**Mole Valley District Council CCTV**

Pre-Market Engagement Questionnaire

**1.0 Introduction**

Mole Valley District Council (the council) are in the planning stages of a procurement for CCTV services.

The Council would like to engage with the market for information on the provision of cameras, associated maintenance and servicing and the secure storage and handling of the recorded data ahead of a formal procurement process.

We would like you to respond to the Market Engagement questions provided in section 7.0, complete the pricing in section 4.0 and the service level table in section 6.0. We are not looking for a detailed response and we would expect that the questions take no longer than an hour to complete.

**Please send your answers to these questions to** [**procurement@horsham.gov.uk**](mailto:procurement@horsham.gov.uk) **by 12:00pm Monday 9th September 2024.**

The responses to this questionnaire will provide the Council with useful market insight and is not part of any competitive tender, nor does this indicate that the Council will undertake any contract award relating to this requirement in the future. Any information provided will be treated in confidence and only used to inform the Council about current market conditions and supplier preferences.

Failing to respond to this questionnaire will not mean exclusion from any potential tendering opportunity going forward. The Council cannot guarantee any inclusion in any potential tendering opportunity if you do respond to this Questionnaire.

**2.0 Background**

Mole Valley lies at the heart of Surrey, mid-way between London and the Sussex coast. It has a population of approximately 86,000 people. The majority of the district's population live in the main towns and villages of the district, in particular, Dorking and Leatherhead. Mole Valley's countryside is extensive, accounting for more than 90% of the district's area. It contains a host of very attractive villages and hamlets. Large parts are included within the Surrey Hills Area of Outstanding Natural Beauty. For further information on the Mole Valley District, you can review a local area report at <https://www.nomisweb.co.uk/reports/localarea?compare=E07000210>.

The results of a consultation with our residents indicated that Mole Valley’s communities see the deployment of CCTV as a crime and ASB prevention tool and as a deterrent. The conclusion from the consultation was that the preference would be for a continuation of CCTV on a record-only basis. We require the recorded data to be stored externally to the Council for a period of 31 days and be accessible in a secure windowless room by a trained person in order to download and share specific footage in line with data protection legislation for the purpose of, but not limited to, evidencing crimes or insurance claims.

The Council is seeking to contract with one or more organisation/s that will manage the Services to the highest levels of satisfaction, professional standards and cost effectiveness. The Contractor will be expected to deliver improvements to service delivery and value for money over the life of the contract.

**3.0 Project Scope**

The Council are yet to determine the structure or number of the contracts however the procurements will cover the requirements below.

**4.0 Summary of Requirements**

Mole Valley District Council currently has 51 CCTV cameras throughout the district; 24 in town centre locations connected to a fibre optic network, 23 IP cameras in remote locations connected by four servers and a further 4 re-deployable, standalone, cameras with SIM cards. The Leatherhead Town Centre cameras are already connected on a single fibre optic loop but the Dorking Town Centre network is connected by a number of costly fibre optic links which requires streamlining in order to reduce costs. The CCTV network has evolved over the last 20 years on a piecemeal basis and the council is now looking to invest in updating the current system to include a review of signalling options and the replacement of 43 cameras. Following an emergency move from the control room at Reigate Police Station in the Autumn of 2023, a temporary solution was put in place which allows access to recorded data through a combination of methods including a server at the council offices and access through a laptop out at site. An external data handling service together with a fully comprehensive maintenance service is now being sought.

