**CCTV Repair & Maintenance Tender**

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| **Specification**  |

**General Preambles**

* 1. To the specific performance standards the Contractor accepts to comply with the below requirements as part of the contract:
1. Furnish all labour, equipment and cleaning supplies and materials required to perform the work in accordance with the specifications contained herein and the provisions of the Contract.
2. Responsible for the Health and Safety of their employees and the public liability towards occupants to premises service users and the general public.
3. Supervise their staff appropriately to ensure that the performance standards are met, and to ensure that they perform their duties in a way that reflects positively on Council as commissioning organisation. This may, on occasion necessitate the need for spot checking by a manager or equivalent.
4. Keep a record of all risk assessments for the work being carried out, and to supply a copy to the Council upon request.
5. Ensures that none of its employee’s smoke or vape in any Council facility or in public whilst performing duties in connection with this contract.
6. Maintain its own public liability insurance for the duration of the Contract.
7. Ensure that all staff have the relevant training and ability to carry out the tasks set out on the specification.
8. Be solely responsible for breakage or theft by the Contractor’s employees or agents. In addition, the Contractor will also be solely responsible for rectification of any damage resulting as a failure of their responsibilities.

**Storage of Materials and Equipment**

* 1. The Supplier will be required to liaise directly around storage for each site. The Council shall not be liable for loss of materials stored within these facilities.

**Provision of Services**

* 1. The Contractor shall be allowed free use of water and electricity (where available within the buildings being cleaned under this Contract) for Services related to the fulfilment of the Contract. The Contractor shall be mindful to use such services in an efficient and economical manner.

**Access to Premises / Sites**

* 1. Access to the site will be in agreement with the Council’s appointed representative.
	2. The services provided are in operational facilities which are open during the day and therefore may have either staff, service users and / or general public. The Contractors Operatives are therefore required to be mindful of this and also be mindful working in locations where particular consideration is to be made to a range of stakeholders including:
1. Vulnerable Adults;
2. Visitors to the premises who may be unaware that work is being carried out;
3. Persons with visual, hearing or mobility impairment;
4. On occasions potentially violent, abusive or aggressive persons;
5. Persons with limited understanding of the English language;
6. Persons with particular requirements because of their ethnic, religious or other backgrounds.

**Security**

* 1. As part of their day-to-day activity the Contractor’s Operatives shall be required to report any suspicious situations or security concerns, and for these concerns to be relayed to the respective Council Authorised Personnel as soon as practically possible. If the situation or concern is deemed an emergency then the relevant emergency services should be called without delay.
	2. The Contractor’s Operatives will be required to ensure that they have ID visible during the time they are onsite either via an approved lanyard, or card holder clipped to the Operatives apparel.
	3. By undertaking their duties, the Contractor’s Operatives shall be mindful of their actions in a manner that prevents unauthorised persons access to materials and equipment that may cause harm, theft or damage as a result of their actions.

**Apparel**

* 1. Contractor Operatives will be required to look professional and presentable when working on Council premises. Apparel for Contractor Operatives will be practical for the Services performed, but readily distinguish the Operative as an appointed person to work on the premises.
	2. To help provide clarity to others all Operatives should have the same outfit / uniform which includes clear reference to the Contractor’s company name / logo, as well as a photo badge which also includes the name for the individual Operative.

**Materials**

* 1. For the purposes of performing the Contract the Contractor will be responsible for the provision of all materials and equipment necessary,

**Health and Safety matters**

* 1. The Contractor is reminded of their obligations under the Health and Safety at Work Act 1974 and other supplementary Health and Safety Regulation that is relevant. The Contractor shall note the following and undertake due measures to ensure Health and Safety matters are duly undertaken and complied with in any resulting contract but not limited to, the following:
1. Health & Safety at Work Act 1974
2. Management of Health & Safety at Work 1999
3. Provision & Use of Work Equipment Regulations 1998
	1. The Contractor should inform the Council of any unsafe feature or any matter of cause of public concern at any location at which the services are being provided.

