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Bid Pack

Attachment 3 – Statement of Requirements

Contract Reference: CCNE20A01, P21 & OAB - AV & Digital
Signage Call-Off

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Page 1 of 77

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CONTENTS

PURPOSE	4
BACKGROUND TO THE CONTRACTING AUTHORITY	5
BACKGROUND TO THE REQUIREMENT	6
DEFINITIONS	8
SCOPE	9
Audio Visual	9
AV Implementation	9
AV Demo	9
AV Volume - P21	9
AV Volume - OAB	9
AV Support (OPTIONAL CALL-OFF FOR BOTH SITES)	10
Digital Signage	10
DS - Implementation (Required for P21 only)	10
Out of Scope	11
REQUIREMENTS	12
Generic requirements - Applicable to both sites	12
Quality	12
Licensing	12
Case Study	12
Support package (Optional Call-off for GPA)	12
AV User Personas:	12
AV Technical Requirements	13
Digital Signage User Requirement	17
Non-Functional Requirements	18
Platform 21 - AV Requirements	21
Shared Meeting Rooms	21
Mezzanine level Conference Rooms	31
P21 AV Additional Space Requirements - Optional Call-off	32
Lower Ground Floor Undercroft	39
Meeting room telephony / dial-out capability	40
The provider is required to provide a solution for enabling dial-out telephony from meeting rooms, including:	40
all necessary the SIP lines and infrastructure to meet this requirement,	40
server equipment and supporting license to manage the equipment.	40
PLATFORM 21 - DIGITAL SIGNAGE REQUIREMENT	41
P21 Specific Requirements - Digital Signage Space constraints	41
P21 Digital Signage Technical Requirements	52
OAB - AV Requirement	53
PROJECT METHODOLOGY	57

OFFICIAL

Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 2 of 77

Implementation	57
Testing	57
Transition	57
Operation and Maintenance “As configured” documentation	58
LICENSES	59
Asset ownership	59
Period	59
MANAGED SUPPORT (OPTIONAL PACKAGE)	60
STORAGE OF EQUIPMENT	61
KEY MILESTONES & DELIVERABLES	63
OAB	65
MANAGEMENT INFORMATION/REPORTING	66
SUSTAINABILITY	69
	70
	72
SERVICE LEVELS & PERFORMANCE REQUIREMENTS	75
Appendix 1 - AV Demonstration plan	75
Appendix 2 - Orangebox Air3 specification 10 person	75
Appendix 3 - Orangebox Air3 specification 4 person	75
Appendix 4 - P21 Floor plans	75
Appendix 5 - OAB Floor plans	77

OFFICIAL

Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 3 of 77

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1. PURPOSE

- 1.1. The Authority is seeking to appoint a supplier, hereby known as the Respondent for the provision of Audio Visual (AV) and Digital Signage (DS) technology services, for its two building projects as follows:
 - 1.1.1. Platform 21 (Hereby known as **P21**) - AV & DS
 - 1.1.2. Old Admiralty Building (hereby known as **OAB**)
- 1.2. **ITT structure:** While the core of the functional requirements (eg User personas/journeys etc) is similar across both buildings, the scope of services (BOM, implementation effort) will vary, due to difference in number, size & shapes of rooms. Hence, we would like to invite 2 separate costed proposals via this tender
- 1.3. **ITT content:** For each site, the ITT seeks proposals for the following
 - 1.3.1. **Design & Implementation service** - A one off cost
 - 1.3.1.1. AV - Required for both sites - P21 & OAB
 - 1.3.1.2. DS - Required for P21 only
 - 1.3.2. **Managed Support (Optional call-off for GPA)** - Aside from the Design & implementation, this ITT is seeking a costed proposal for annual Support. We require all respondents to provide a costed proposal for this, although GPA may/not choose to take this. This is because the final Support model is still being defined
 - 1.3.2.1. Required to be quoted for both sites - P21 & OAB
- 1.4. The Government Property Agency may be referred to as 'The Authority' hereafter.

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Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 4 of 77

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2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1. The Government Property Agency (GPA) hereby known as the Authority, delivers property and workplace solutions across government by managing central government property as a strategic asset. GPA is an executive agency, sponsored by the Cabinet Office.

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Page 5 of 77

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3. BACKGROUND TO THE REQUIREMENT

- 3.1. The Government Property Agency (GPA), as part of its remit to drive savings across the government estate, is looking to establish a number of multi-departmental offices in strategic locations, to be called government workspaces. Relocating civil and public servants from existing office locations, to modern, cross-departmental workplaces will make the most of emerging working practices, and technology is part of that drive.
- 3.2. To achieve the policy requirements for the core purpose of a workspace, interoperable IT is critical. A workspace will be equipped with a single, common network and technology services including but not limited to, a shared Audio Visual (AV) experience, including shared VOIP telephony and a Digital Signage (DS) system.
- 3.3. This document sets out the requirement for provision of services as follows:
- 3.3.1. **Platform 21** Stephenson St, Birmingham B2 4HQ.
- 3.3.1.1. Platform 21 is a 12 level building (including a basement, ground and mezzanine). The building has a maximum capacity of 1177 workstations. Total area 10292 sqm2. It is assumed occupancy will consist of a maximum of 1625 users at any given time.
- 3.3.1.2. There will be approximately 16 initial government departments and their arms length bodies, which are collectively known as occupiers. Occupiers are expected to start user acceptance testing from March 2021 and begin onboarding to P21 from late June 2021 through till Aug 2021.
- 3.3.1.3. Occupiers are expected to move into Platform 21 from end June 2021 with the last tenant expected to complete their move by mid-Aug 2021.
- 3.3.2. **The Old Admiralty Building (OAB Building)** - Westminster, London SW1A 2BL
- 3.3.2.1. The workspace, within the scope of this requirement, is located at Old Admiralty Building, Westminster, London SW1A 2BL. The common network described in section 3.2 sits across its 5 floors. The deployed network will provide services for 5 levels (equating to floors), measuring in total approximately 12,985 m2 within the OAB building. It is envisaged that the building will be occupied by circa 2 Other Government Departments (OGDs) known as occupiers. The total number of users across the building will be no more than 2200 users at any given point in time.
- 3.3.2.2. The OAB Building has just completed an extensive refurbishment, there has been extensive replacement of the infrastructure, including network cabling with CAT6 UTP, Raised

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Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 6 of 77

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floor with (with limited clearance). There is limited scope to add additional infrastructure.

- 3.3.2.3. This is a Grade I, listed heritage building that has constraints on the permissible modification to the fabric of the building, all building works will be carried out by the on-site Facilities Management organisation to comply with the on-site Health and Safety protocols

With the exception of the Town Hall meeting room, specified in Section 6.4.1.1, ceiling mounted equipment is not permitted in any other meeting room in OAB

- 3.3.2.4. Occupiers are expected to move into the Old Admiralty Building from 1st February 2021 with on-boarding expected to complete by March/April 2021.

- 3.4. As with all GPA hubs, a common network will be available as the backbone to all other services within a workspace building.

4. DEFINITIONS

Expression or Acronym	Definition
AV	Audio Visual
DS	Digital Signage
GPA	Government Property Agency (The Authority)
CO	Cabinet Office
Respondent	The prospective supplier for this Statement of Requirement.
IPTV	Internet Protocol television
ITSM	Information Technology Service Management
LAN	Local Area Network
MER	Main Equipment Room
NCSC	National Cyber Security Centre
Occupiers	GPA clients - Government departments who will occupy the buildings
OAB	Old Admiralty Building
OLA	Operational Level Agreement
P21	Platform 21
SER	Satellite Equipment Room
SLA	Service Level Agreement

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Page 8 of 77

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5. SCOPE

The Authority is conducting this procurement exercise for its 2 sites - Platform 21 & Old Admiralty Building. For each site, respondents are required to provide:

(Note - All requirements apply to both sites UNLESS specifically mentioned otherwise)

5.1. Audio Visual

5.1.1. AV Implementation

- 5.1.1.1. Design for all room types set out in the AV Requirement.
- 5.1.1.2. The required equipment to install the Audio Visual solution
- 5.1.1.3. Resources accredited with the chosen equipment manufacturers accreditation & standards to install & configure the AV solution
- 5.1.1.4. Training and guidance to End Users to support the transition of the installed system to live use.
- 5.1.1.5. Provide training and guidance to operational support teams to support the transition to live use.

5.1.2. AV Demo

As part of the selection process - A physical demonstration of the solution usability capabilities. Appendix 1 - AV Demonstration Plan lists the criteria that the Authority will evaluate

5.1.3. AV Volume - P21

- 5.1.3.1.1. Small meeting rooms that can support up to 6 users - 12 rooms
- 5.1.3.1.2. Medium meeting rooms which support 10 users - 25 rooms
- 5.1.3.1.3. Large meeting rooms which support 16 users - 6 rooms
- 5.1.3.1.4. Activity spaces - Open meeting spaces - 65
- 5.1.3.1.5. Privacy booths - 14
- 5.1.3.1.6. Mezzanine level Business Events Centre - 2 rooms (24 & 50 users)

5.1.4. AV Volume - OAB

- 5.1.4.1.1. Small meeting rooms that can support up to 4 users - 7
- 5.1.4.1.2. Medium meeting rooms which support 10 users - 16
- 5.1.4.1.3. Large meeting rooms which support 16 users - 12

OFFICIAL

Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 9 of 77

5.1.5. **AV Support (OPTIONAL CALL-OFF FOR BOTH SITES)**

Provide a Support package for AV to maintain, support & upgrade on a regular basis. While this is Optional for GPA, it is mandatory for all respondents to provide a proposal for this

5.2. **Digital Signage**

5.2.1. **DS - Implementation (Required for P21 only)**

- 5.2.1.1. Design for all room types set out in the DS Requirement.
- 5.2.1.2. The required equipment to install the DS solution
- 5.2.1.3. Resources accredited with the chosen equipment manufacturers accreditation & standards to install & configure the DS solution
- 5.2.1.4. Training and guidance to End Users to support the transition of the installed system to live use.
- 5.2.1.5. Provide training and guidance to operational support teams

5.2.2. **DS Volume - P21**

- 5.2.2.1.1. Reception lobby - Behind reception desk, lobby area
- 5.2.2.1.2. 2 screens on every floor

5.2.3. **DS Volume - OAB (NOT IN SCOPE FOR IMPLEMENTATION - FOR INFORMATION ONLY)**

- 5.2.3.1.1. As part of the building delivery a TriplePlay system (an IPTV system) is being installed SEPARATELY for OAB, not part of this tender, which will provide approximately 40 displays around the building

5.2.4. **DS Support (OPTIONAL CALL-OFF FOR BOTH SITES)**

- 5.2.4.1.1. Although DS Implementation is only required for P21, this tender seeks bidders to quote for a Support package for DS to maintain, support & upgrade on a regular basis, for both sites
- 5.2.4.1.2. This is an optional package for GPA
- 5.2.4.1.3. It is mandatory for suppliers to quote for this

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Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 10 of 77

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5.3. **Out of Scope**

- 5.3.1. Power & Cabling to network ports
- 5.3.2. Local Area Network
- 5.3.3. Rack space in MER / SER rooms
- 5.3.4. Providing any Collaboration applications, eg but not limited to - Teams, Google Hangouts, Zoom etc. These applications are provided by & maintained by the end user home departments
- 5.3.5. Room acoustics improvements

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Page 11 of 77

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6. REQUIREMENTS

This section is structured to provide requirements as follows:

- Generic - Applicable to both sites
- P21 specific requirements
- OAB specific requirements

6.1. Generic requirements - Applicable to both sites

6.1.1. The respondent is to provide a complete design, acquire and installation service that is to be delivered to perform the functions described in this document. The successful provider will deliver a completed solution to meet the Authorities needs.

6.1.2. **Quality**

The equipment, systems and facilities that are proposed shall be of the best standard as per the providers chosen manufacturer and be suitable for operation by end users and suitably trained technical staff.

6.1.3. **Licensing**

The provider will supply all necessary licences to fully utilise the capabilities of the equipment. Licenses are to be provided for a 3 year term

6.1.4. **Case Study**

The Authority expects the Respondent to provide evidence such as a case study demonstrating where the Respondent has successfully installed an AV solution for a client that provides services to multiple, distant tenants within a single building.

6.1.5. **Support package (Optional Call-off for GPA)**

The Authority requires the respondents to provide a support package. The package must demonstrate methods of management, maintaining and patching relevant components of both AV and Digital Signage solutions. The Authority is determining the site Support model & may / may not call off this package, hence it should be costed separately in the Pricing. However, it is mandatory for the respondents to bid for this package.

6.1.6. **AV User Personas:**

There are three user personas that we are accommodating:

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Page 12 of 77

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- 6.1.6.1. **Day to day users**
Within my home workplace, I can mostly be found in the team home zone and shared spaces, occasionally having meetings with partners within the invited spaces. I can use all the spaces my building offers and can move between the areas that best support what I am doing. This user has access to all the spaces within the workplace, mostly works in their team home zone and shared spaces. Occasional meets within invited spaces and can move easily between zones and work settings.
- 6.1.6.2. **Visiting User**
Sometimes I need to work from another location, to be in better touch with the relevant people. I can do everything I would do at my home workplace and keep in virtual contact with my team as we are always connected. This user is from another hub location. Uses the host workplace like a home workspace. Digital connectivity allows this visitor to access their organisation's systems.
- 6.1.6.3. **Business Visitor**
I attend pre-arranged meetings, events, conferences or interviews. During my visit, I have access to the booked meeting rooms as well as the business lounge area and cafe, where I can work while I wait for my meeting. This user is from another business or organisation. Access to the hub is pre-arranged with a colleague based in that location.

