



Part 2 Specification

Contract Reference

TCOS2218

Contract Title

Radio Link Service

Contents

1.	Overall Scope and Nature of the Requirement	3
2.	Specific Requirements.....	4
2.1	Service Requirements	4
2.2	Equipment Requirements.....	5
2.3	Customer Support Requirement.....	5
2.4	Installation of system.....	5
2.5	Mandatory Requirements	5
3.	Contract and Performance Review Requirements	6
3.1	Management Information	6
3.2	Contract Review meetings	6
4.	Further Information	7
4.1	Further Services Offered	7
4.2	Awarding the Contract on Behalf of Other Contracting Authorities.....	7
5.	Scope and Nature of Possible Modifications or Options.....	7

1. Overall Scope and Nature of the Requirement

- 1.1. Torbay Council is seeking a partner to build on an existing Radio Link System, whose base station is provided from Torbay Council's CCTV Control Room, to grow the service, to supply radios and maintain them, and to provide training and support to the radio users. The partner would be expected to participate in the development of a town centre management forum/group, as far as this relates to the Radio Link System and the supply of information.
- 1.2. The current Radio Link System is a communication network between the Traders, Licensees, Police, Town Centre Officers, Street Pastors and Torbay Council CCTV room and currently operates in the Torquay and Paignton town centres.
- 1.3. The Radio Link Systems links participating Traders and Licensees in the two town centres via a two way Radio System which is also monitored by the Torbay Council CCTV Control Room, the Police and the Street Pastors during their working shifts. This current system has been in operation in the Torbay area since 1996.

The system currently covers:

- Torquay Storenet fifty seven (57) users
- Torquay Nitenet fifty two (52) users
- Paignton Nitenet / Storenet thirty three (33) users

There are two digital DR3000 Motorola Radio Base Stations, one in Paignton and one in Torquay and two digital DM3600 Motorola Fixed Mobiles located in Torbay Council CCTV Room. It is intended to increase this service and bring in new users.

- 1.4. Torbay Council CCTV Control Room currently monitor the Storenet / Nitenet Radio system between 08:00 hrs to 02:00 hrs Sunday to Thursday and between 08:00 hrs to 04:00 hrs Friday and Saturday.

When CCTV opens at 08:00 hrs the duty Torbay Council CCTV operator carries out a radio check with Radio Users as requested.

- 1.5. The Torbay Council CCTV Control Room may open longer to cover special events in Torbay and New Year's Eve etc where Radio Link System is used.

Torbay Council CCTV Operators respond to Radio Users' information passed over to them by either monitoring with CCTV or passing messages to other users of suspect movements, descriptions and updates (Radio Controller).

If required, Torbay Council CCTV calls the Police and other emergency services to assist the Radio User.

- 1.6. Torbay Council CCTV Operators pass information to the Users from the Police when requested regarding missing people, known persons wanted on warrant by the Police and any other information relevant to the running of the system.

Although Torbay Council is itself a User, the council's CCTV Operators do manage the communication traffic on the Radio Link between Radio Users.

2. Specific Requirements

2.1 Service Requirements

- 2.1.1 Supply and maintain a two way digital Radio Link System for local Traders and Licensees premises in Torquay and Paignton Town Centre areas and include Police, Town Centre Officers and Street Pastors.
- 2.1.2 To provide and install a digital Radio System linked to the Torbay Council CCTV Control Room situated at Torquay Town Hall and relevant equipment in the town centres of Paignton and Torquay to ensure connectivity.
- 2.1.3 To supply digital Motorola radios or equivalent for those in 2.1.1 and for all service Users.
- 2.1.4 To promote the system to maximise coverage and Users in Torquay and Paignton town centre by undertaking regular visits to individual premises (but at least twice a year), attending meetings etc. to promote uptake, to support retention and to offer training for Users.
- 2.1.5 The Contractor will be expected to pay an annual charge to Torbay Council for providing the daily monitoring and administration of the service and for the radio base station located in the CCTV control room. It is expected that this charge will be at or close to 50% of the rental income.
- 2.1.6 The Contractor must service and maintain the equipment throughout the life of the Contract to ensure all units operate in a safe and effective way and the Contractor must replace any defective equipment during the life of the Contract within forty eight hours of being notified of a problem, at no charge to Torbay Council.
- 2.1.7 The Contractor shall undertake a survey of businesses and review the economic viability of installing new digital base stations in Brixham, St Marychurch and The Willows, to ascertain if the extension into these three areas is economically viable. If so, the Contractor will be required to undertake this work, so that the viable projects are completed within 12 months of this Contract start date. A written report of the survey and economic viability shall be provided to Torbay Council within six months from the start of this contract, unless agreed otherwise between the parties.
- 2.1.8 The Contractor will be expected to increase the number of Users signed up for this Service.
- 2.1.9 The Contractor will be expected to have in place business continuity and disaster recovery plans, in case of emergencies.