Trips, slips and falls:

* 1. The prevention of trips, slips and falls will be a key priority as part of the Services being performed, especially considering the Services being carried out in both operational and public settings. When undertaking Services, suitable warning signage shall be prominently displayed at approach points to the Services being carried out, along with suitable signage / protection being in place around, leads / cables to appliances that can cause hazards to others in the area.
	2. To remain effective and ensure premises users do not become complacent, hazard warning signs must be removed as soon as practicable after the hazard is eliminated –Hazard signs left for an unreasonable amount of time after the hazard is eliminated will be removed by Corporate Health and Safety to be held until claimed.

Risk Assessment

* 1. Prior to commencing any work, a thorough risk assessment must be undertaken by the Contractor. This assessment should identify potential hazards, evaluate the risks associated with these hazards, and implement control measures to mitigate identified risks. The risk assessment must be documented and available for review by the Council’s Authorised Officer upon request.
	2. In addition, the risk assessment must be updated regularly or whenever there are significant changes to the work environment, procedures, or following an incident.
	3. Risk assessment must be made known and readily available to Contractor’s Employees to refer to.

Reporting of Incidents and Hazards:

* 1. In the event that a Health and Safety incident occurs resulting in injury, or not, then this shall be reported as soon as practically possible by the Contractor to the Council’s Authorised Officer. The Contractor will also be required to notify the Council of any damage or vandalism on the sites / facilities. This does not forgo any wider responsibilities and duties that the Contractor may have under the Health and Safety Legislation such as notifiable incidents.

Personnel Protective Equipment (PPE):

* 1. The Contractor will ensure that Employees are provided with, and use, in line with the risk assessments.

Electrical Equipment:

* 1. All electrical equipment used shall have suitable safety checks (including Portable Appliance Testing – PAT where they apply) and certification and used in compliance with manufacturer’s instructions.

Training:

* 1. New and existing Operatives shall be suitable trained and have appropriate refresher training in relation to Health and Safety. In the event of lone working the Contractor shall have a clear policy in how this is to be operated.

Disposal of Waste

* 1. Waste arising from the Contractors operations in delivery of the Cleaning Service and the safe disposal of such waste will form part of the Contractor’s responsibilities under the Contract.
	2. If the Contractor wishes to dispose of this waste from their own depot facilities, they must ensure they hold an up to date Waste Carrier’s Licence.

**Contractor Employee Personnel**

* 1. The Contractor will be responsible for providing suitably trained and qualified Operatives to fulfil the requirements of the Contract, this includes requirements around cleaning standards, Health and Safety, as well as vetting as required (e.g. Police Vetting and Data Barring Service DBS checks).

**Welfare**

* 1. Comply with the safety and welfare measures required by enactment or regulation.
	2. Comply with the Working Rules for the area as agreed by the Joint National Council for the Building Industry
	3. Agree with employer to use sanitary accommodation in existence, as directed by employer, keep clean at all times, maintain on site, where directed, proper sanitary accommodation for use of workmen and keep in a thoroughly clean and sanitary condition for the duration of the Contract, and make good upon completion.

**Existing Services**

* 1. Check for the existence of services in the area of the work and locate and mark. The Contractor shall be responsible for damage to services occurring as a result of the work in the Contract, and any consequential damage arising therefrom, and bear all costs in connection therewith.

**Electrical Works**

* 1. Electrical works must only be carried out by qualified electrical technicians, in line with suitable trade body such as National Inspection Council for Electrical Installation Contracting (NICEIC) <https://niceic.com/>.
	2. It is the responsibility of the Contractor the Operator to satisfy themselves as to the suitability of the people they employ. Prior to connecting with any electrical supplies all necessary checks and tests must be carried out.

**Maintaining Services**

* 1. Allow for protecting, upholding, temporarily diverting and maintaining all pipes, ducts, drains, sewers, service mains, overhead cables and the like, during the execution of the works.

**Working at Heights:**

* 1. All operations are to be carried out in a manner that wherever possible avoids the need for the operative to gain access to areas via means of steps, platforms cherry pickers, or other temporary vertical staging.
	2. Where access is required by means of ladders, steps, platforms, cherry pickers or other temporary vertical staging means, then a work at height assessment should be carried out and agreement of the Council’s Authorised Officer obtained. Access equipment for short duration (e.g. step ladders) must be provided by the contractor and evidence of suitable training in correct use of equipment may be required. Contractors working unsafely at height will be instructed to leave the building.

