

LANCING BUSINESS PARK

CCTV MAINTENANCE TENDER SPECIFICATION 2024

1. INTRODUCTION

1.1. The Invitation to Tender:

Lancing Business Park Ltd invite tenders from local CCTV Maintenance Providers for:

- A 1-year CCTV Maintenance Contract for Lancing Business Park Business Improvement District.

1.2. Lancing Business Park Ltd:

Lancing Business Park Ltd (LBP Ltd) is a private company limited by guarantee without share capital, that was established on 21st March 2003 to manage the Lancing Business Park Business Improvement District (LBP BID) on behalf of its members. LBP Ltd's registered Office is c/o Parafix Tapes & Conversions, Unit 1 Aspen Court, 87 Marlborough Road Lancing Business Park, Lancing, West Sussex, BN15 8UN.

2. BACKGROUND

Lancing Business Park is located in Lancing, West Sussex and encompasses an area which contains more than 200 privately owned industrial and commercial premises based on 6 roadways. After a very successful BID Ballot, the LBP BID was renewed on the 1st September 2023 for its fourth BID Term. LBP BID aims to help provide a safe environment for businesses and their staff to work. LBP BID manages a network of 30 CCTV cameras across 20 sites on Lancing Business Park. In August 2022 all 30 cameras were replaced with new units and all 4 NVR Hard Disc were replaced in 2023. LBP BID is currently considering significant network and camera improvement works. Whilst these works are considered fully and appropriate funding is secured, LBP BID invites CCTV Maintenance Providers to tender for this 1-year CCTV Maintenance Contract.

3. SPECIFICATION OF REQUIREMENTS

3.1. Under the supervision of LBP Ltd, the BID Manager for Lancing Business Park and Reviewer, to provide CCTV Maintenance Services to LBP Ltd including:

3.1.1. Monitor and maintain the LBP CCTV Network to support the constant operation and recording of 30 camera feeds, including:

- 3.1.1.1. Providing CCTV helpdesk support for the BID Manager
- 3.1.1.2. Identifying and reporting network/camera issues to the BID Manager
- 3.1.1.3. Undertaking ad hoc network and camera maintenance once approved
- 3.1.1.4. 5 days ad hoc maintenance site visits included in this contract, to be charged on a half day basis
- 3.1.1.5. Additional labour costs and equipment to be funded by the BID upon approval.
- 3.1.1.6. SLA Terms from point of approval:
 - 3.1.1.6.1. Remote access resolution within 24 hours
 - 3.1.1.6.2. Site visit for server issues within 48 hours
 - 3.1.1.6.3. Site visit for camera inspection within 72 hours.
- 3.1.1.7. Reviewing footage to address incidents and crime reports will be the responsibility of the BID Manager.

3.1.2. Provide a site visit in July 2024 to check and clean each of LBP's 30 CCTV cameras and check the LBP CCTV server, to ensure continued camera operation and good visibility including:

- 3.1.2.1. Working at height equipment costs for this visit
- 3.1.2.2. Providing and spraying each camera with rain/insect repellent
- 3.1.2.3. Checking line of site devices, securing fixings, and adjusting bandwidth signals to maintain camera feeds during adverse weather conditions.
- 3.1.2.4. Adjusting server settings to optimise clarity of images and recording time.
- 3.1.2.5. Identifying any interim works required.

- 3.1.3. Best working practice will be followed at all times in conjunction with the BID Manager.
- 3.1.4. The contractor shall have in place public liability cover of £5,000,000 for the duration of the agreement and copies provided annually to the BID Manager.
- 3.1.5. The contractor shall be responsible for providing staff qualified to work at height and have in place the appropriate company insurances to cover this work.
- 3.1.6. The contractor shall provide details, certificates and accreditations establishing competency for the work to be undertaken.
- 3.1.7. The contractor will provide method statements and working practices to include all Health and Safety measures designed to give protection to the public and employees alike.
- 3.1.8. All waste materials to be correctly disposed of at a licensed waste transfer station.

3.2. Operating Notes:

- 3.2.1. LBP's CCTV Network has 9 camera locations (12 cameras) which require lifter/ hoist access and 11 sites (18 cameras) accessible via ladder.
- 3.2.2. BID Manager to arrange access visits to the:
 - 3.2.2.1. LBP CCTV Server
 - 3.2.2.2. Fire Station Cameras
 - 3.2.2.3. Roof Mask at Enviropower
 - 3.2.2.4. Roof Mask at The Triangle.

4. CONTRACT MANAGEMENT AND CONTRACT REQUIREMENTS

- 4.1. The successful bidder will be required to:
 - 4.1.1. Deliver the requirements outline in Section 3 above;
 - 4.1.2. Be proactive rather than reactive
 - 4.1.3. Provide a monthly maintenance report.

5. CONTRACT PRICE

5.1. Bidders to submit their required contract price within the tender proposal. The contract price will be negotiated in consideration of the tender submissions, to provide best value for the LBP BID.

5.2. Bidders to submit a day rate for any additional ad hoc maintenance visits.

6. CONTRACT TERM

The contract will commence 1st July 2024 and will expire on 31st June 2025.

7. QUALITY ASSURANCE & GDPR

Bidders should describe their procedures for quality assuring their work and adhering to GDPR.

8. TENDER SUBMISSIONS

8.1. Bidders should provide details within their tender proposal of:

8.1.1. Company address

8.1.2. Company credentials

8.1.3. Staffing arrangements

8.1.4. Required contract price and additional day rate

8.1.5. Previous experience of delivering similar contracts

8.1.6. Quality Assurance & GDPR Procedures

8.1.7. Any added benefit the bidder would provide within the contract price.

9. AWARD CRITERIA

9.1. Scoring:

Tenders will be scored on the following criteria:

9.1.1. Where the provider is based in the following priority order:

- Bidders based on Lancing Business Park
- Bidders based within the Adur & Worthing area
- Bidders based outside the Adur & Worthing area.

9.1.2. Assessment of company credentials

9.1.3. Experience of delivering similar contracts

9.1.4. Value for money

9.1.5. Added benefits provided.

9.2. Awards Panel:

At least two members of the LBP Ltd Board and the BID Manager will review and score the submitted tenders, to determine the successful bidder.

10. PAYMENT ARRANGEMENTS

Payment to the contractor will be made per calendar month plus VAT, on receipt of an invoice from the contractor and sent to LBP Ltd.

11. QUERIES

All enquiries regarding this tender invitation should be made to the BID Manager via email at suzy@lancingbusinesspark.co.uk

12. TENDER RETURN

The completed tender proposal and any associated documents should be submitted to the BID Manager via email at suzy@lancingbusinesspark.co.uk by 5pm on 24th May 2024.

13. WORKS AREA MAP

Can be found on Page 6.