6.1.7. **AV Technical Requirements**

The following lists a number of technical constraints which the AV provider is required to factor into their proposed solution.

- 6.1.7.1. The solution must meet the Bring Your Own Codec architectural approach adopted by the Authority. Our occupiers are aware that their end user devices will drive the audio visual experience.
- 6.1.7.2. Departmental users end user devices will be locked down which will prevent downloading and installation of drivers.
- 6.1.7.3. Users will use a varied number of operating systems which are weighted towards Windows and MAC OS.
- 6.1.7.4. Users will use a varied number of devices in no particular order, exclusivity and will change over time due to departmental refresh of end user devices:

OFFICIAL

Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 13 of 77

- 6.1.7.4.1. Mac Books
- 6.1.7.4.2. HP Laptops
- 6.1.7.4.3. Microsoft Surface
- 6.1.7.4.4. Dell Laptops
- 6.1.7.4.5. Lenovo Laptops
- 6.1.7.4.6. ChromeBooks
- 6.1.7.4.7. Tablet devices
- 6.1.7.4.8. Mobile devices

- 6.1.7.5. Users will therefore have varied device Input/Output connections, not limited or exclusive to:
 - 6.1.7.5.1. HDMI
 - 6.1.7.5.2. USB 3
 - 6.1.7.5.3. USB-C
 - 6.1.7.5.4. Mini-Display port

- 6.1.7.6. Users will use a varied number of unified comms technology such as, but not limited to:
 - 6.1.7.6.1. Google Meet
 - 6.1.7.6.2. Microsoft Teams
 - 6.1.7.6.3. Skype for Business
 - 6.1.7.6.4. Zoom
 - 6.1.7.6.5. Cisco Webex

- 6.1.7.7. Users will use a varied number of office suite tools including;
 - 6.1.7.7.1. Streaming video media
 - 6.1.7.7.2. Presenting web browser content
 - 6.1.7.7.3. Presents device applications PowerPoint, Google Slides, Word, Google Docs, Excel and Google Sheet

- 6.1.7.8. Users will use a variety of internet web browsers including;
 - 6.1.7.8.1. Google Chrome
 - 6.1.7.8.2. Internet Explorer
 - 6.1.7.8.3. Microsoft Edge
 - 6.1.7.8.4. Internet Explorer 11
 - 6.1.7.8.5. Safari
 - 6.1.7.8.6. Firefox

- 6.1.7.9. Users must have access to a room controller. This must be fixed and secured in the room, whilst ensuring the controller is fully accessible for all users, including those with mobility restrictions. A user must be able to interact with the AV system via this controller. An interface panel must be located on the desk or alongside the video screen.
 - 6.1.7.9.1. The interface should be programmed to provide an intuitive and simple user interface
 - 6.1.7.9.2. The interface should include the ability for users to dial into audio conferences. The provider is required to provide the SIP lines and infrastructure to meet this requirement, including the room equipment, server

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- equipment and supporting license to manage the equipment.
- 6.1.7.9.3. Example controllers should be listed and described as part of the response to this statement of requirement.
- 6.1.7.10. Connectivity
- 6.1.7.10.1. Wired connectivity (MANDATORY) - The solution must have the ability to connect to end use compute devices, using wired connections, including but not limited to the list provided in Section 6.1.7.5
- 6.1.7.10.2. Wireless connectivity (OPTIONAL) - The IT workstream would like information from the provider about how their AV systems can be operated over wireless technology. This is a “**could have**” requirement as there are significant architectural constraints including Security (i.e. Platform 21 will have strict client separation enforced at layer 2 on the shared network).
- 6.1.7.11. Clients will use VPN technology which limits the availability of standard capabilities such as miracast, airplay, chromecast, etc.
- 6.1.7.11.1. Wireless proposals must be secure and require no installation of applications of any kind on client devices.
- 6.1.7.11.2. A wireless solution must not introduce complexity by requiring occupying departments to adopt IT policy changes, or require application downloads and/or plugins or driver install on end user devices to use the systems.
- 6.1.7.11.3. A wireless solution must be interoperable across the above listed end user devices and operating systems.
- 6.1.7.12. Network enabled AV solution (AV over IP).
- 6.1.7.12.1. The Authority requires an Internet Protocol based AV solution so that all media signals are carried and distributed over a network. In addition asset management can be centrally managed over a network, i.e monitoring of the equipment and updating the equipment can be achieved remotely.
- 6.1.7.12.2. All AV data traffic should be directed over the already installed shared network. The requirement does not exclude direct native video connections as we are open to AV providers chosen industry standards and innovative approaches.
- 6.1.7.12.3. Local compute and non UX supporting equipment must be housed in the main equipment rooms.
- 6.1.7.12.4. Respondents must use the provided access switches
- 6.1.7.12.5. The LAN should be used to convey data across all AV infrastructure components.
- 6.1.7.12.6. The provider must be able to demonstrate this technology on request by the Authority.

OFFICIAL

Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 15 of 77

- 6.1.7.12.7. The audio visual screens should have the functionality to act as additional digital signage screens, in that the screens are extensions of the proposed digital signage solution.
- 6.1.7.12.8. Cat6a Shielded data cabling and Data outlets will be provided by the authorities existing construction fit out contractor. Detailed requirements of quantities must be confirmed by the respondent as these will be issued and coordinated with the fit out contractor.
- 6.1.7.12.9. Ceiling cutouts for speakers, projectors and other AV equipment will be provided by the authorities construction fit out contractor. Detailed requirements are to be confirmed by the provider as part of coordination with the successful AV provider.
- 6.1.7.12.10. LAN ports and VLAN allocation for AV equipment will be assigned by the authorities LAN provider.
- 6.1.7.12.11. Meeting room tables will require connectivity for laptops (power, data and AV). This is currently assumed to be part of the furniture provision.
- 6.1.7.12.12. 1Gb of capacity will be supplied over Cat6a with a maximum of 50watts of POE power.
- 6.1.7.12.13. 802.1x certification is required of the solution to meet our network authentication standard and the responder must provide a VLAN design to enable the Authority LAN provider to absorb the proposed AV solution.
- 6.1.7.12.14. As we are in the process of procuring the access switches to 802.3at, it is assumed that the respondent can use these or provide alternatives.
- 6.1.7.12.15. The authority is open to the responders proposed network protocols.
- 6.1.7.13. Internet Protocol Television (IPTV) service
 - 6.1.7.13.1. IPTV must be provided as part of the Audio Visual solution to support digital streaming of television channels. IPTV is required to allow digital streaming of television channels across the digital signage and audio visual meeting rooms. There will be no provision of analogue based solutions. This must be provided as a separate itemised cost.
 - 6.1.7.13.2. IPTV should also be extended as a functionality of the digital signage solution.
 - 6.1.7.13.3. Public Broadcast TV licenses and any subscriptions will be the responsibility of the Authority.
- 6.1.7.14. Any core computing equipment (e.g DSP, etc) should be housed in the Main Equipment Rooms and not the Satellite Equipment Rooms. It is anticipated that all meeting rooms reach back to this core equipment over the shared local area network. These must be housed in the available Main Equipment Rooms located on level 5 and the basement level.

OFFICIAL

Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 16 of 77

- 6.1.7.15. Remote asset management should be accomplished by cloud based technology.
- 6.1.7.16. The Respondent must provide estimates of the power consumption of their AV system components so that the components can be operated on Power over Ethernet.
- 6.1.7.17. Power supply to the room will be limited to mains supply from the wall via mains power and Power over Ethernet to standard 802.3at. There will be no supply of mains power via floor box/grommit due to limited void space. Power supplied to the ceiling can be facilitated.
- 6.1.7.18. Power and containment for AV will be provided by the electrical contractor. Detailed requirements are to be confirmed by the Respondent as part of coordination efforts with the fit out contractor.
- 6.1.7.19. The respondent must provide estimates for AV component weights for calculating the wall load capacity requirements for the meeting rooms.
- 6.1.7.20. Induction Loop Technology
The responder must provide an audio induction loop solution for Platform 21 meeting spaces and provide an induction loop capability for the main reception desk. The construction partner will install the copper loop within the floor space located at Reception with the respondent required to provide the associated active equipment.

6.1.8. **Digital Signage User Requirement**

The system must meet the following user stories and requirements;

- 6.1.8.1. **As a Building User**
I want to view information about the building, shared facilities, travel and local amenities, so that my engagement with the building and the location are enhanced.
- 6.1.8.2. **As a Workplace Services User**
I want to import digital media on a digital signage management interface, so that I can prepare content for distribution across the digital signs at P21.
- 6.1.8.3. **As a Workplace Services User**
I want to schedule content on a digital signage management interface, so that I can prepare files for distribution across the digital signs at P21.

OFFICIAL

Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 17 of 77

- 6.1.8.4. **As** a Workplace Services User
I want to publish information across the digital signs at P21, so that building users can see information regarding the workspace
- 6.1.8.5. **Given** that there are a number of different departments across the building the Workplace Services User will want to publish different media to different signs. The system must allow a user to publish information to a single sign, a set of signs and across all signs.
- 6.1.8.6. **Dynamic** information regarding the building is likely to be published in a web page format that will be available via a web browser. This information must be presented by the digital screen solution. As such the digital sign may be required to act as a logical user of the building's shared network and will be required to authenticate onto the network.

6.1.9. **Non-Functional Requirements**

The following lists a number of technical constraints which the respondent is required to factor into their proposed solution;

- 6.1.9.1. **Interoperable**
The solution must be accessible across multiple organisations. These organisations will have varied IT policies, end user devices and operating systems. Audio Visual technology must improve physical and digital collaboration between individual users and between separate departments regardless of their existing end user technology.
- 6.1.9.2. **Useable**
The solution must be simple to use with user actions to operate the system kept to a minimum number of steps. Instructions for the user must be easy to understand and must be made readily available for each instance of the system.

The Respondent must present a range of itemised training packages that are separately costed to support the transition to live services. Please note that building users will be on-boarded in a phased approach over the assumed course of 120 days.
- 6.1.9.3. **Clean**
All spaces which contain AV must be free of clutter, the amount of cabling required should be kept to a minimum and must be contained in such a way as to be kept from the view of the user.

OFFICIAL

Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 18 of 77

6.1.9.4.

Consistent

Given the potential cost implications of a fully integrated solution across requirements 6.2.1, 6.2.2, and 6.2.3, the respondent must recognise that the user experience does not need to be the same between the 6.2.1 meeting rooms, 6.2.2 Mezzanine BEC and 6.2.3 Activity space

However the user experience must be consistent within each package of requirements (6.2.1, 6.2.2, 6.2.3). In that the same manufacturer equipment should be used as a preference to assist user recognition of the audio visual system. For example for 6.11 Meeting Rooms, A user should be able to look at the AV provision in one meeting room and expect similar in all other similarly equipped meeting rooms.

6.1.9.5.

Robust

The suggested technology must be robust with minimal points of failure so that troubleshooting can be broken down to a minimum to reduce time to fix.

All rooms must be able to operate where one of the main equipment rooms suffers a system or power failure.

6.1.9.6.

Relevant

Recommended technology is adaptable to future innovations and ways of working. The solution should be relevant as a minimum for 5 years from the point of installation.

6.1.9.7.

Secure

Where consumables such as input/output cabling are required the Respondent must provide a means of securing to prevent removal of room equipment.

The solution must be compatible with the shared local area network and as such will be subject to NSCS [security principles](#);

6.1.9.8.

Accessible

Accessibility is broken down into 4 supporting user stories that must be met;

6.1.9.8.1. **As a hearing impaired user**

I want all meeting spaces to have the technology facilities available to provide me with the services I need.

So that I do not need to plan ahead when using a Platform 21 meeting space.

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Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01

Page 19 of 77

v5.7 12/10/2020

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Acceptance Criteria

The solution must align to the BS8300-2:2018 Digital Accessible Standard. The solution must provide audio induction loop technology compatible with IEC 60118-4:2006 (also referred to as EN 60118-4:2006). It is appreciated that the building will contain constraints that could limit audio induction loop functionality. The provider must demonstrate how they will maximize induction loop amplification within the meeting rooms, subject to Authority approval.

6.1.9.8.2. **As a visually impaired user**

I want all meeting spaces to have the technology facilities available to provide me with the services I need.

So that I do not need to plan ahead when using a Platform 21 meeting space.

6.1.9.8.3. **As a user with manual dexterity requirements**

I want all meeting spaces to have the technology facilities available to provide me with the services I need.

So that I do not need to plan ahead when using a Platform 21 meeting space.

6.1.9.8.4. **As a wheelchair user**

I want all meeting spaces to have the technology facilities available to provide me with the services I need.

So that I do not need to plan ahead when using a Platform 21 meeting space.

6.1.9.9. **Sustainable**

The provider must positively contribute towards the BREEAM assessment of the building and Align to the greening government [policy](#): sustainable technology strategy 2020 - sustainable technology for sustainable government (Section 13).

6.1.9.10. **Adaptable**

Consistent with the principles of smarter working - The audio visual provision must contribute to the PAS3000 smart working code of practice, in particular Annex E supporting conferencing technologies and BYOD device strategy.

6.1.9.11. **Repeatable**

The Authority would like Respondents to provide a standard catalogue which can be used as a reference for future government workspaces.