2.2 Equipment Requirements

2.2.1 The Contractor will be required to either use the current digital system or replace it with a new one.

2.2.2 Current digital equipment consists of:

- 2 x DR3000 Motorola Radio Base Stations – One in Paignton and one in Torquay
- 2 x DM3600 Motorola Fixed Mobiles located in Torbay Council CCTV Room with TRBOnet Computer system
- 142 two way Motorola radio handsets

2.3 Customer Support Requirement

2.3.1 The Contractor must provide training for existing and new Users to the system or on any changes to it and make customer service support available to all Users. This is to be at no cost to the Authority or to the User.

2.3.2 The Contractor shall make regular visits, at least every six months, to the radio Users, to offer advice, support and training.

2.3.3 The Contractor will support The Council with the provision of news for Users, in whatever format this may be delivered. Ideally this would be in a regular electronic form, either by email or via a system such as Littoralis.

2.3.4 The Contractor is required to undertake an assessment and evaluate whether there is sufficient support to set up a User Group in Torbay as a whole or in any of its towns.

2.4 Installation of system

The Contractor must manage the installation of the new digital system. All equipment must be installed by the Contractor and be provided at no cost to the Authority.

2.5 Mandatory Requirements

2.5.1 The User fee charged in Part 5 Pricing Submission Pricing B must include the supply and maintenance of the handset, annual subscription for the Broadcast Licence and Operator Training.

2.5.2 There will be no charges to the Authority for the equipment, maintenance or training.

2.5.3 The service will maintain communications between Torbay Council, Traders, Licensees, Police, Town Centre Officers and Street Pastors.

- 2.5.4 The Contractor will maintain all equipment over the duration of the Contract and will replace any lost, stolen or defective equipment within forty eight hours of being notified.
- 2.5.5 The Contractor will supply free radios (approx, thirty handsets and chargers) for the use of the Council Security (3), Police (20), Town Centre Officers (2) and Street Pastors (6)

3. Contract and Performance Review Requirements

3.1 Management Information

- 3.1.1 The Contractor should, by way of on-going Contract performance, be prepared to produce management information. The exact format and duration will be agreed between the Contractor and Authority Authorised Representative. The Contractor should be able to produce the agreed management information in an electronic format such as Microsoft Excel or any other such format as specified by the Authority. This will be at no cost to the Authority.

Applicants shall be able to produce management information for the following, but not limited to:-

- Amount of work carried out both on-site and off-site, including six monthly site visits
- New Users signed up to the Service
- Preventative maintenance dates
- Units replaced
- Invoice submittal
- Invoice payment
- Amount of new purchases made
- Rebates

3.2 Contract Review meetings

- 3.2.1 It is anticipated that there will initially be monthly review meetings to explore how the Contract is working and weekly exception reporting regarding problems with the service. This weekly reporting should include any issues experienced and specific problems such as audio quality. The frequency of these meetings can then be reduced to quarterly after 3 or 6 months as agreed by the parties to this Contract and dependent on performance.

4. Further Information

4.1 Further Services Offered

4.1.1 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.

4.2 Awarding the Contract on Behalf of Other Contracting Authorities

The Authority is not purchasing on behalf of other contracting authorities.

5. Scope and Nature of Possible Modifications or Options

Torbay Council is currently in discussions with other towns about supporting or supplying their CCTV monitoring. If those towns currently offer radio systems to traders or licensees or those towns would like a radio link system, then Torbay Council would be seeking to work with the Contractor to evaluate the business case for doing so and to implement a radio system if there is a business case.