1 CCTV cameras as outlined in the below pricing schedule

2 Servicing and Maintenance of whole estate

3 Server space and secure handling of data

**5.0 Project Budget**

Our whole service costs in the past few years have not exceeded £45,000 which has included electricity, signalling and maintenance. Our previous partner paid for data monitoring and data handling. We need to contain the whole service within the Council’s existing budget. Ideally, initial investment in new equipment is not to exceed £50,000.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item | Specification | Quantity | Unit Cost | Refurbished Unit Cost | Annual Total |
| CCTV Camera | 32 MP 360° Panoramic View IP Cameras | 33 | £ | £ | £ |
| Deployable Cameras | 4 | £ | £ | £ |
| Pinhole Discreet Camera and Mounting | 3 | £ | £ | £ |
| Network Video Recorder (NVR) Server | (RAID5) to record for 31 days at 25 images per second 4Mbps, full 1080p resolution | 1 | £ | £ | £ |
| CCTV viewing terminal | To be located at Pippbrook offices for police officers to view footage when required | 1 | £ | £ | £ |
| Installation and Configuration | Up to 40  replacement IP cameras and servers/signalling equipment including cherry picker hire to enable a fully operational system linking back to the data handling centre. |  | £ | na | £ |
| Annual Servicing and Reactive Maintenance Package (including 2 x service visits and cherry pickers) | Fully comprehensive including parts and labour | Annual Cost (Based on 3 +1 +1 years contract) | £ |  | £ |
| Including labour and parts under £250 | Annual Cost (Based on 3 +1 +1 years contract) | £ |  | £ |
| Server space | Annual fee | 1 | £ |  | £ |
| Data Handling | Annual cost or fee per transaction | 1 | £ |  | £ |
| Data deletion | Annual cost or fee per transaction | 1 | £ |  | £ |
| Data Handling customer support |  |  | £ |  | £ |

**6.0 Service Levels**

| **Service** | **e.g. Delivery** | **Supplier Delivery and comment** | **e.g. Level** | **Supplier Level and comment** |
| --- | --- | --- | --- | --- |
| Supply of Cameras | Delivered and installed within 10 working days |  | 98% |  |
| Provision of maintenance | Completed within 24/72 hours of reported issue |  | 98% |  |
| Provision of servicing | Completed within 5 working days from agreed date of service |  | 98% |  |
| Customer Services Availability | e.g. Mon-Fri 9-5pm |  | 98% |  |
| Data Handling requests | Carried out within 3 business days from date of request |  | 98% |  |
| Account Management | Bi-annual 360 reviews, quarterly reports where relevant |  | 98% |  |

**7.0 Market Engagement Questions**

|  |  |
| --- | --- |
| **Supplier Name:** |  |
| **Lotting Structure** | |
| 1. **There are three aspects to this tender: 1. Supply and installation of equipment, 2. Maintenance, 3. recorded data storage and handling. Would a tender being split into different lots make bidding for part of the work more attractive to your organisation and which element/s of the service would you be able to bid for?** | |
| **Maximum 500 words** | |
| **2. Would combining the supply and maintenance/servicing of the cameras into one Lot allow you to reduce the cost of either element of the contract?** | |
| **Maximum 500 words** | |
| **3. If you supply and maintain the hardware, are you able to provide servicing and maintenance to the Councils existing estate? Would this have any provisions?** | |
| **Maximum 500 words** | |
| **4. Are you able to provide a fully managed service either within your own company or by partnering with a sub-contractor? If not, what are the limitations?** | |
| **Maximum 500 words** | |
| **Number of Lots** | |
| **5. If the Council was to restrict the number of lots a supplier could tender for, would this be preferable / present a challenge to your organisation? Please explain.** | |
| **Maximum 500 words** | |
| **Contract Length** | |
| **6. What would be the best contract length: 3, 3+1 or 3+1+1? or your own suggestion. Please briefly explain the reason for your answer.** | |
| **Maximum 500 words** | |
| 1. **Is there any length contract that would make this procurement less attractive for you to take part in?** | |
| **Maximum 500 words** | |
| **Pricing** | |
| 1. **What do you feel is the best way to present a pricing schedule for the key elements of this contract?** | |
| **Maximum 500 words** | |
| 1. **Should this be based on a total project cost or individual camera supply and installation prices?** | |
| **Maximum 500 words** | |
| 1. **Would servicing be included within the unit price for each camera/server or allowed to be costed separately?** | |
| **Maximum 500 words** | |
| 1. **Is there a transaction fee for data handling or an annual cost?** | |
| **Maximum 500 words** | |
| 1. **How is the cost for server storage priced: Monthly/Annual hire cost or is this combined with the cost of the data handling?** | |
| **Maximum 500 words** | |
| **Route to Market Options** | |
| 1. **Are you listed on any public sector access frameworks?** | |
| **Maximum 500 words** | |
| 1. **What timescales would your organisation require between contract award and the contract start date for mobilisation? Please provide as much detail as possible.** | |
| **Maximum 500 words** | |
| 1. **Is there anything more that we need to consider?** | |
| **Maximum 500 words** | |
| 1. **Please provide any questions you would like to ask us below.** | |
| **Maximum 500 words** | |

Please email your completed questionnaire to [Procurement@horsham.gov.uk](mailto:Procurement@horsham.gov.uk) by 12:00 Monday 9th September 2024.