6.1.9.12. **Waste Disposal -**

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Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 20 of 77

It is expected that all packaging (except where necessary) will be recyclable. Upon installation, the responsibility of waste collection rests with the AV delivery partner (successful bidder of this ITT)

6.2. Platform 21 - AV Requirements

The paragraphs below specify the requirements specific to P21

There are 5 types of spaces at P21 where AV is required, detailed in the paragraphs that follow:

- Shared Meeting rooms - S / M / L
- Mezzanine level - 2 Conference rooms
- Privacy Booths
- Activity Space
- Lower Ground Floor - Undercroft space

6.2.1. Shared Meeting Rooms

The following use case demonstrates the core activities anticipated for the Audio Visual system at Platform 21, note this is not an exclusive list;

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Page 21 of 77

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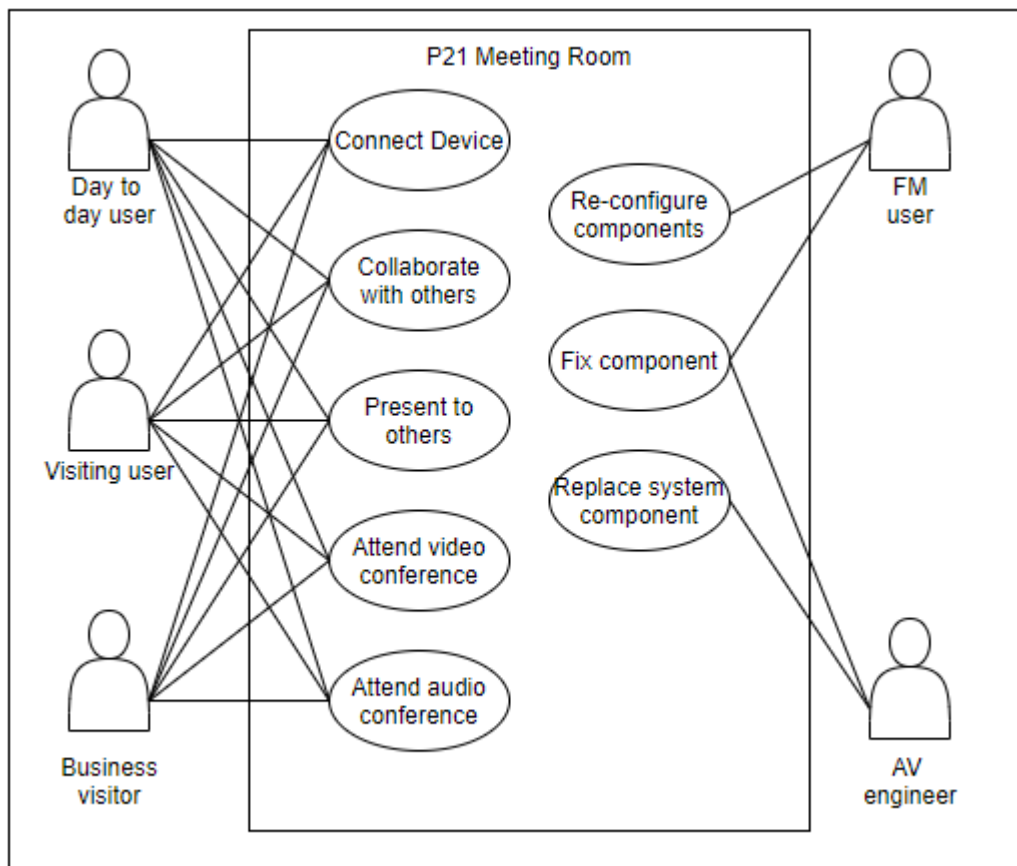


Figure 1. Use case diagram for P21 Audio Visual system in a meeting room
Use case definition

6.2.1.1. Usage of Dedicated Meeting Rooms

6.2.1.1.1. As a (day to day, visiting or business visitor) building user, I want to connect my corporate device to the audio visual system. So that, regardless of the brand of end user device or its operating system I can use the audio visual components for business activities.

Given that the Authority has no control on the types of end user devices used across government departments. When a user accesses the audio visual system. Then the system operates as expected regardless of device specifications (see 7.8 technical constraints for further information).

6.2.1.1.2. As a building user, I want to use the AV system to collaborate internally with co-workers. So that the audio visual components can be used to extend my corporate device to a group of users within a collaborative setting. Users will typically collaborate around digital material,

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Page 22 of 77

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such as a browser tab presenting a document. It is anticipated that a user will present material from their laptop with others contributing online either in the room or from external locations. Users could be seated or standing around the screen whilst collaborating.

- 6.2.1.1.3. As a building user, I want to use the AV system to present material to a group of co-workers. So that the audio visual components can be used to extend my corporate device to a group of users within an informative setting. This is the more traditional presentation scenario where a user will present to a group using the AV system as the means to present digital information to the group.
- 6.2.1.1.4. As a building user, I want to use the AV system to connect a video conference and extend that conference to a group of building users. So that the audio visual system allows my group to listen and participate in a conference. Given a video conference can involve groups of users, the AV system will be used to broadcast video conferencing in a meeting room setting.
- 6.2.1.1.5. As a building user, I want to use the AV system to connect to an audio conference. So that the AV audio components can be used to attend a voice call for a group of building users. A number of our clients continue to use audio calling over IP for conference activities. The AV solution must be able to meet this need.
- 6.2.1.1.6. As a facilities management user, I want to re-configure the AV system before and after meetings. So that the AV system can be used as required by building users. Given that P21 has a number of dynamic rooms that can be configured as single rooms or multiple rooms. When a building user makes a request for a specific room configuration. Then the facilities manager can configure the room audio visual system to meet the building user's request. Given there is a standard set up for each meeting room. When a facilities manager inspects a meeting room. Then the facilities manager can reset the room to its standard configuration.
- 6.2.1.1.7. As a facilities management user/AV engineer, when I am instructed to inspect the AV system for defects, I can triage and fix the defective components. So that AV system issues can be resolved and brought back to live usage.

- 6.2.1.1.8. As an AV engineer, when I am instructed to inspect the AV system for defects, I can triage and replace the defective components. So that AV system issues can be resolved and brought back to live usage.

6.2.1.2. Dedicated Meeting Room constraints

- 6.2.1.2.1. The proposal must include an outline solution to the meet figure 1 use cases.
- 6.2.1.2.2. Given there are a number of room types that require a solution the outline solution must include a number of specifications to meet the following room types;
- Standard meeting room
 - Bespoke folding wall meeting room
 - Static Business Event Space
- 6.2.1.2.3. **Standard Meeting Room**
Enclosed rooms for private meetings, secure conversations and conference calls, with the appropriate acoustic protection to support privacy and confidentiality. These are a mixture of small and larger meeting rooms. Meeting rooms will be largely neutral with the addition of some vibrant accents and furniture to add character (provided by other contracted suppliers).
- 6.2.1.2.4. Meeting rooms will be constructed with a combination of glass panelling, prefabricated and concrete walls. Screens are to be hung externally of acoustic baffle clad walls. Meeting rooms will be supplied by a combination of mains supplied electricity distributed from prefabricated walls and via ceiling voids. Power over Ethernet is also supplied to 802.3at standard and will be terminated at the prefabricated wall and ceiling void.

Floor	Meeting room ceiling height (mm)	Construction core ceiling height
Ground	2500	3000
Mezzanine	2700	3500
Level 1	2700	3500
Level 2	2700	4500

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Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 24 of 77

Level 3	2500	3000
Level 4	2500	3000
Level 5	2500	3000
Level 6	2500	3000
Level 7	2500	3000
Level 8	2500	3000
Level 9	2500	3000

Table 1 - P21 Ceiling height

6.2.1.2.5. Broadly there are three categories of meeting room size;

- **Small meeting rooms** that can support up to 6 users
- **Medium meeting rooms** which support 10 users
- **Large meeting rooms** which support 16 users

The proposed solution must provide a standard Audio Visual specification for the following schedule of meeting rooms.

Floor	Room Size	Users	Schedule Reference	Approx Room Dimension (mm)	Approx Screen distance to furthest User (mm)
GF*	Medium Pod	10	GF-M-01	4140 x 5430	3080
GF*	Medium Pod	10	GF-M-02	4140 x 5430	3080
GF*	Small Pod	4	GF-S-01	3200 x 2800	1900
GF*	Small Pod	4	GF-S-02	3200 x 2800	1900
Lvl 1	Medium	10	01-M-01	4890 x 2795	3870

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Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 25 of 77

Lvl 1	Medium	10	01-M-02	4890 x 2795	3870
Lvl 2	Small	5	02-S-01	3200 x 2800	1900
Lvl 2	Small	6	02-S-02	3690 x 2980	1880
Lvl 2	Small	6	02-S-03	3690 x 2980	1880
Lvl 2	Small	6	02-S-04	3690 x 2980	1880
Lvl 2	Small	6	02-S-05	3690 x 2980	1880
Lvl 2	Small	6	02-S-06	3690 x 2980	1880
Lvl 2	Small	6	02-S-07	3690 x 2980	1880
Lvl 2	Small	6	02-S-08	3690 x 2980	1880
Lvl 2	Small	6	02-S-09	3690 x 2980	1880
Lvl 2	Medium	10	02-M-04	3980 x 4595	3570
Lvl 2	Large	14	02-L-01	5700 x 4600	4660
Lvl 3	Medium	10	03-M-01	4140 x 5430	3080
Lvl 3	Medium	10	03-M-02	4070 x 6280	4170
Lvl 3	Medium	10	03-M-03	4140 x 5430	3080
Lvl 3	Medium	10	03-M-04	6030 x 4775	4620
Lvl 3	Large	16	03-L-01	7220 x 4775	5790
Lvl 4	Medium	10	04-M-01	4840 x 5100	3030
Lvl 4	Medium	10	04-M-02	6090 x 3965	4650
Lvl 4	Large	16	04-L-01	6715 x 4765	5700
Lvl 5	Medium	10	05-M-01	4710 x 4190	3620
Lvl 5	Medium	10	05-M-02	6090 x 3800	4690
Lvl 5	Large	16	05-L-01	7220 x 4055	6000
Lvl 6	Medium	10	06-M-01	4710 x 4190	3620
Lvl 6	Medium	10	06-M-02	6090 x 3800	4690
Lvl 6	Large	16	06-L-01	7220 x 4055	6000

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Page 26 of 77

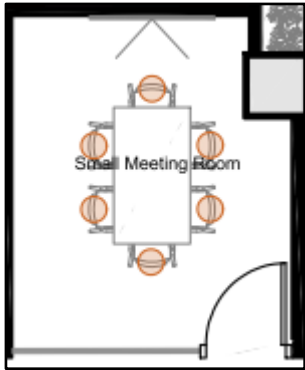
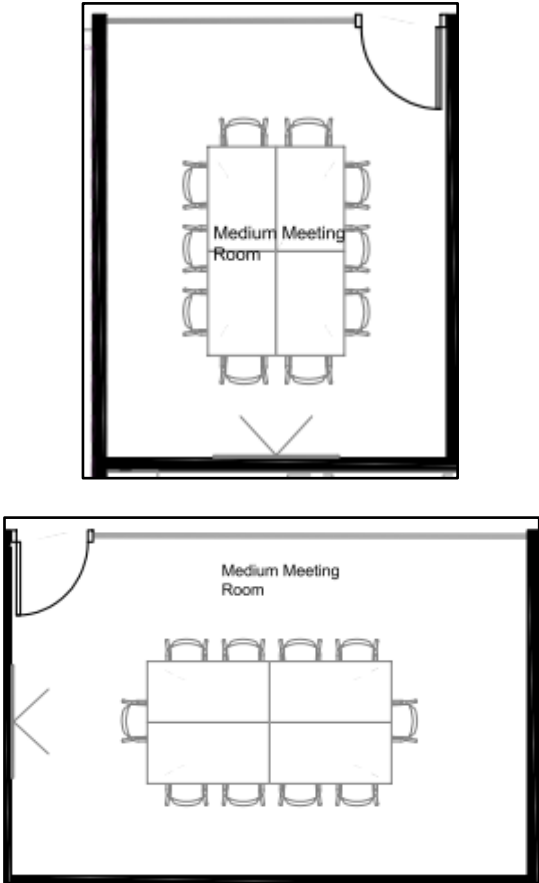
Lvl 7	Small	4	07-S-01	3690 x 2980	1880
Lvl 7	Medium	10	07-M-01	4435 x 4900	3570
Lvl 7	Medium	10	07-M-02	4930 x 4900	4090
Lvl 7	Medium	10	07-M-03	3600 x 4595	3375
Lvl 7	Large	16	07-L-01	4555 x 7030	5865
Lvl 8	Medium	10	08-M-01	6000 x 4000	4600
Lvl 8	Medium	10	08-M-02	6000 x 4000	4600
Lvl 8	Medium	10	08-M-03	6000 x 4000	4600
Lvl 8	Medium	10	08-M-04	3740 x 4490	3200
Lvl 9	Medium	10	09-M-01	4220 x 4800	3615
Lvl 9	Medium	10	09-M-02	4220 x 4800	3615
Lvl 9	Medium	10	09-M-03	4090 x 5640	4180
Total Small		12			
Total Medium		25			
Total Large		6			
Grand Total		43			

