

INVITATION TO TENDER – CCTV SERVICES

Introduction

HTC, WTC and BSTC (“The Town Councils”) are in the process of reviewing the arrangements for the next 3-5 years and are acting jointly to invite tenders for CCTV installation, maintenance and monitoring services to provide CCTV surveillance in the three towns.

CCTV surveillance in the public realm in the towns of Hertford, Ware and Bishop’s Stortford is currently provided by the Hertfordshire CCTV partnership (“the Partnership”). The service is *currently* purchased by the three Town Councils through East Herts District Council (EHDC) (which is a member of the Partnership). EHDC recharges the costs to Ware Town Council (WTC), Hertford Town Council (HTC) and Bishop’s Stortford Town Council (BSTC) and the Town Councils also currently bear some costs directly. It is envisaged that one outcome of this review may be that the Town Councils would purchase the service from the provider directly and prospective providers are asked to bid on this assumption.

Monitoring and recording takes place at a monitoring centre in Stevenage, to which the cameras are connected through a communications network leased by the Partnership. The Partnership is also responsible for equipment upgrade and maintenance, both in the field and at the monitoring centre, though on occasion the Town Councils have stepped in and purchased new cameras. Many of the cameras in the field have reached end of life, being rather old analogue PTZ cameras and a field ‘technology refresh’ is essential within the next 12-24 months or less.

Scope

The successful bidder will be expected to provide the following services:

1. Replacement (on a planned annual programme or one-off basis) of all cameras that are close to the end of their operational life or are no longer supported by the original manufacturer with IP cameras (minimum 1080p resolution, higher preferred) in accordance with the schedule attached. Faulty cameras may require, from time to time, replacement on an ad-hoc basis.
2. Provision and maintenance of a communications network by which the footage from the cameras is routed to the monitoring and recording centre. Optionally the bidder may make use of space in town centre offices owned by each of the three councils as local equipment locations, eg to site remote storage hubs so that only the footage of a lower resolution needs to be backhauled to the monitoring centre or for the purposes of aggregation. Such use of town centre offices would be to enable/facilitate the operation of the CCTV – it would not be for the purposes of accommodating staff employed by the successful contractor.
3. Secure recording of all footage to be retained for a minimum of 30 days.
4. Provision of footage to the Police or members of the public subject to an appropriate protocol/process being in place. That protocol/process must adhere to the requirements of GDPR legislation.
5. Provision to the Police of instant access to live footage from internet-connected devices (or devices connected via some private network available or provided within the area – eg wireless).
6. The undertaking of 24*7*365 real-time monitoring of all cameras and the provision of proactive alerts to the Police where incidents or potential incidents are observed. For the avoidance of doubt images from fixed cameras means that such images are displayed at all times at the control room and monitored

- by staff in real time.
7. The undertaking of ongoing maintenance (including appropriate preventative maintenance) of all field equipment communications equipment and central (monitoring room) infrastructure.
 8. The provision to clients of monthly reporting of network and camera status and the provision of agreed statistics.
 9. Management reviews each quarter (or other frequency to be agreed) with the Town Councils at which the contractor will present a summary of performance statistics, matters of concern or interest, a brief review of relevant technology and industry trends and recommendations or proposals for service or infrastructure evolution both tactically and strategically.
 10. A service level specification in relation to the above services setting out minimum uptime for the service, maximum lead time for new installations and for repairs, response time to data requests, the staffing to camera ratio and other key service metrics. Please note that if the holding of spare parts (or any other provision) by the Town Councils is beneficial to lead time then this (and associated costs) should be advised.
 11. Additional services including:
 - Installation and commissioning of additional cameras including mobile cameras.
 - Decommissioning, removal and/or relocation of cameras.
 - Other activities required to keep the infrastructure in a functional state.

Bidders shall be approved by the National Approval Council for Security Systems (NACOSS) and shall have Gold accreditation from the National Security Inspectorate (NSI) for CCTV system, and be ISO 9001:2000 accredited, or equivalent qualifications (which must accompany the bid).