**Objectives/Expectations** (list is indicative but not considered exhaustive):

1. Repair and maintain the existing 38 CCTV cameras/associated equipment in and around Newquay Town Centre and any cameras subsequently added to the system during the contract term.
2. Repair and maintain the existing 26 CCTV cameras/associated equipment in St Austell Town Centre and any cameras subsequently added to the system during the contract term.
3. Repair and maintain the CCTV Control Room and associated equipment housed in the back office (Airwave room) such as the server and recording units, based in Newquay.
4. Install and remove redeployable CCTV at locations chosen by the relevant Council and assist the relevant Council with obtaining any necessary permissions to use the electrical infrastructure. Remove said redeployable CCTV when notified by the relevant Council.
5. A 24-hour breakdown repair service all year round (should this be required) for the CCTV infrastructure and Control Room during normal working days (excluding Saturday/Sunday/Public Holidays) following a report to the contractor from the duty CCTV Operator or CCTV Manager (or delegated officer) (or following identification of a problem during a routine inspection by the contractor).
6. Provision for emergency call outs all year round to undertake immediate repairs within 24 hours outside normal working days (Saturday/Sunday/Public Holidays), and also outside normal working hours on Monday - Friday if required by the service and deemed high priority.
7. Operate an appropriate fault reporting and recording procedure designed to accurately record and triage each fault reported according to how the duty CCTV Operator or Manager deems the severity of the fault and its impact on the Service. Severity of faults should be graded depending on its severity/operational/Service risk and response times should reflect the seriousness of the fault (for example: in the event of an entire system failure The Council and Devon and Cornwall Police would deem this an emergency for the CCTV Service and would expect a timely response to rectify the fault).
8. Carry out an electrical inspection and testing of the Control Room and CCTV infrastructure at the commencement of the contract and in the final year of the contract. When faults are discovered upon inspection or client reporting, steps should be taken to make the overall site safe and wherever possible, dealt with at the time of attendance.
9. Provide lens cleaning of the cameras within the system at least quarterly (this must be flexible and can be adjusted depending on the requirement for cleaning), with the ability to increase the frequency of cleaning during the winter months.
10. Provide reasonable adjustments to the CCTV system and equipment to ensure the system is fit for purpose as well as completing all repairs to the complete satisfaction of the respective Council.
11. Applicants should be at minimum familiar with or ideally suitably trained or to repair and maintain the system which operates using Bosch Video Management Software (BVMS).
12. A willingness to provide quotations for and undertake new CCTV installations as and when required and seek to provide equipment which is able to perform well within the current system but pays close attention to the costs associated (price comparisons of similar quality equipment is appreciated so that the Council can select which option is best suited). CCTV signage (procured by each individual Council) should also be erected by the contractor when installing a new addition to the system.
13. A willingness to carry out Non-Police Personnel Vetting 1 & 2 procedure to grant personnel access to the CCTV Control Room based in Newquay Police Station. In addition to this, members working on behalf of the company must be of good character and due to the sensitive nature of the work, should operate to the highest standard of professionalism and confidentiality. Contractors shall be willing to complete “Declaration of Confidentiality” agreements provided by the CCTV Manager. Proof of valid DBS is also advantageous.
14. The nominated Contract Manager, within the contractor’s organisation will meet with representatives of both Councils at least twice a year unless otherwise agreed between all parties.
15. To provide a quarterly inspection report on the current condition of the equipment/cameras/infrastructure to each respective Council.

**The Supplier will be responsible for:**

Repair and maintenance of 38 cameras, per annum for the Newquay CCTV system (including any cameras added to the system during the contract term).

Repair and maintenance of 26 cameras, per annum for the St Austell CCTV system (including any cameras added to the system during the contract term).

When outages or defects are reported on new and existing equipment, costs will be for the provision of labour to repair/replace items noted below (lists give an indication of equipment included but they are not considered exhaustive):

**Control Room** – monitors, wiring, control panels and wiring, recorders, switches, sockets, communication receivers/equipment (e.g routers, adapters), decoders/multiplexers.