Table 2 - P21 Meeting Room Schedule

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Page 27 of 77

v5.7 12/10/2020
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Meeting Room Type	Total number of rooms	Example Floor Plans
Six person	10	 <p>A floor plan of a small meeting room. It features a rectangular table with six chairs arranged around it (three on each long side). The room has a door at the top, a window at the bottom, and a small alcove on the right side. The text "Small Meeting Room" is written in the center.</p>
Ten person	23	 <p>Two floor plans of medium meeting rooms. The top plan shows a rectangular table with ten chairs (five on each long side) and a door at the top. The bottom plan shows a similar setup with a door on the left and a window on the right. Both are labeled "Medium Meeting Room".</p>

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Page 28 of 77

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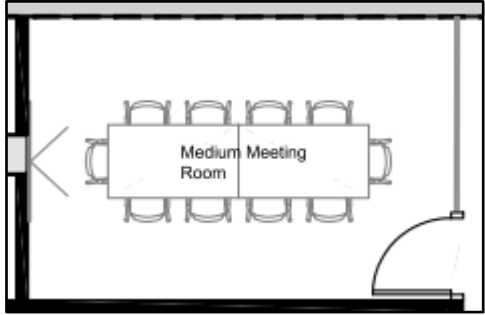
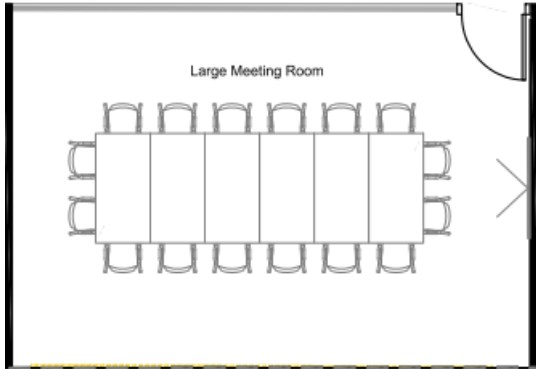
		
Sixteen person	6	

Table 3 - P21 Meeting Room Layout Diagrams

- 6.2.1.3. The Ground Floor will contain dedicated meeting room pods as opposed to the standard meeting rooms. These pods will be supplied by “[Orangebox Air3](#)” as pre-built spaces. Appendix 2 provides further details including the specification for these spaces.

Your response must include a provision for fitting these spaces with your proposed solution. As with standard meeting rooms you will be provided with mains power and 802.3at POE.

- 6.2.1.4. Bespoke Folding Wall Meeting room

In addition to these standard meeting rooms there are two folding wall meeting spaces.

Figure 1. Use case diagram applies to these dedicated meeting spaces. However, these rooms are configurable as listed in the table below.

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Page 29 of 77

The proposed solution must provide a separate bespoke audio visual specification to accommodate the multiple use of these rooms.

Floor	Room Size	Users	Schedule Reference	Approx Room Dimension (mm)	Approx distance furthest (mm)	Screen to User
Lvl 2	Medium	10	02-M-01	4070 x 6280	4170	
Lvl 2	Medium	10	02-M-02	4070 x 6280	4170	
Lvl 2	Medium	10	02-M-03	4070 x 6280	4170	
Lvl 2	Large unfolded	30		12210 x 6280	4170	

Table 4 - P21 Folding Wall schedule

6.2.1.5.

Level 2, folding meeting space accommodating one space for approximately 30 users that can be split by folding partition into 3 10 person meeting rooms. The space is a combination of prefabricated, glass and concrete walls. Figure 3 provides a two dimensional plan of the space;

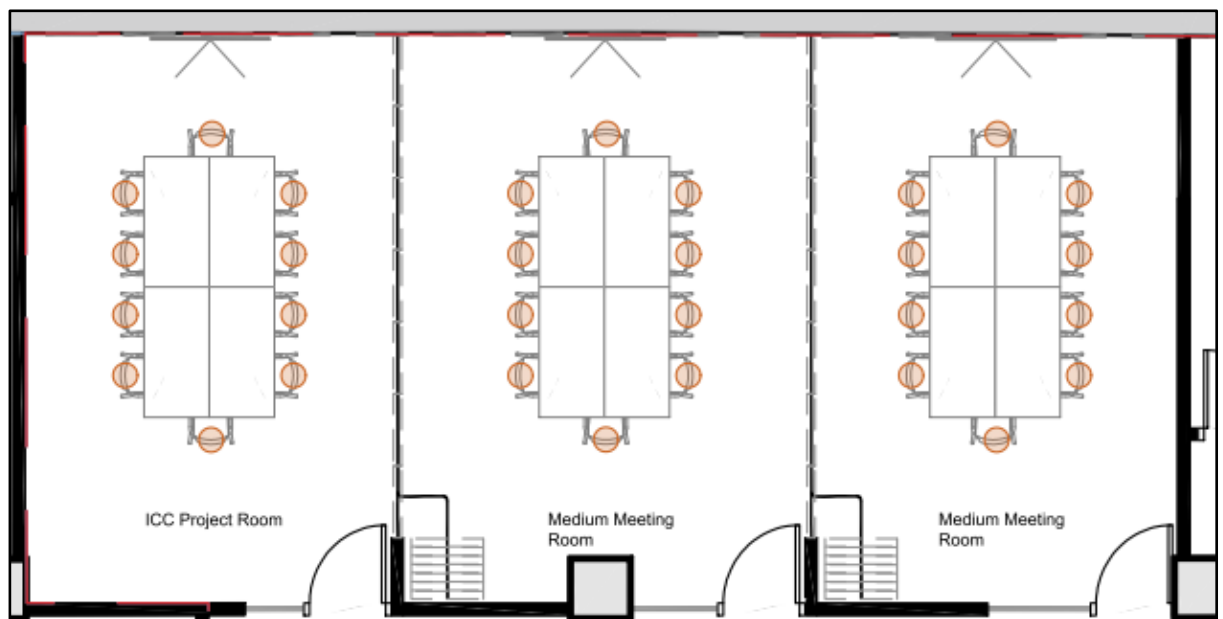


Figure 2 - Level 2 folding wall meeting space as per P21 floor plan

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Page 30 of 77

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6.2.2. Mezzanine level Conference Rooms

A fully flexible, multipurpose serviced events space that can be used for meetings, learning and conferences. This space should include adaptable and mobile furniture, including stackable chairs, podiums and microphone systems. A variety of communal Breakout and Activity Spaces and a Refreshment Hub should be included for users of this space. The spaces can be flexed using moveable walls to accommodate different size groups. The space should utilise some vibrant colours and soft furnishings to make it more engaging.

There are additional Conference Rooms located on the Mezzanine floor. The proposed solution must be extended to provide an audio visual experience to cover the figure 1. User case diagram and its supporting user stories.

The Mezzanine Conference Rooms specifications are listed below

Floor	Room Size	Users	Approx Room Dimension (mm)	Approx Screen distance to furthest User (mm)
Mezzanine	20/30 Person	24	9210 x 7035	7535
Mezzanine	40 Person	40	10445 x 7625	8600

Table 5 - P21 Mezzanine schedule

- 6.2.2.1. One 50 person room optimised for large scale presentations and lecture type events. The space has an exposed ceiling and combination of prefabricated and concrete walls;

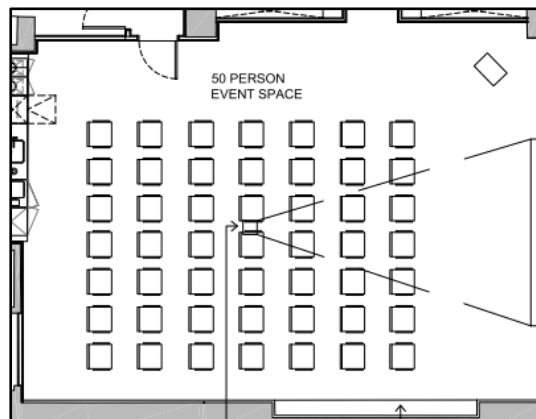


Figure 4 - Mezzanine level 40 person event space

- 6.2.2.2. One 24 person room optimised for larger conference and learning events. The space has an exposed ceiling and a

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Page 31 of 77

combination of glass panelling, prefabricated and concrete walls.

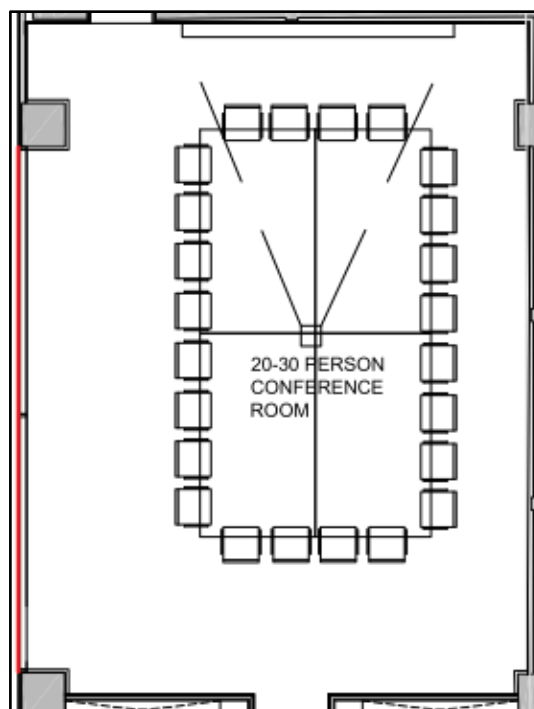


Figure 5 - Mezzanine level 24 person event space

6.2.3. P21 AV Additional Space Requirements - Optional Call-off

Under this procurement exercise the Authority requires the Audio visual solution to be extended to include the below listed spaces. These spaces must be clearly separated within the Respondents proposal so that it is clear that it is an additional package for the Authority. Please note the Authority will not be able to make a decision if they will definitely require this until the post contract award. While this is “Optional” for the Authority, it is mandatory for the bidders to provide quotes for this

Given there are a number of room types that require a solution the outline solution must include a number of specifications to meet the following room types:

- **Activity spaces**
- **Privacy booths**

6.2.3.1. Activity Spaces

- 6.2.3.1.1. Open meeting spaces that offer high levels of versatility and adaptability, through movable partitions and writeable/pinnable walls or boards. These will have acoustic protection (installed by a separate construction supplier) from other work areas to enhance their

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Page 32 of 77

v5.7 12/10/2020
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usability. Open meeting spaces enable more agile ways of working; allowing larger groups to benefit from informal collaboration and creative working. Open meeting rooms should utilise vibrant accents and furniture to add personality.

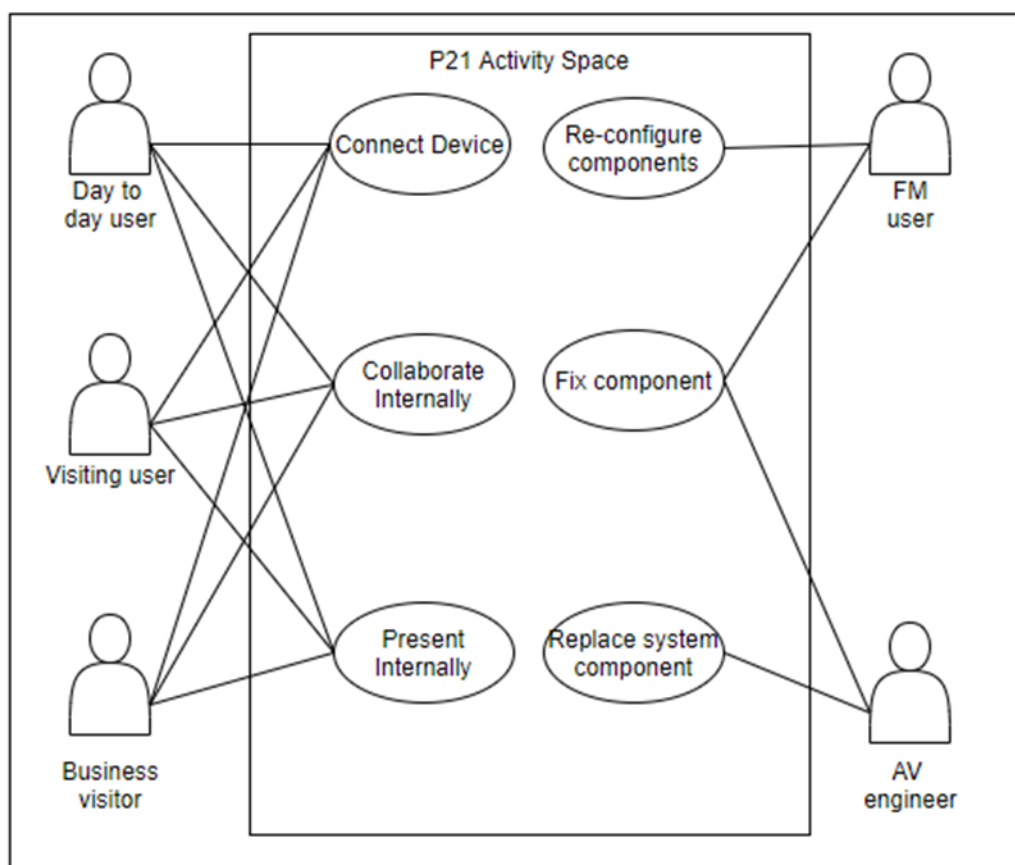


Figure 6. Use case diagram for P21 Audio Visual system in an open activity space

6.2.3.1.2.

Open activity spaces require a different user experience. They are open plan spaces accessible to all building users. The intent of these spaces is for a group of users to come together around a digital focal point to collaborate on tasks. It is important to note that activity spaces are to be used for internal dialogue and so video conferencing and audio calling is not an active use case for this type of space. The ideal use of the space is for a user to connect their laptop to a screen.

