 3.5” (measured diagonally from bottom left corner to top right corner). |
| 7 | Construction and Dimensions | The Contractor shall provide Thermal Imaging Cameras that are simple to use, controlled through the use of push-type button/s and are fully operable whilst wearing firefighting gloves |
| 8 | Construction and Dimensions | The Contractor shall provide Thermal Imaging Cameras that are robust, resistant to corrosion and be suitable for use in high-temperature environments. The device will be able to be exposed to a temperature of 250C for 3 minutes or a radiative heat flux of 3kW/m2 for 5 minutes without impairment of operation or damage (cosmetic damage allowable) |
| 9 | Construction and Dimensions | The Contractor should provide Thermal Imaging Cameras that have a minimum operating life of at least 10 years, assuming that they are used and maintained in accordance with manufacturer’s guidelines.  Please describe how the proposed Thermal Imaging Cameras meet this requirement. |
| 10 | Construction and Dimensions | Thermal Imaging Cameras shall be supplied with desktop chargers and/or vehicle chargers (as required). Thermal Imaging Cameras to operate on 12 or 24 V power supply and to hold the camera securely during transport including a emergency stop/vehicle crash.  The number and type of chargers will be confirmed at the point of order. |
| 11 | Construction and Dimensions | Where the Thermal Imaging Cameras have removable batteries, 2 batteries per camera are to be supplied (each with a minimum operating time of 3 hours)  Lithium Ion batteries are preferred. |
| 12 | Construction and Dimensions | Thermal Imaging Cameras to have facility to affix a retractable lanyard with karabiner. Lanyard and karabiner to be designed to resist damage caused by repeated flexing in use.  Retractable lanyard and karabiner to be supplied by the Contractor. |
| 13 | Construction and Dimensions | The Contractor shall indicate whether a storage case is available for the product  Please provide external carrier dimensioned drawings of all items being offered including chargers, vehicle cradles and carry cases |
| 14 | Standards and Output Performance | The Contractor should provide Thermal Imaging Cameras that have a minimum infrared sensor resolution of 320 x 240 pixels. |
| 15 | Standards and Output Performance | The Contractor should provide a Thermal Imaging Camera with a colour palette for temperature differentiation. |
| 16 | Standards and Output Performance | The Contractor should provide Thermal Imaging Cameras capable of clearly showing gas flows across a range of temperatures. |
| 17 | Standards and Output Performance | The Contractor should provide Thermal Imaging Cameras that have video and still image recording capabilities.  Images stored on the equipment must be capable of being easily transferred to host systems without the need for software not included in their standard operating systems. Download should be via a standard USB cable.  The camera should be capable of informing the user when the memory limit has been reached.  Downloaded images must be date stamped or have some other way to identify when the image was captured. |
| 18 | Standards and Output Performance | The Contractor should provide Thermal Imaging Cameras that have a spot temperature display. |
| 19 | Standards and Output Performance | Thermal Imaging Cameras must have an on-screen display showing remaining battery charge |
| 20 | Standards and Output Performance | The refresh or update rate must exceed 50Hz |
| 21 | Standards and Output Performance | The object detecting range of the camera must exceed 0oC and 300oC |
| 22 | Standards and Output Performance | Thermal Imaging Cameras should be supplied with the facility to alter the functional settings (with password setting) to support evolving operational procedures. |

*Indicative Volumes:*

The below table shows the indicative volumes of equipment that are likely to be required over the lifetime of the contract, including during the two optional extension periods, should they be utilised. This table is currently indicative and subject to change.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Years** | **Royal Berkshire Fire and Rescue Service** | **Berkshire and Milton Keynes Fire and Rescue Service** | **Oxfordshire Fire and Rescue Service** | **Total** |
| 21/22 | 3 | 2 | 3 | 8 |
| 22/23 | 3 | 2 | 4 | 9 |
| 23/24 | 3 | 3 | 4 | 10 |
| 24/25 | 3 | 3 | 4 | 10 |
| 25/26 | 3 | 3 | 3 | 9 |
| 26/27 | 3 | 2 | 3 | 8 |
| 27/28 | 3 | 2 | 3 | 8 |
| 28/29 | 3 | 2 | 3 | 8 |
| **Total** | **24** | **19** | **27** | **70** |

*Performance and KPI’s:*

Definitions shall be used to determine the rating scale for performance against the Contractors Performance Review Table. If any concerns arise in relation to the Contractor’s performance, the Contracting Authority(s), may choose to hold Performance Review Meetings to address and resolve issues.