**Town Centre(s)-** cameras (including Pan, Tilt, Zoom mechanisms/motors, cabling, wipers), wireless microwave links, electrical cabinet (power, communications), brackets/housing, switches, sockets, adapters.

Repairs required may include damage caused (list not exhaustive) by an “act of God” such as flooding, storm damage and power cuts or deliberate or accidental damage. The Councils will cover the cost of repair for faults resulting from any of the above unless suitably covered by warranty

**Supporting Document: Camera locations and relevant information**

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|  | **NEWQUAY** |  |
| *Ref* | *Location* | *Comments* |
| 1 | Fore St (Surf Hire shop, opposite Red Lion) | PTZ |
| 2 | South Quay Hill | PTZ  |
| 3 | Fore St Car Park | PTZ  |
| 4 | Central Sq/Chapel Hill (Animal shop) | PTZ |
| 5 | Central Sq | PTZ |
| 6 | Beach Road/Beach Ave | PTZ  |
| 7 | Beach Road/Beach Ave | PTZ |
| 8 | Manor Rd/St Georges Rd | PTZ  |
| 9 | Bank St (Rowes) | PTZ  |
| 10 | Bank St (Costa) | PTZ  |
| 11 | Marcus Hill (opposite Subway) | PTZ  |
| 12 | Manor Rd (Bus Station) | PTZ  |
| 13 | East St (Post Office) | PTZ  |
| 14 | Berry Rd (opposite Stratton & Creber) | PTZ  |
| 15 | Cliff Rd | PTZ  |
| 16 | Police Station | PTZ  |
| 17 | Tram Tracks | PTZ  |
| 18 | Henver Rd | PTZ  |
| 19 | Chester Rd | PTZ  |
| 20 | Manor Rd Car Park (lower corner) | PTZ  |
| 21 | Manor Rd Car Park (higher corner) | PTZ  |
| 22 | Edgcumbe Ave  | PTZ  |
| 23 | The Crescent | PTZ  |
| 24 | Trebarwith Cres (The Ark building) | PTZ  |
| 25 | Mount Wise roundabout | PTZ  |
| 26 | Heron Centre (side) | PTZ  |
| 27 | Heron Centre (Car Park) | PTZ  |
| 28 | TBC  | PTZ  |
| 29 | Trenance (viaduct) | PTZ  |
| 30 | Trenance (entrance) | PTZ |
| 31 | Skatepark | PTZ Invictus |
| 32 | Little Fistral | PTZ  |
| 33 | Alma Place | PTZ  |
| 34 | Narrowcliff | PTZ |
| 35 | Doorstep Green | PTZ |
| 36 | Narrowcliff (opposite Beresford) | PTZ |
| 37 | Mount Wise  | PTZ |
| 38 | Redeployable CCTV | Mobile |
|  |  |  |
|  | **ST AUSTELL** |  |
| *Ref* | *Location* | *Comments* |
| 39 | Truro Rd (Sports Direct) | PTZ  |
| 40 | Fore St (Poundland) | PTZ |
| 41 | Aylmer Sq (Poundland) | PTZ  |
| 42 | Fore St (Tengo) | PTZ |
| 43 | Duke St/Victoria Pl | PTZ |
| 44 | East Hill | PTZ  |
| 45 | High Cross St (Natwest) | PTZ |
| 46 | High Cross St (The Club) | PTZ |
| 47 | Poundstretcher (rear of The Club) | PTZ  |
| 48 | Train/Bus Station | PTZ |
| 49 | Trevarthian Rd | PTZ  |
| 50 | Biddicks Crt | PTZ  |
| 51 | Cemetery Park | PTZ  |
| 52 | Priory Car Park | PTZ  |
| 53 | Truro Rd  | PTZ  |
| 54 | Park House Flats | PTZ |
| 55 | Trinity St | PTZ |
| 56 | Fore St (Subway end) | PTZ |
| 57 | Kings Ave | PTZ |
| 58 | Poltair Park | PTZ |
| 59 | TBC | PTZ |
| 60 | TBC | PTZ |
| 61 | TBC | PTZ |
| 62 | TBC | PTZ |
| 63 | TBC | PTZ |
| 64 | Redeployable CCTV | Mobile |

**Control Room equipment** (list not exhaustive):

The system runs on Bosch BVMS enterprise, Server, rack, 2 x Bosch DIP 3000 NVR, network switches, 3 x workstations, 2 x digital keyboards, 4 x large wall monitors, decoders.