6.2.3.1.3.

These spaces will be supplied by mains supplied electricity distributed from prefabricated walls.

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Page 33 of 77

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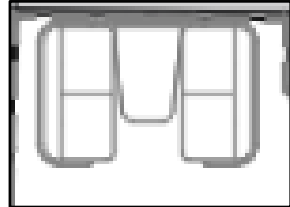
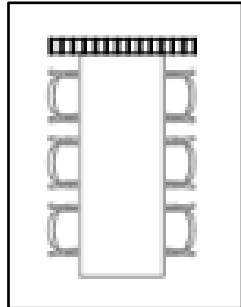
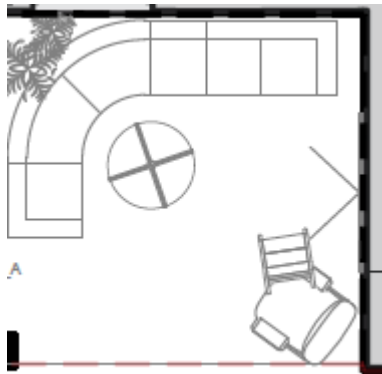
Floor	number spaces	of Users	Approx distance to Screen furthest User (mm)
GF	3	4	1130
GF	2	8	2793
Lvl 1	3	6	1990
Lvl 1	1	4	1130
Lvl 2	2	4	1130
Lvl 3	4	4	1130
Lvl 4	1	11	2725
Lvl 4	6	4	1130
Lvl 5	2	6	2030
Lvl 5	14	4	1130
Lvl 6	1	8	3975
Lvl 6	2	6	2030
Lvl 6	9	4	1130
Lvl 7	2	6	3140
Lvl 7	9	4	1130
Lvl 8	1	10	3575
Lvl 8	1	6	2800
Lvl 8	1	6	3720
Lvl 8	1	4	1130
Lvl 9	1	8	3975
Lvl 9	4	4	1130
Total	70		

Table 6 - P21 Activity Space Schedule

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Page 34 of 77

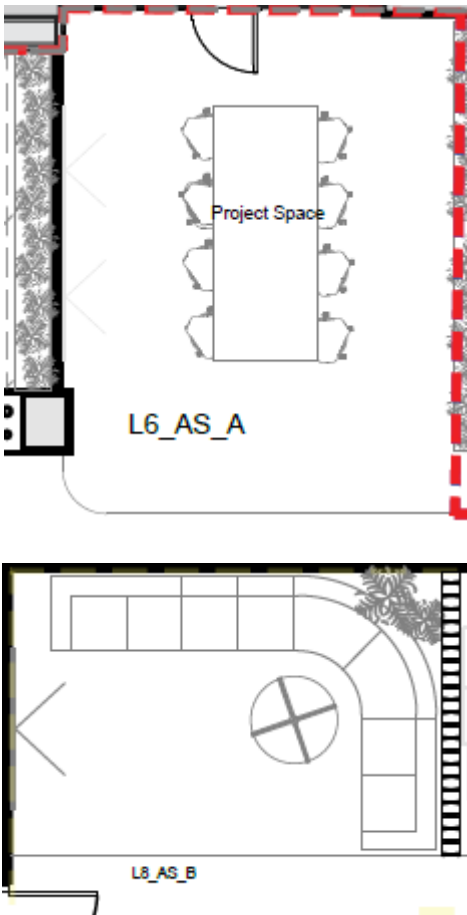
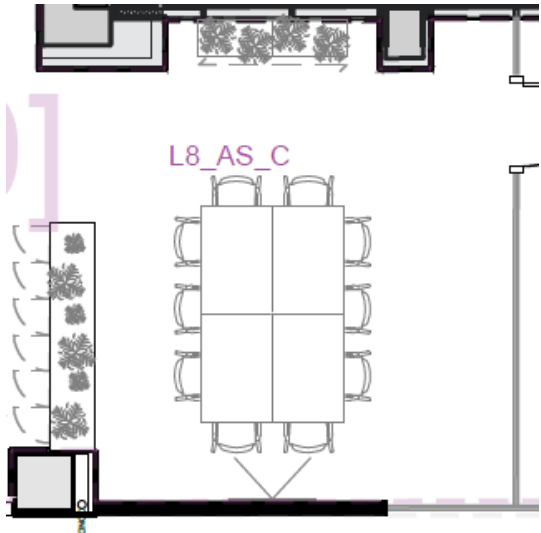
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Activity Type	Space	Total number of rooms	Example Floor Plans
Four person		50	
Six person		11	 

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Page 35 of 77

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Eight Person	2	 <p>The top diagram, labeled L6_AS_A, shows a rectangular room with a long table and chairs, labeled 'Project Space'. The bottom diagram, labeled L8_AS_B, shows a room with a curved wall and a circular table.</p>
Ten Person	1	 <p>The diagram, labeled L8_AS_C, shows a room with a large rectangular table and chairs, and a curved wall.</p>

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Page 36 of 77

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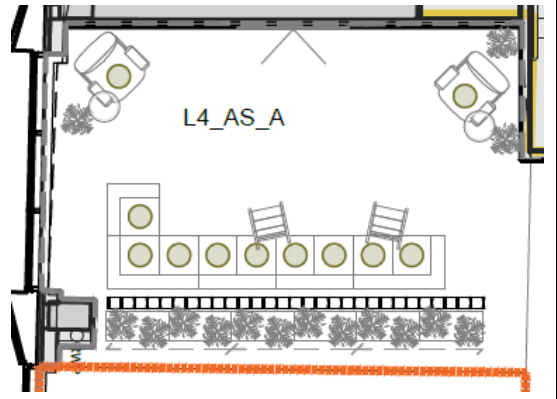
Eleven Person	1	
---------------	---	--

Table 7 - P21 Activity Space Examples

6.2.3.2. Privacy Booths

Quiet space that can be used for tasks requiring confidentiality. Small rooms or freestanding pods that can be used to make private phone calls, take part in audio/video conferences, hold one to one meetings or to carry out tasks requiring concentration. Freestanding pods provide plug and play flexibility and can be relocated to meet business functionality and scale easily.

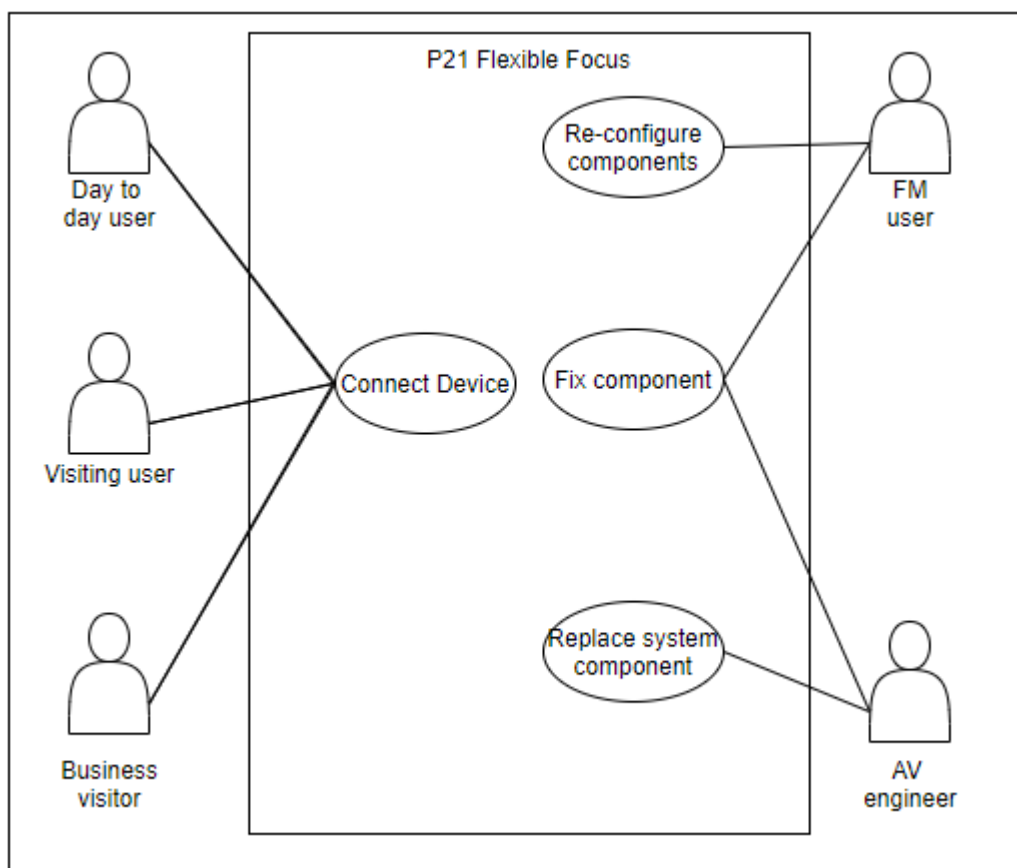


Figure 7. Use case diagram for P21 Audio Visual system in a closed privacy booth space

6.2.3.2.1.

Privacy Booths are private two person booths that can be used for focused tasks. These provide the space for users to focus on specific tasks that benefit from a private and quiet environment. The use case is for users to connect a device to a screen to extend their laptop to improve the ergonomics so that two users can work to one screen.

6.2.3.2.2.

Desk based screen/monitor.
These spaces will be enclosed and will have a combination of glass panels and prefabricated walling. The area will be supplied by mains supplied electricity distributed from prefabricated walls.

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Page 38 of 77

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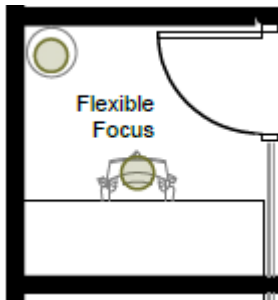
Floor	number of spaces	Users	
Lvl 3	2	2	
Lvl 4	2	2	
Lvl 5	2	2	
Lvl 6	2	2	
Lvl 7	2	2	
Lvl 8	2	2	
Lvl 9	2	2	
Total	14		

Table 8 - Platform 21 Privacy Booth room schedule

6.2.4. Lower Ground Floor Undercroft

6.2.4.1. A fully flexible, multipurpose serviced events space that can be used for meetings, learning and conferences. This space should include adaptable and mobile furniture, including stackable chairs, podiums and microphone systems.

6.2.4.2. A variety of communal Breakout and Activity Spaces and a Refreshment Hub should be included for users of this space. The spaces can be flexed using moveable walls to accommodate different size groups. The space should utilise some vibrant colours and soft furnishings to make it more engaging.

Location on Plan		Quantity	Description	
A	Group Presentation Area (Town Hall Events)	1	Large wall mounted screen (suggested 100") with Lectern plus speakers	

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Page 39 of 77

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B	Small 4 Person Pods	2	AV Required - Mounted Screen minimum 32") inside pod	Suggested supplier of pod - Orangebox Air 3 Range (Air 25)
C	Large 10 Person Pods	2	AV Required - Mounted Screen (minimum 42") inside pod	Suggested supplier of pod - Orangebox Air 3 range (Air 28)
D	Project Tables	2	Wall Mounted Screen (minimum 42") - connections available at desks to charge and connect personal IT kit to present	

6.2.4.3. The space also includes a static presentation space for town hall style events for upto 100 number of users:

6.2.4.4. **The** rooms will be open plan and will be supplied by a combination of mains supplied electricity distributed from prefabricated walls and via ceiling voids. Power over Ethernet is also supplied to 802.3at standard and will be terminated at the prefabricated wall and ceiling void.

6.2.4.5. **The** proposed solution must provide an audio visual specification to accommodate the open plan nature of the space.

