PROVISION AND INSTALLATION OF AV EQUIPMENT

(DCLPA – PS1077)

**STATEMENT OF REQ UIREMENT**

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# 1. PURPOSE

1.1 The Ministry of Defence (MoD) is inviting bids for the provision and installation of AV equipment across multiple lecturer theatres, classroom’s, and a conference room.

## The MoD, in this instance the Defence College of Logistics, Policing and Administration (DCLPA) will be referred to as “the Authority” hereafter.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## Project Wellesley is responsible for overseeing the delivery of the AV tech refresh on behalf of the DCLPA.

# Background to requirement/OVERVIEW of requirement

## DCLPA is a new Tri-Service Training College that is expected to be at Full Operational capacity by Mar 22, delivering training to appropriately 13,000 students attending 1003 course per year.

## DCLPA require the ability to project, display, interact and manipulate varying information sources and types to fulfil the role of delivering effective and efficient training outputs to students and provide the technological tools for small and large conferencing. The current AV equipment is not reliable and therefore requires for sustainability a tech refresh to make it fit-for-purpose with a minimum of two-years extended warranty.

# definitions

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| AV | Audio-Visual |
| DCLPA | Defence College of Logistics, Policing and Administration |
| ECR | Engineering Change Request |
| JSP | Joint Service Publication |
| POC | Point of Contact |
| RAMS | Risk Assessment Method Statement |
| SC | Security Clearance |
| SCIDA | Site Co-ordinating Infrastructure Design Authority |
| SLA | Service Level Agreement |
| SOR | Statement of Requirement |
| STC | Subject to Change |

# 

# The requirement – The Scope of the requirement extends to:

## Provide pricing of a tech refresh and/or an innovative solution to/of the items identified in multiple rooms detailed in Appendix A, inclusive of uninstallation, installation, configuration, testing and commissioning.

## Provide the improved specification, in this instance SMART (Wi-Fi capable) AV hardware(s), the installation, configuration, testing and commissioning.

## Any remedial cabling(s) to be replaced.

## All equipment must be installed in line with JSP 604 and JSP 440 and follow the SCIDA ECR process.

## Provide the uninstallation of AV hardware from multiple rooms.

## Safely remove and store the uninstalled equipment on the direction of the Authority.

5.6 Install and maintain software(s), inclusive of updates and security patches throughout the Contract lifetime.

5.7 Onsite training to end-users.

5.8Minimum of two years extended warranty, inclusive of all parts and labour.

5.9 The scope of this requirement does not extend to:

5.9.1. The disposal of current used equipment.

**6. ONSITE VISIT**

6.1 A site visit is required, but not mandatory, to be able to bid for this requirement.

## 6.2 The site survey will take place on Monday 20 Sept 22 between 13.00 and 15.00 at:

HQ DCLPA,

Kings Worthy,

Worthy Down,

Hampshire,

SO21 2RG

## 6.3 Should Potential Providers wish to attend the site visit, they must confirm their attendance via email to [Army-Comrcl-Procure-FA-Mailbox@mod.gov.uk](mailto:Army-Comrcl-Procure-FA-Mailbox@mod.gov.uk) by Friday ***17/09/2021 (noon)***. This message should contain the following information:

## 6.3.1. Full name of each attendee(s)

## 6.3.2. Organisation

## 6.3.3. Contact telephone number

## 6.3.4 Car Registration

## 6.3.5. Contact email address, and

## 6.3.6. SC clearance, to include expiry date – Please note all visitors will be escorted.

## **7.** **INSTALLATION, CONFIGURATION, COMMISSIONING AND TESTING**:

## 7.1 SC personnel will be required to carry out this requirement.

## 7.2 SC personnel are required to provide RAMS 2-5 days prior to work commencing.

## **8. SERVICE LEVELS AND PERFORMANCE**

## 8.1 The Potential Provider is to complete Appendix 2 to Annex A – Delivery Plan. It is to be noted, the Potential Provider is to provide a direct POC and schedule within the Delivery Plan interval reviews at each stage of the process to be held with Project Wellesley so to manage the quality of the delivery to meet the completion deadline of the 18 March 2022. In summary:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Delivery | All goods to be delivered/received without any damage. | 100% |
| 2 | Delivery timescales | All items to be delivered within the pre-agreed timescales between the Supplier and the Authority. | 100% |
| 3 | Warranty period/ Support | Delivery of Support upon Installation. All issues raised following delivery of the goods to be resolved in line with the relevant manufacturer’s warranty/extended warranty SLAs. | 100% |