The security installation shall comply with all relevant statutory regulations and supporting codes of practice at the time of installation and all documentation required to evidence this shall be provided to the Town Councils.

Contract Form, Duration and Start Date

The detailed form of the contract will be subject to negotiation with the successful bidder. Bidders are asked to submit a draft and/or heads of terms.

The duration will be a minimum of three years (with appropriate termination clauses for default etc). Bidders who consider that it might be advantageous to offer a longer contract (but not more than 5 years) are encouraged to do so provided that they make it clear what advantage the Councils may derive from the extended commitment.

The start date for maintenance/monitoring will be 1 April 2023. It is anticipated that a period of network migration will immediately precede this date.

Pricing

The pricing should be itemised as follows. For each town:

1. A price for the field technology refresh (which may be phased if the bidder considers this appropriate) *or* a price per camera for the refresh (and a statement of how many cameras are considered in scope) and separately for any common infrastructure associated with the refresh.
2. An annual price for the monitoring, recording and maintenance service.
3. A price for the communications services
4. A price for specified additional services (payable per incident).
5. The reduction that will be applicable should all three towns accept the offer from the same vendor.

6. In the event that the price is subject to review during the contract duration the parameters of, or formula to determine, the review.

Please note that any price review mechanism must either be deterministic or linked to a clause which allows the Council to terminate for convenience (with adequate notice to enable the contract to be re-tendered) prior to any price increase becoming applicable.

Responses

Responses are required no later than 31 January 2022 at 23:59 and should be sent by email to tenders@bishopsstortfordtc.gov.uk. Responses should include:

- A description of the bidder and their background (to include examples of similar services provided to other customers).
- An outline programme for the replacement of the outdated cameras (clause 1 above). A detailed service level specification and technology offered.
- A proposed contract or Heads of Terms.
- A proposed template/example for monthly reporting (clause 8 above).
- The proposed service levels for repair, replacement and the various elements of monitoring.
- Contact details for at least two referees.

Questions, Requests for Site Visits

The sites are public access and it is not expected that vendors will need to be accompanied on site visits. Existing cameras are clearly visible, generally mounted on poles similar to the illustration in schedule 2.

Questions may be submitted to the above e-mail address no later than 7th January 2022. All questions and answers will be circulated to:

- Any vendor who has asked a question.
- Any vendor who has registered an expression of interest at the above address no later than 7th January 2022.

Process

This procurement will follow the COMPETITIVE DIALOGUE process. Initially bids received will be evaluated on the basis of both cost and quality and one or more bidders will be selected to take through to the dialogue stage. During the dialogue stage service levels, delivery and technical architectures and contract terms levels will be refined prior to finalising the selection and appointment.

No Exclusion

For the avoidance of doubt responses are invited both from those who responded to the un-awarded tender process conducted in 2020, and from those who did not.

No Guarantee of Award

Whilst it is the current intention of the Town Councils to make an award based on the responses to this tender process, the Town Councils, jointly or severally, are not obliged to award the contract(s) at all nor obliged to select the lowest bidder.

Appendix 1 – Schedule of Cameras

Cameras marked 'out of scope' are not part of this contract but are included as they appear on the map referred to below