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Page 40 of 77

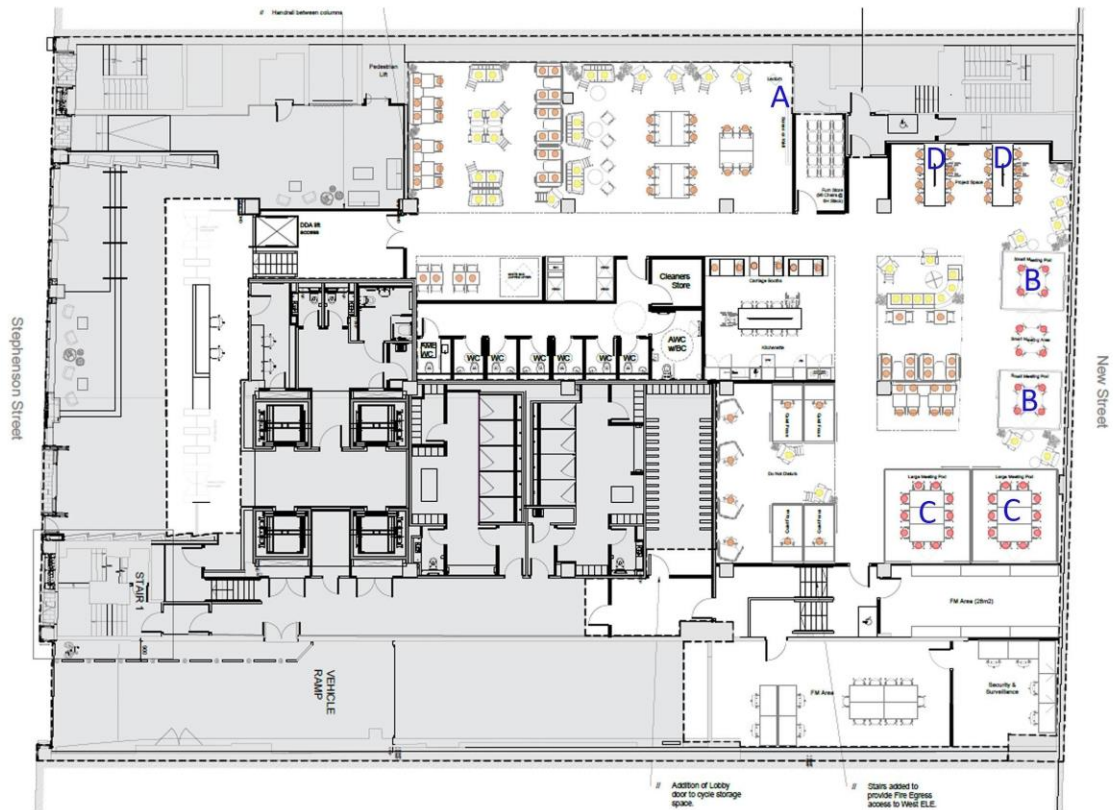


Figure 9 - Lower Ground Floor area

6.2.5. Meeting room telephony / dial-out capability

6.2.5.1. The provider is required to provide a solution for enabling dial-out telephony from meeting rooms, including:

- 6.2.5.1.1.** all necessary the SIP lines and infrastructure to meet this requirement,
- 6.2.5.1.2.** server equipment and supporting license to manage the equipment.
- 6.2.5.1.3.** An arrangement with a telecom provider for ongoing services

6.3. PLATFORM 21 - DIGITAL SIGNAGE REQUIREMENT

The following paragraphs detail the Digital Signage requirement at P21

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Page 41 of 77

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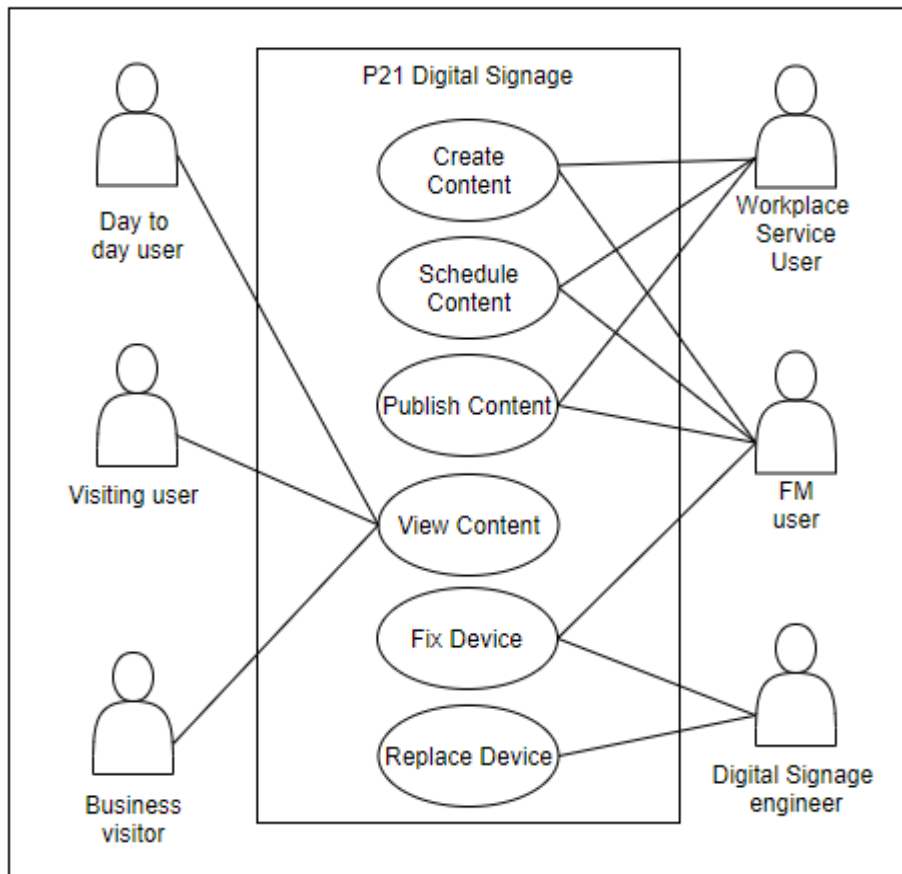


Figure 10. Use case diagram for P21 Digital Signage system

6.3.1. P21 Specific Requirements - Digital Signage Space constraints

6.3.1.1. Dedicated Digital signage is limited to the common shared space areas across Platform 21 (AV screens should have functionality to act as additional DS screens too). A single sign should be enough to meet the requirement, the provider must make recommendations based on the attached floor plans and will work with the Authority to refine the recommendation upon a successful bid.

6.3.1.2. Shared spaces are broken down into the following;

6.3.1.2.1. Main Reception

An open and inviting space that welcomes our people and visitors securely and professionally. The reception area should include additional security measures, including access control, CCTV and panic alarms. Brand messaging can be displayed via digital or

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Page 42 of 77

v5.7 12/10/2020
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analogue means to create a sense of identity, but should be balanced with integration and cultural unity. A business lounge should be provided for visitors to use in the reception space.

6.3.1.2.2.

Reception Video Wall

The Respondent must provide a design for a video wall that will sit adjacent to and not behind the reception desk. The core constraint is that the video wall does not sit behind the reception desk to support the Authority accessibility objectives. The video wall must be clearly separated within the Respondents proposal so that it is clear the video wall is an additional package for the Authority. Please note the Authority will not be able to make a decision if they will definitely require this until the post contract award.

6.3.1.2.3.

Reception Lobby

Additional digital signage must also be designed for the reception lobby area to meet the user requirements.

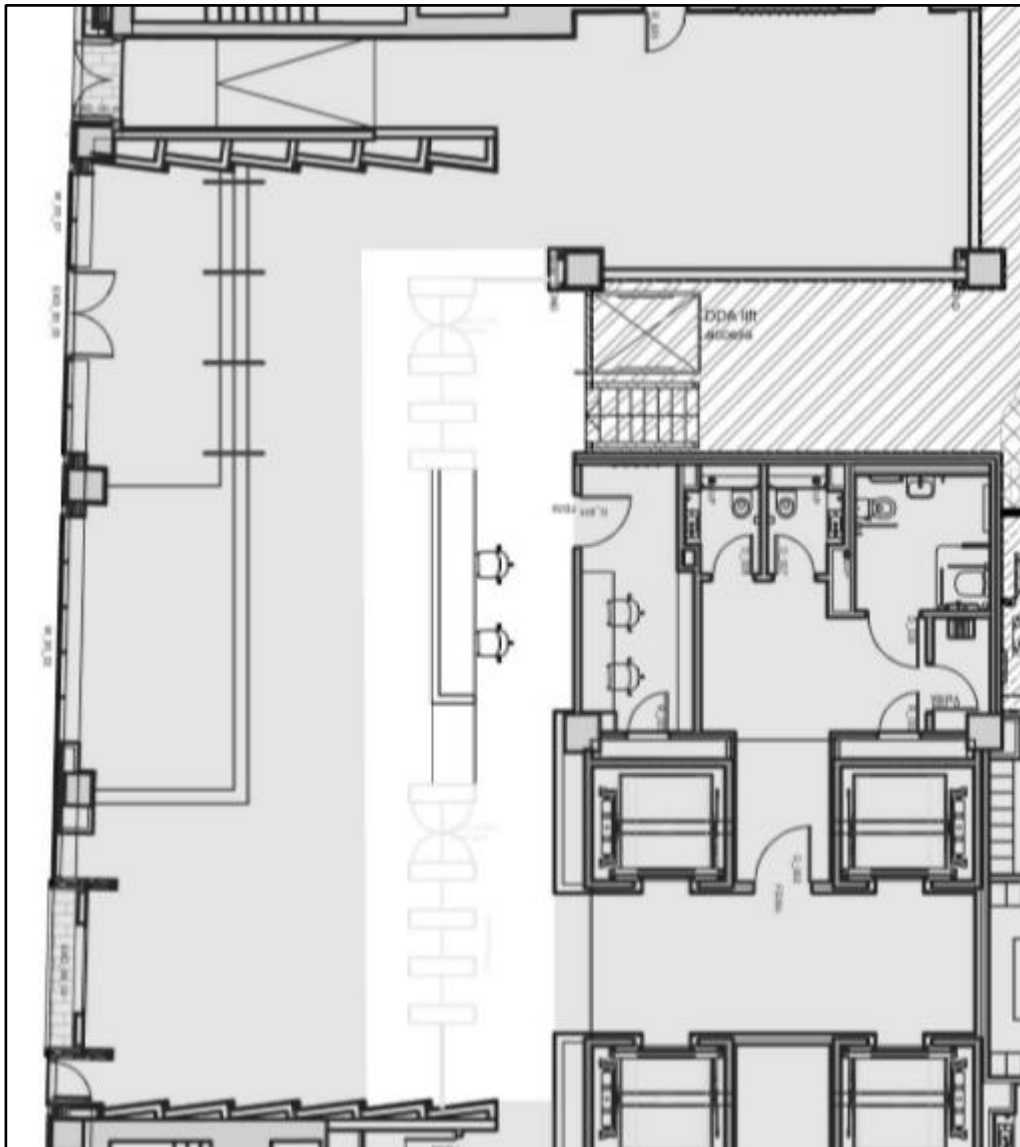


Figure 11.a. Reception floor plan for P21

6.3.1.2.4.

Common Shared Space

Appendix 4 P21 Floor plans provide a view of the floor plate design across the building. The respondent must provide indicative placement of the digital signage across the building shared common spaces as illustrated by the highlighted zones listed below. Please including a rationale of the benefits of the proposed placement;

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Page 44 of 77

v5.7 12/10/2020
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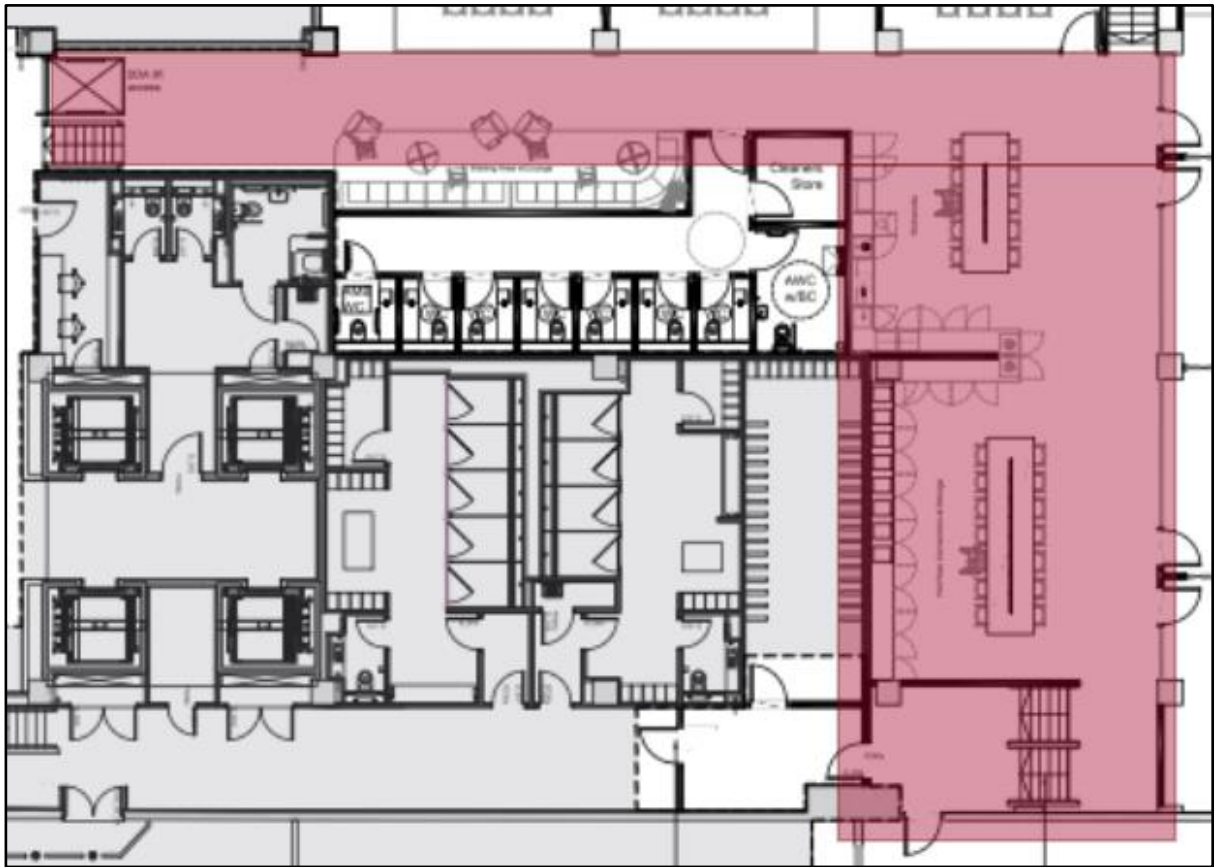


Figure 11.b. Ground floor area for placement of digital signage



Figure 12. Mezzanine level area for placement of digital signage

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Page 45 of 77

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Figure 13. Level 1 area of placement for digital signage

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Page 46 of 77

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Figure 14. Level 2 area placement for digital signage