## 

## 8.2 Where the Potential Provider fails at any of the agreed Delivery KPI stages:

## 8.2.1. Project Wellesley will, in the first instance, seek a mutually agreeable resolution with the Supplier. However, if a resolution does not come to fruition, then Project Wellesley may introduce an Intrusive Supply Manager to influence a positive outcome.

# 9. key milestones

## 9.1 The Potential Provider should note the Authority requires a minimum of two years extended warranty on the replaced AV hardware(s), inclusive of parts and labour. The Authority with the Potential Provider will measure the quality of the Extended Warranty – Services, Appendix 3 to Annex A against the agreed performance milestones to continuously improve Services received over the duration of the contract. In summary:

|  |  |
| --- | --- |
| **Description** | **Detail** |
| 1st Line of Support  **Telephone Hotline Support** | ‘Over the phone’ fault logging; advice for remote resolution, inclusive of troubleshooting of technical faults and outages on the AV hardware. |
| 2nd Line of Support  **Manufacturers Uninstall/Reinstall/Repair and/or Replacement Services**  **Software Support.** | An engineer(s) attends MoD establishment to uninstall/reinstall equipment and/or part(s) that have/will be returned to the manufacturer/Authority once/for repair or replacement if a repair is not a viable option. |

## 9.2 Where the Potential Provider fails at any of the agreed Services KPIs:

## 9.2.1. The Authority will, seek a mutually agreeable resolution with the Supplier to positively improve the continuation of the Services received.

## 9.2.2. The Authority will, review performance reports at agreed intervals to ensure any agreed prior resolutions have been positively implemented.

**10 REPORTING**

10.1 The Potential Provider will be expected to report directly to Project Wellesley on Delivery, Appendix 2 to Annex A – Delivery Plan to ensure key delivery milestones are met.

10.2 The Potential Provider will be expected to provide the Authority interval Service performance reports, Appendix 3 to Annex A – Extended Warranty Services throughout the contract to promote continuous improvements to Services received.

# 11. continuous improvement

## 11.1 The Potential Provider will be expected to continually innovate and improve the way in which the required Services are to be delivered throughout the Contract duration.

## 11.2 Changes to the way in which the services are to be delivered must be brought to the Authorities attention and agreed prior to any changes being implemented.

# 12. Authority’s Responsibilities

12.1 Project Wellesley on behalf of the Authority will be responsible for clearing access and providing points of contact for the site.

12.2 Project Wellesley on behalf of the Authority will make available any information they deem relevant to bid for the Contract.

# 13. STAFF AND CUSTOMER SERVICE

## 13.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Contract to consistently deliver a quality Service to all Parties.

## 13.2 Potential Provider’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.

## 13.3 The Potential Provider 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.

# 14. Security requirements

## 14.1 Delivery is required to a military site, which has associated security requirements. The Successful Supplier should forward notification to the Authority Point of Contact for this Contract at least one (1) day prior to arriving on site.

# 15. Location

## 15.1 The Delivery Address will be:

HQ DCLPA,

Kings Worthy,

Worthy Down,

Hampshire,

SO21 2RG

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# 16. payment

## 16.1 Payment will be made via CP&F. The winning supplier must have signed up to the SC terms and be fully set-up on EXOSTAR.

## 16.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## 16.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

# 17. Acceptable working times

17.1 The acceptable working times will be Monday to Friday between the hours of 08.00 and 16.00. Any times required outside of this must be first agreed with the Authority.