Number	Cam Type	PTZ/FV	Location of Equipment	Town	Install Date	Life Span	Comment
10	RED VISION	PTZ	John Dyde	Bishops Stortford		5 - 7 years	
11	MICKY	PTZ	John Dyde	Bishops Stortford		0-12 months	
12	RED VISION	PTZ	Anchor Lane - Zest- Bacchus Nightclub	Bishops Stortford		5 - 7 years	
13	MICKY	PTZ	Riverside	Bishops Stortford		0-12 months	
14	MICKY	PTZ	South Street - Bottom Junc. Station Road	Bishops Stortford		0-12 months	
15	MICKY	PTZ	South Street - Outside M&S	Bishops Stortford		0-12 months	
18	MICKY	PTZ	North Street - Junc. High Street	Bishops Stortford		0-12 months	
19	MICKY	PTZ	North Street - Opposite Lloyds Bank	Bishops Stortford		0-12 months	
21	MICKY	PTZ	Bridge Street - Opposite Black Lion P/H	Bishops Stortford		0-12 months	
16	RED VISION	PTZ	South Street - opposite Woolworths	Bishops Stortford	Jul-18	5 - 7 years	
17	RED VISION	PTZ	Market Square - Potter Street	Bishops Stortford	Jul-18	5 - 7 years	
902	MICKY	PTZ	Parliament Square- Blackbirds P/H Deco Nightclub	Hertford		0-12 months	
904	MICKY	PTZ	Fore Street - Opposite Post Office	Hertford		0-12 months	
907	MICKY	PTZ	Birchley Green Shops - Junc. Market Street	Hertford		0-12 months	
908	MICKY	PTZ	Bull Plain - Salisbury Square	Hertford		0-12 months	
909	MICKY	PTZ	Maidenhead Street - Junc. The Wash	Hertford		0-12 months	
915	MICKY	PTZ	Fleming Crescent	Hertford		0-12 months	
916	MICKY	PTZ	St Andrews Street	Hertford		0-12 months	
917	MICKY	PTZ	Railway Street - Hertford East Train Station	Hertford		0-12 months	
901	RED VISION	PTZ	Old Cross - Library	Hertford	Sep-19	5 - 7 years	
903	RED VISION	PTZ	Fore Street - Shire Hall opposite Magistrates Court	Hertford	Sep-19	5 - 7 years	
906	RED VISION	PTZ	Bus Station - Opposite Lloyds Bank	Hertford	Sep-19	5 - 7 years	
910	RED VISION	PTZ	St Andrews Street car park- Exit	Hertford	Dec-17	5 - 7 years	
918	RED VISION	PTZ	Parliament sq linked to 902	Hertford	Feb-16	5 - 7 years	

Number	Cam Type	PTZ/FV	Location of Equipment	Town	Install Date	Life Span	Comment
912	RED VISION	PTZ	Hartham Car Park - top	Hertford	Aug-18	5 - 7 years	Out of scope
913	RED VISION	PTZ	Hartham Car Park - middle	Hertford	Apr-18	5 - 7 years	Out of scope
914	RED VISION	PTZ	Hartham Car Park - bottom	Hertford	Jul-18	5 - 7 years	Out of scope
905	RED VISION	PTZ	Fore Street - The Sportsman P/H	Hertford	Jan-19	5 - 7 years	
911	SHOEBOX	PTZ	St Andrews Street car park- Entrance	Hertford		0-12 months	Out of scope
50	MICKY	PTZ	Roundabout Watton Road - Wadesmill Rd- Baldock Street	Ware		0-12 months	
51	MICKY	PTZ	Baldock Street - Junc. Priory Street	Ware		0-12 months	
52	MICKY	PTZ	Tudor Square - West Street	Ware		0-12 months	
53	MICKY	PTZ	High Street - opposite Church Street leading to Tesco	Ware		0-12 months	
54	MICKY	PTZ	Star Street - opposite Navigator P/H	Ware		0-12 months	
55	MICKY	PTZ	Amwell End- Viaduct Road, leading to Sky Nightclub	Ware		0-12 months	
56	MICKY	PTZ	Amwell End Car Park	Ware		0-12 months	Out of scope

The locations are more precisely depicted here : <https://www.hertfordshirecctv.co.uk/public-space-cctv-coverage/>

Please note that this map shows also cameras which are out of scope for this procurement

Town Centre Office locations, referred to in clause 2, are as follows:

Bishop's Stortford: The Old Monastery, Windhill, Bishop's Stortford CM23 2ND or The Tourist Information Centre, Market Square, Bishop's Stortford, CM23 3UU

Hertford: The Castle, Hertford, SG14 1HR

Ware: The Priory, High Street, Ware, SG12 9AL

SCHEDULE 2 – CAMERA AND POLE (TYPICAL)

A typical installed camera and pole can be seen here

https://www.google.co.uk/maps/@51.8680404,0.1608277,3a,75y,308.92h,94.57t/data=!3m6!1e1!3m4!1sThQhZ4r3KgZp40Nln_5TVQ!2e0!7i16384!8i8192