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Page 47 of 77

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Figure 15. Level 3 area placement for digital signage

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Page 48 of 77

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Figure 16. Level 4 area placement for digital signage

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Page 49 of 77

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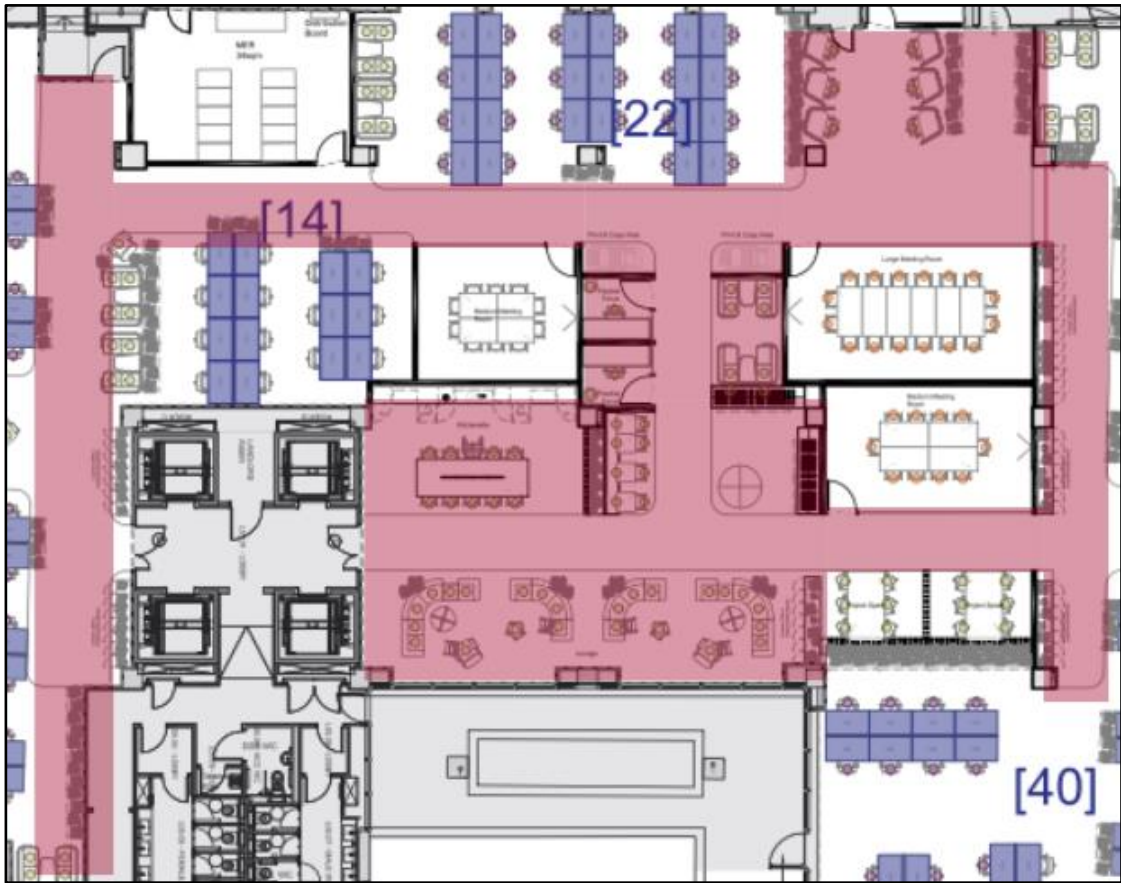


Figure 17. Level 5 area placement for digital signage

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Page 50 of 77

v5.7 12/10/2020
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Figure 18. Level 6 area placement for digital signage



Figure 19. Level 7 area placement for digital signage

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Page 51 of 77

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Figure 20. Level 8 area placement for digital signage

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Page 52 of 77

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Figure 21. Level 9 area placement for digital signage

6.3.2. P21 Digital Signage Technical Requirements

- 6.3.2.1. The provider must propose their standard design topology for digital signage, so that the Authority can understand compatibility with the shared LAN at Platform 21.
- 6.3.2.2. Likely components should be included in the specification. Particular consideration should be given to the rack space requirements for housed equipment. So that the Authority can factor this into the overall LAN physical design.
- 6.3.2.3. As the system could be powered over Ethernet, the provider must provide anticipated power requirements to support their system.
- 6.3.2.4. There are potential architectural constraints associated with the reception. Where power and data cabling restrictions may prevent placement of a video wall and digital signage. Designs

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Page 53 of 77

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should indicate preferred power and data cabling to support your prospective design.

- 6.3.2.5. The Respondent must provide estimates for AV component weights for calculating the load capacity requirements for the meeting rooms.
- 6.3.2.6. Remote asset management should be included with the provision of cloud based monitoring technology.
- 6.3.2.7. The Authority prefers digital screens with system on chip capabilities rather than IPTV/DS conversion boxes (which could be accepted, but with an acceptable justification).

6.4. OAB - AV Requirement

6.4.1. OAB Meeting Room Types

6.4.1.1. Town Hall divisible meeting room space

Room can be reconfigured with different furniture layouts, room will require to have multiple presentation positions and a number of screens to provide the optimum viewing positions for the room user in its layout configuration. The rooms must be able to operate independently or as a combined room

While we are not stipulating the type of equipment proposed (i.e. wall or ceiling mounted etc), in case the supplier wishes to propose ceiling mounted equipment, please be aware that this is a fully refurbished room, with modern plasterboard suspended ceiling. Hence, for ceiling mounted proposals, loads should be suitable for suspended ceilings load bearing only

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Page 54 of 77

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Meeting Room	Room dimensions (L x W x H in meters)	Example room layout	
L-96 (a)	7.4 x 6.2 x 2.5		

6.4.1.2.

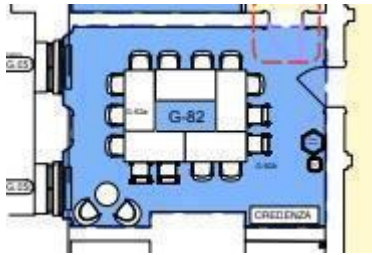

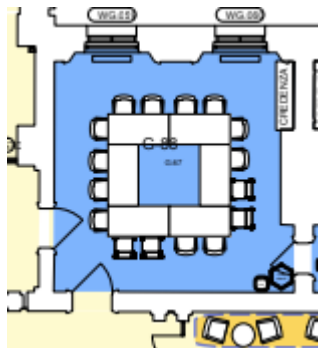
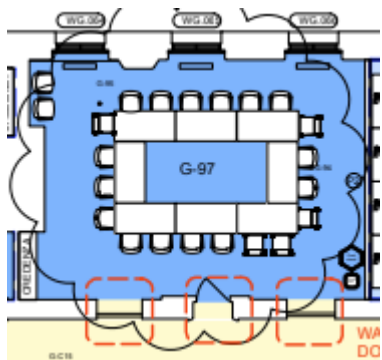
Flexible Layout meeting room space

Room can be reconfigured with different furniture layouts, room will require to have multiple presentation positions and a number of screen to provide the optimum viewing positions for the room user in it layout configuration

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Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 55 of 77

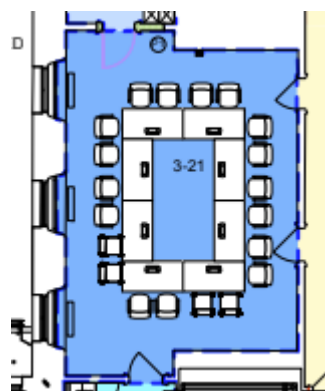
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Meeting Room	Room dimensions (L x W x H in meters)	Example room layout
G-82	4.8 x 6.6 x 4.6	
G-85	5.7 x 6.7 x 4.6	
G-88	6 x 6 x 4.6	
G-97	8.25 x 6 x 4.6	

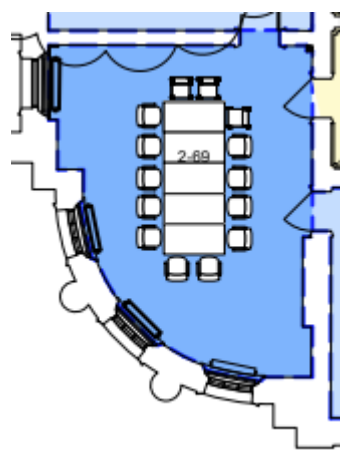
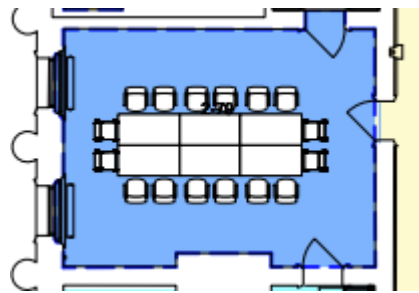
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Page 56 of 77

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3-21	6 x 7.8 x 3.6	
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- 6.4.1.3. Large Meeting room with multiple monitors static room layout but the multiple monitors need to provide users with the same view of presentations and video conferences

Meeting Room	Room dimensions (L x W x H in meters)	Example room layout
2-69	5.9 x 8.7 x 3.9	
2-79	8.1 x 5.8 x 3.9	

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Page 57 of 77

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7. PROJECT METHODOLOGY

7.1. Implementation

7.1.1. The Respondent should include a project methodology statement as part of the technical response that demonstrates understanding of the overall project requirements and current HSE law. The method statement should include but not limited to;

- Pre-installation Phase works
- First fix phase works
- Second fix phase works
- Testing & Commissioning phase works
- Methodology for working at heights
- Methodology for safe handling of materials
- Health & Safety risk management and procedures

7.1.2. Given both systems will be integrated onto the shared network, the provider must work with the local area network provider during all project lifecycle phases to ensure the system is delivered. The Authority will facilitate and arbitrate where required.

7.2. Testing

The Respondent must provide a Test Strategy for which they will be responsible. This strategy must include;

7.2.1. System testing, defining the approach, method of evidencing and remediation/rectification of identified faults.

7.2.2. This strategy must be available before installation of the solution commences and will be subject to Authority assurance and sign off.

7.2.3. User Acceptance Testing.

7.3. Transition

7.3.1. The transition phase requires the Respondent to provide professional services to transition and handover the solution to a managed service ITSM support function.

7.3.2. The Respondent must provide a Transition strategy for which they will be responsible. This document must be made available before installation of the proposed solution and will be subject to Authority assurance and sign off. The Authority technology team will secure participation from relevant Third Parties.

7.3.3. The Respondent must develop a knowledge transfer plan that is tailored to the Authority or their agents to address the transfer of knowledge of the

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Page 58 of 77

v5.7 12/10/2020

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Audio Visual and Digital Signage system and baseline the knowledge base for managed service provision.

- 7.3.4. The Respondent must work with the Authority or their agents to clearly understand and define the knowledge elements that need to be transferred to deliver the Services and maintain Service continuity.
- 7.3.5. Knowledge transfer must be documented into the respondents operating processes and procedures in support of the Authority so that the appropriate, managed service provider personnel can be progressively trained during a transition phase.
- 7.3.6. As part of your response you should include a full training presentation for various levels of staff and users on the operation of the proposed systems. This training programme should provide the necessary level of detail and documentation to allow the staff to operate the systems and facilities without the need for any external support. The training is to be broken into the following distinct user groups:
- Building user training
 - Facilities Management IT / AV team training
 - Engineer training
- 7.3.7. The final content, dates & times and particular requirements for the training sessions shall be agreed with the Authority after the award of the AV Contract. You will be required to produce a tailored training programme to suit the Client's workflow and operational requirements. In order to establish these requirements, a series of workshops will be held post appointment to discuss the requirements of the various user groups.

7.4. Operation and Maintenance “As configured” documentation

- 7.4.1. This documentation can be digital (in a printable format) and must include;
- All audio, video and control schematics
 - Any associated rack and room layout drawings
 - Cable & connector schedule
 - IT schedule
 - All panel and input plate drawings
 - Control pin out drawings
 - Power arrangement drawings
 - Warranty details for each item of equipment
 - Serial number for each item of equipment
 - Firmware / software release version for each item of equipment (where applicable)
 - Room user guide & crib Sheet
 - Relevant contact details

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Page 59 of 77

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8. LICENSES

8.1. Asset ownership

- 8.1.1. GPA's current policy is that it will retain ownership of all the assets purchased (directly or on behalf of) & used in the delivery of IT services, including equipment and software licenses. GPA is willing to allow suppliers to access such assets to the extent necessary to perform their obligations under this contract.

8.2. Period

- 8.2.1. Licenses should be acquired for a period of 3 years for this contract, applicable from the date of start of live usage of the site

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Page 60 of 77

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9. MANAGED SUPPORT (OPTIONAL PACKAGE)

- 9.1. This is an Optional Package required for both sites, for supporting AV & DS
- 9.2. While this is optional for call-off by the Authority, all bidders are required to provide a costed proposal for this
- 9.3. The Authority requires the following;
 - 9.3.1. Costs to operate and support the respondents installed solution
 - 9.3.2. Provide information on how the Respondent approaches supporting their solution, so that the Authority can identify any gaps in advance of taking on the operation and support of the installed solution.
 - 9.3.3. The Authority must be advised of the required relationship and accreditation status needed by the respondent and the respondents listed manufacturers.
 - 9.3.4. The Respondent must advise of the required/or likely required mechanism of interfacing between the Respondent and the recommended solution manufacturers.
 - 9.3.5. Provide any other ancillary requirements for a separate organisation to successfully operate and support the respondents solution.
 - 9.3.6. Offsite remote support hours are to be 7:00am to 10:00pm Monday to Friday; 9:00am to 8:00pm weekends excluding public holidays.
 - 9.3.7. The respondent must provide a description of the support offerings that could be included to support the solution in the live environment.
 - 9.3.8. Provide details of your standard response times for each level of incident, maintenance and service request, including what constitutes a response.
 - 9.3.9. Provide details of current resolution times for each level of incident, maintenance and service request.
 - 9.3.10. Provide details of any preventative maintenance or other periodic maintenance visits that would be made, and provide details of any action required by the Client or the Respondent in order to maintain the performance and reliability of the system.
 - 9.3.11. Please supply a list and individual cost of recommended spares deemed essential to the installed systems that the Client should hold on site.