**Supporting Document: Expected Fault Response Times**

An open space CCTV camera service outage is defined as one of the following defects:

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| **TABLE 5** | **EXAMPLES OF OPEN SPACE CCTV CAMERA DEFECTS** |
| **Defect Category** | **Required Response Time** | **Example Defect Type** | **Category Description** |
| **Priority 1** | **Response within 2 Hours of initial reporting** | * Damaged outstation equipment affecting public safety
* Entire loss of camera and/or recordings or loss of group of vital cameras at a vital time (i.e group of main pub/club/main street cameras going down on a weekend or busy time of year/event
* All cameras not coming back on after a powercut and after server has been rebooted
* All equipment not operating
 | Emergency is a fault that is dangerous to the public or threat to Service |
| **Priority 2** | **24 Hours****(At any time of report)** | * Loss of power at a CCTV site (single camera/non-essential camera)
* Fault/issue affecting the reliability/quality of the camera feed
* Remote monitoring equipment fault
* Fogged lens/housing
* Condensation in camera
* Infra-Red sensor faults
* Other faults other than those previously included
 | Urgent faults are not a danger to the public |
| **Priority 3** | **Within 3 Working Days** | * Annual inspections of CCTV infrastructure and the Control Room
* Quarterly lens cleaning of the CCTV Cameras
 | Non-urgent Regular maintenance |

The above times are response times from reporting, to be onsite in order to diagnose the issue as a result of the call out. Where possible, and the engineer has there required parts / equipment, repairs to be done at time of call out where equipment / material costs are less than £200.00 and labour time is not in excess of 3 hours to fix.

Where, material costs or labour is in excess of these times then report on required repairs needed to be made to the Council representative, for a decision on action to be made.

The Supplier’s performance will be measured and reviewed throughout the period to monitor performance, effectiveness and efficiency. The Supplier will be measured against the following KPIs:

Maintenance

i. Percentage of Priority 1 calls completed within specified time (Target 80%)

ii. Percentage of Priority 2 calls completed within specified time (Target 85%)

If the Supplier falls behind on any element of the task, a meeting shall be arranged with the Council to discuss the impact and any action to be taken to remedy this.

If the Supplier finds they are unable to deliver the service to the required standards, they are required to notify the Council at the earliest opportunity.

The Supplier shall provide information and records on the performance of delivering the service in such a form as the Council may reasonably require.

Further KPI’s will be subject to agreement between the parties throughout the Contract and the methods to be used for measuring Supplier performance against the KPI’s listed above will be determined prior to Contract commencement.

Regular review and monitoring of Health and Safety procedures and standards will be required. This would include monitoring of any issues in relation to Health and Safety both as part of ongoing supervision by the Supplier as well as any incidents that may occur. Supplier able to demonstrate suitable no / low level of incidents both in number and severity, as well as clearly able to demonstrate H&S review and monitoring is regularly and effectively happening.

**Service Credits**

The Council reserves the right to obtain the following Service Credits payable from the Supplier.

|  |  |
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| **Service Credit** | **Service Credit Due:** |
| Customer Satisfaction – number of complaints received / upheld complaints | £30 per upheld complaint |
| Failure to provide Service delivered as timescales set out the specification in line with the level set in the Key Performance Indicators. | Standards falling below the stated standards would be eligible to incur a reduction on charges within that quarter to the Supplier by 3%.Where there are 3 Minor failures in 6 month period deemed a Significant Failure which would see a reduction of 5% on the Quarterly charges to the Supplier.6 Significant failures in 12 month period deemed Material Breach. |
| Regular review and monitoring of Health and Safety procedures and standards. | £75 per upheld incident. Significant H&S incident may be deemed Material Breach. |