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| --- | --- | --- |
| 4-5 | Exceeding Expectations  High Standard | * Sometimes exceeds and consistently achieves the required standard * Very few weaknesses * Limited management support needed |
| 3-4 | Meeting Expectations  Acceptable Standard | * Meets required standard * Few Weaknesses * Some management support required |
| 2-3 | Minor Concerns  Below Standard | * Usually meets but sometimes fails to meet the required standard * Some weaknesses * Considerable management support needed |
| 0-1 | Major Concerns  Failure | * Cannot meet required standard without excessive management support * Many Weaknesses |

**Contractors Performance Review Table**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Target** | **Method of measurement** | **Frequency of measurement** | **Measured and reviewed by:** |
| Delivery  All Goods and services delivered to the agreed location on or before the due date as agreed by both Parties.  Applies to delivery of:   * The Goods * Maintenance services * Parts, spares & consumables * Training * any other items properly ordered by FRS   Resolution:  Supervising Officer to determine priority for resolution. Both parties to agree method and timescales for resolution | 100% | Date due v date delivered (at agreed location)  Quarterly statistical return  Quarterly performance review  Complaint’s log | Continuous | Contractor  Contractor & FRS |
| Compliance with specification:  Goods and services to:   * Fit for purpose * meet User Requirements, Specification and tender submission including Standards   Resolution:  Supervising Officer to determine priority for resolution. Both parties to agree method and timescales for resolution | 100% | Time from issue raised to time issue resolved  No of issues raised  Quarterly statistics  Complaint’s log | Continuous | Contractor  Contractor & FRS |
| Quality of Goods & Services:  All Goods to meet agreed quality standards and agreed design  All Services to meet agreed Standards   * number of reported defects * response to reported defects * resolution of reported defects   Resolution:  Supervising Officer to determine priority for resolution. Both parties to agree method and timescales for resolution | 100% | No of issues raised  Time from issue raised to time issue resolved  Quarterly statistics  Complaints log | Continuous | Contractor  Contractor & FRS |
| Availability of Goods  Goods spares & parts and consumables to be available as agreed with the Contractor  Impress stock to be maintained at agreed levels – target 100%  Resolution:  Supervising Officer to determine priority for resolution. Both parties to agree method and timescales for resolution | 100% | Date of actual availability v date of anticipated availability  Impress stock level  Quarterly statistics  Complaint’s log | Continuous | Contractor & FRS |
| Health and Safety  Compliance with the Authority’s health & safety procedures for Contractor’s site visits and on-site reporting  Compliance with requests / requirement for Contractor to assist with / attend H&S investigations and RIDDOR investigations  Resolution:  Supervising Officer to determine priority for resolution. Both parties to agree method and timescales for resolution | 100% | H& S - Near miss/Accident Injury reporting  Actual time/date of services provided against target date/time for services to be provided  H&S investigations Quarterly statistics | Continuous | Contractor & FRS |
| Customer support  First point of contact or second point of contact to be available during working hours (08:30 to 16:30) Monday to Friday except Public Holidays  Attendance at scheduled contract performance review meetings not to fall below 100% | 100% | Actual response times v target response times  Attendance at meetings | Continuous  Quarterly statistics  Complaint’s log | Contractor & FRS |
| Management information  Quarterly & annual statistical reports, complaints log and any other MI as agreed with the Contracting Authority to be presented to the Contracting Authority one week before scheduled performance review meeting | 100% | Actual date provided against target date | Quarterly and annual  Quarterly statistics  Complaints log | Contractor and FRS |

*Interfaces:*

The Contractor and the Contracting Authority will remain in contact mostly via email and telephone. In the event of an issue that requires a meeting to take place, this will be arranged. The escalation points for the contract in case needed can be found in the Order Form at Appendix 6 of the ITT.