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Page 61 of 77

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10. STORAGE OF EQUIPMENT

- 10.1. Following a review of current environment risks the Authority requires Respondents to provide secure and bonded storage should the project experience unexpected delays. The Authority requires pricing for this activity and notice periods required by Respondents to trigger the activity.
- 10.2. Pricing to be provided for a per week basis
- 10.3. Any limits or constraints on the storage capability (eg volume or time limits) must be specified

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Page 62 of 77

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11. KEY MILESTONES & DELIVERABLES

11.1. PLATFORM 21

11.1.1. Platform 21 will be delivered by sectional completion and the provider must take account of the phased fit out of Platform 21.

11.1.2. The provider shall ensure that all necessary works associated with the Installation are complete and fully operational on each floor, prior to sign off for that floor. Should it be necessary to make provision for temporary interconnections to ensure supplies and containment systems are available to enable the floor to become fully operational, then the provider shall be deemed to have included such works in your response.

11.1.3. 1st Fix Installation Phase

11.1.3.1. The authority expects power & data cabling installation to be carried out by the construction supplier and the LAN provider before the floors and ceilings are closed.

11.1.3.2. Location of AV floor boxes and necessary containment will be agreed between the Respondent and the Authority architect partner, with the cooperation of relevant trade contractors. All containment, floor boxes and power will be supplied and installed by the construction supplier. The floor box plates are to be provided and installed by the construction supplier to match the intended AV deployment in order that they may fix the appropriate connectors and engraved identification labels. Any associated AV design and consultancy costs are to be included within your response.

11.1.3.3. Although not anticipated, any electrical works carried out by the Respondent must comply with the electrical safety requirements for the site, including earth bonding of equipment to eliminate hum resulting from earth loops. Where appropriate screen casings and brackets will be issued to the construction supplier so they can be installed during the initial works. Coordination will be required with the architect or building services contractors to ensure locations of brackets and screens are correctly indicated on working drawings.

11.1.4. 2nd Fix Installation Phase

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Page 63 of 77

- 11.1.4.1. The audio visual equipment will be shipped to site following the completion of initial installation works and the provision of a clean and safe environment for installing the equipment.
- 11.1.4.2. The Respondent must liaise with the other trade contractors on site to arrange appropriate delivery and installation times.
- 11.1.4.3. Following the installation and commissioning of equipment the systems will be assessed by the Authority. The audio visual systems will only be approved once all snags have been remedied and the appropriate user groups have received training to use the equipment and full documentation.
- 11.1.4.4. All cables shall be labelled and have a unique identifier that shall correspond with the as built schematics. Each cable ID will denote cable function (V – Video/A – Audio/C – Control) as well as its unique cable number. For example, Audio input no. 1 on the matrix might be labelled A001.
- 11.1.4.5. The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:
- 11.1.4.6. The following provisional contract milestones/deliverables shall apply. Please note that the installation and transition phases are subject to change:

Milestone	Description	Timeframe or Delivery Date
1	Project commencement date	6 th January 2021
Planning Phase		
2	<p>Management Plan, including the Work Schedule produced by the supplier. This includes plans agreed for the following phases :</p> <ol style="list-style-type: none"> 1. Design 2. Installation (in consultation with fit-out contractor) 3. Testing 4. Transition (in consultation with ITSM partner) 5. Knowledge transfer 	Within 3 weeks of Project Commencement
Design Phase		

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Page 64 of 77

3	Design Approved	Within 3 weeks of project commencement
4	Finalised Bill of Materials (including full specifications)	Within 1 week of Design approval
BOM Storage Phase		
5	Storage off-site - In consultation with GPA	To be agreed
Installation Phase		
6	Completion of any 1st fix (backbone power/data) installation - By GPA Fit-out contractor	March - June 2021 (Exact floorwise dates to follow)
7	Completion of 2nd fix installation - By AV provider	April - June 2021 (Exact floorwise dates to be agreed)
Testing Phase		
8	Testing completed - For each floor	April - June 2021 (To follow immediately after installation - Exact floorwise dates to be agreed)
Knowledge transfer		
9	Knowledge transfer completed	May 2021 (Exact date to be agreed)
Transition		
10	Service Transitioned into ITSM partner	May - June 2021 (To follow immediately after Testing - Exact floorwise dates to be agreed)

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Page 65 of 77

11.2. OAB

Milestone	Description	Timeframe or Delivery Date
1	Project commencement date	6 th January 2021
Planning Phase		
2	Management Plan, including the Work Schedule produced by the supplier. This includes plans agreed for the following phases : Design Installation (in consultation with fit-out contractor) Testing Transition (in consultation with ITSM partner) Knowledge transfer	8th Jan 2021
Design Phase		
3	Design Approved	8th Jan 2021
4	Finalised Bill of Materials (including full specifications). Supplier to order thereafter	8th Jan 2021
BOM Storage Phase		
5	BOM storage	N/A - Can be delivered on site
Installation Phase		
6	Completion of any 1st fix (backbone power/data) installation - By GPA Fit-out contractor (KIER)	31st December 2020
7	Completion of 2nd fix installation - By AV provider, including: Installation of AV equipment Testing	29th January 2021

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Page 66 of 77

v5.7 12/10/2020
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	Transition to ITSM partner	
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OFFICIAL

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Page 67 of 77

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12. MANAGEMENT INFORMATION/REPORTING

12.1. The Respondent should provide the following on an agreed basis;

- 12.1.1. Project status vs project plan - Weekly basis
- 12.1.2. Project spend vs project budget - Monthly basis
- 12.1.3. Advance warning of changes to key personnel - At least a month in advance
- 12.1.4. Updates on known risks that affect the project - Via RAID (Risks, Actions, Issue Log) log, updated fortnightly.

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Page 68 of 77

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13. SUSTAINABILITY

- 13.1. Align to the greening government policy: sustainable technology strategy 2020 - sustainable technology for sustainable government - Link below:

<https://www.gov.uk/government/publications/greening-government-sustainable-technology-strategy-2020>

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Page 69 of 77

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14. QUALITY

- 14.1. In addition to meeting the requirements set out in the above sections. The Respondent must meet the following quality criteria;
- 14.2. The response should clearly break down each package list under 7.4 dedicated meeting rooms,
- 14.3. Responses must include production of detailed equipment layouts and elevation drawings, showing exact mechanical and electrical requirements.
- 14.4. The Managed Service Provision response must state how service quality will be maintained and monitored throughout the recommended service lifecycle.
- 14.5. **Equipment Installation**
The Respondent must install all of the systems and equipment in full conformity with the chosen manufacturers' recommendations, current building regulations, Health & Safety Requirements, BS 415, BS 7671 (IEE Regulations), BS Codes of Practice and all relevant British, ISO, DIN and IEC Standards.
- 14.6. Any cabling provided by the Respondent must be of a quality that reduces deterioration over time. Cabling must have a guaranteed life cycle for a minimum of three years.
- 14.7. The Respondent should provide guidance on maintenance of cabling and measures on reducing damage by end users.
- 14.8. User Guides must be provided by the Respondent and their quality assessed by Authority for approval before distribution to end users. Guides must compliment the training provided by the Respondent. Quality will be measured by the simplicity of language used in guidance, aversion to acronyms, adopted standards as chosen by the Respondent and testability by the Authority assurance team.
- 14.9. The system should be configured to encourage energy reduction, extending device life, system monitoring and fault detection. These are all aimed towards the improvement of SLA response and reduce equipment downtime. Remote monitoring must support these initiatives.

15. STAFF AND CUSTOMER SERVICE

- 15.1. The Respondent shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 15.2. The Respondents staff assigned to the Contract shall have the relevant chosen manufacturers accreditations and qualifications, including the experience to deliver the Contract to the required industry standard.
- 15.3. The Respondent shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
- 15.4. The installation of on-site equipment may take place whilst the building is deemed to be a construction site. All Respondent personnel required to work on site must be H&S qualified to work on construction sites.
- 15.5. The Respondent will provide resource profile information including qualifications for the personnel that will make up the Respondents team.
- 15.6. The Respondent will provide costs for the training and use of the systems by the occupiers of the building.

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Page 71 of 77

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16. SERVICE LEVELS & PERFORMANCE

- 16.1. The Authority will measure the quality of the Supplier's delivery through KPI's that can be measured during the completion of Platform 21 and any subsequent projects that are called off throughout the contracts duration. Please find these KPI's stated below:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Performance	Confirm orders for goods/services within the contracted time	For the total number of orders placed in the reporting period demonstrate that 95% of orders are confirmed within the contracted timescale and demonstrate: - Number & proportion of orders acknowledged in time. - Number & proportion of orders acknowledged out of time.
2	Quality	Goods Rejected as Faulty	Of the total number of goods / services delivered in the reporting period, the supplier should be able to demonstrate that the goods / services that are rejected as faulty within 5 days of delivery, account for less than 1% of total goods / services delivered in the period and provide the following data: - The total number of goods / services delivered in the reporting period, and the proportion that are rejected by reason for fault within 5 days of delivery.

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Page 72 of 77

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3	Quality	<p>Issues in Warranty</p> <p>Suppliers to propose realistic starting percentages for this data to be measured & reported within their proposals please</p>	<p>Of the total number of goods / services that have been supplied as at the reporting date:</p> <ul style="list-style-type: none"> - No more than nn% of total accepted goods / services with a warranty issue raised inside 12 months as at the reporting date - No more than nn% of total accepted goods / services with a warranty issue raised inside 24 months as at the reporting date - No more than nn% of total accepted goods / services with a warranty issue raised inside 36 months as at the reporting date <p>The Supplier should be able to provide the following data in support:</p> <p>The quantity and value of total goods / services by type delivered as at the reporting date</p> <p>The quantity, value and proportion of goods against which an issue has been raised inside 12, 24 and 36 months.</p>
4	Quality	<p>Repair the goods/services within the contracted time</p>	<p>Where the Supplier undertakes to repair goods in agreement with the customer, the supplier will ensure that no less than 100% are resolved / returned to the customer within the contracted SLA</p>
5	Quality	<p>Replace goods/services within contracted time</p>	<p>Where the Supplier undertakes to provide replacement goods in agreement with the customer, the supplier will demonstrate that of the total quantity of replacements that occur within the reporting period, no less than 100% occur within the contracted SLA.</p> <p>The supplier should provide the following Supporting information:</p> <p>The total number of requests for replacements that occur in the reporting period.</p> <p>The quantity and proportion of requests for which replacements have been provided within contracted SLA.</p> <p>The quantity and proportion of requests for which replacements have</p>

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Page 73 of 77

v5.7 12/10/2020

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			been provided within contracted SLA. The quantity and proportion of requests for which have yet to be actioned.
6	Cost	Accuracy of Invoices	Of the total number of invoices submitted in the reporting period, the supplier should demonstrate that no less than 99% should be accurate and contain no errors. The supplier should be capable of providing - The quantity of invoices submitted in the reporting period. - The number and % of invoice against which a defect has been identified.
7	Performance Management	Attending meetings	Confirm and attend meetings at the Authority's request within expected lead times for regular updates on service and reporting etc.
8	Account Management	Response to complaints and issues with appropriate and robust resolutions within 5 working days.	Within 5 working days of complaint
9	Account management	Projects run to pre-agreed timelines	End-to-end timetables are agreed and adhered to; changes (e.g. due to emerging issues) only possible with prior agreement

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Page 74 of 77

17. SECURITY & CONFIDENTIALITY REQUIREMENTS

- 17.1. Access to HMG premises is subject to the controls and checks that may be in place, and which could change from time to time, by the building landlord, controller, or tenant. These checks could include the search of bags or equipment.
- 17.2. Respondent's personnel working on the project (or Managed support) must be background-checked to security clearance BPSS standards and/or be willing to undergo BPSS clearance if requested by the Authority.
- 17.3. The contents of this Statement of Requirement should be treated as official sensitive and must not be distributed beyond the Authority and potential providers.

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Page 75 of 77

v5.7 12/10/2020
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18. PAYMENT AND INVOICING

- 18.1. The successful supplier will be paid in accordance with a milestone payment structure, the details of which are specified in Attachment 5 – Call-Off Order Form 2

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Page 76 of 77

v5.7 12/10/2020
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19. APPENDICES

- 19.1. Appendix 1 - AV Demonstration plan
- 19.2. Appendix 2 - Orangebox Air3 specification 10 person
- 19.3. Appendix 3 - Orangebox Air3 specification 4 person
- 19.4. Appendix 4 - P21 Floor plans
- 19.5. Appendix 5 - OAB Floor plans

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Bid pack for P21 & OAB - AV & Digital Signage Call-Off and Contract Reference: CCNE20A01
Page 77 of 77

v5.7 12/10/2020
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