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**1. PURPOSE**

- 1.1 The current contract for the provision of digital TV Units and their correlating connectivity, service and maintenance is due to expire and The Digital and Technology Team for and on behalf of Cabinet Office as the Authority have a requirement to refresh the contract and appoint a supplier based on MEAT (Most Economically Advantageous Tender).
- 1.2 The purpose of this procurement exercise is to appoint a supplier and secure a contract in place for the on-going requirements of the Authority to cater to all service and maintenance of each TV unit across the multiple sites and provisions of new TV units where a fresh requirement arises.

**2. BACKGROUND TO THE CONTRACTING AUTHORITY**

- 2.1 The Cabinet Office (The Authority) supports the Prime Minister and Deputy Prime Minister, and ensures the effective running of government. The Cabinet Office is also the corporate headquarters for government, in partnership with HM Treasury, and takes the lead in certain critical policy areas.

**3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 A service and maintenance agreement is required for all the existing TV units within The Cabinet Office (currently 4 main sites in London). The TVs are networked and receive terrestrial, cable (fibre & copper), satellite and television feed signals.
- 3.2 The contract will be for an initial 2 years with an option to extend for up to a further 1 year

**4. DEFINITIONS**

Expression or Acronym	Definition
TV	Television
MEAT	Most Economically Advantageous Tender
GGs	10 Great George Street
GSSt	35 Great Smith Street
HGR	1 Horse Guards Road
70W	70 Whitehall
SER	Secondary Equipment Room
MER	Main Equipment Room
SC	Security Clearance
CTC	Counter Terrorism Clearance

**5. OUT OF SCOPE**

- 5.1 The network switches in the buildings as below are out of scope;
- 5.2 6x HP 48P POE in 1 HGR, 2x HP 24P & 1X HP 8P in 10 GGS



## 6. SCOPE AND DESCRIPTION OF THE REQUIREMENT

- 6.1 The requirement is for the provision, service and maintenance of TV infrastructure as detailed below:
- Arrange the procurement, physical mounting and fixing of TV units and infrastructure as required by the Authority. In the event that the TV units cannot be mounted on the wall, suggest the appropriate trolley size suitable for the TV unit
  - Maintain and support all TV and infrastructure equipment, ensuring they are functional, reliable and up time at all times. i.e. TVs, IPTV Receiver set top boxes, Head end infrastructure and distribution infrastructure
  - Manage and maintain all networking equipment needed to receive and distribute terrestrial, cable and satellite television feeds signals
  - Enable full functionality of TV and equipment, providing any connection and set up service required to access the TV services
  - Arrange repairs and/or return of faulty TV units still within the warranty term
  - Decommission and dispose in accordance with the legislation all TV units that are beyond economic repair
- 6.2 The service is currently provided as a standalone service and independent of any other building services and or infrastructure.
- 6.3 The infrastructure used in one of the sites is shared between the multiple occupants of the building.
- 6.4 Televisions are automatically configured to receive a range of channels which users are able to change manually or remotely.
- 6.5 The sites are currently provisioned for as follows:
- 6.6 70 Whitehall. London. SW1A 2AS - The TV System at 70 WH comprises of hybrid cat5/coax and coax connections to the TV's. Distribution points are situated in each of the SERs throughout the building. These distribution points serves 88 TVs around the building. Infrastructure materials includes Trunk amplifiers, distribution amplifiers, fibre receivers, fibre transmitters, T-units and splitters situated in SERs.
- 6.7 35 Great Smith St. SW19 3BQ - The TV System at 35 GSSt. comprises of hybrid cat 5/ coax and coax connections to the TV's. It is served by 2 satellite dishes and an Antenna. Distribution points are situated in each of the risers and the SERs. These distribution points serves 26 TVs throughout the building. Infrastructure materials includes Trunk amplifiers, distribution amplifiers, fibre receivers, fibre transmitters, T-units and splitters situated in SERs.
- 6.8 1 Horse Guards Road. SW1A 2HQ - The TV System that serves CO In 1HGR is an IPTV System. Distribution points are situated in the SER's. The main head end is situated in the MER. TV's are connected via an STB receiver. These distribution points serves 15 TVs throughout the building. Infrastructure materials include main head end and LAN infrastructure which includes STB receivers (Exterity R9200)
- 6.9 10 Great George Street. SW1P 3AE - the First Floor Comms room Houses the TV Head end equipment and also the equipment which distributes the TV channels to the TV's throughout the first floor. Head end Equipment is out of scope so this will need to be provisioned for. Ground Floor Comms room houses the equipment serving the Ground floor TV's. Distribution Equipment is out of scope and so will need to be provisioned for.

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- 6.10 70 Whitehall. London. SW1A 2AS - The MMU monitor TV programmes 7 days a week 24 hours a day. The programmes are also recorded and sent to relevant users. Service and Maintenance is required.
- 6.11 Building 5, Whitehall area. London SW1A – The service provides TV channels being received at this site. Service and maintenance is required.
- 6.12 See Annex A for TV quantity, sizes and locations.

## 7. KEY MILESTONE

- 7.1 The successful provider should be ready to stand up the service within a maximum of one month from contract issue date.

## 8. AUTHORITY'S RESPONSIBILITIES

- 8.1 The Authority will provide the Supplier with any information relevant to the provision of the Goods and Services supplied (the Authority does not warrant, represent or guarantee the accuracy of such information).
- 8.2 The Authority will make available (subject to Authority's Security Policy) access to its and any equipment, personnel, and materials and other facilities and resources which the supplier may reasonably require to allow it carry out its obligations.

## 9. REPORTING

- 9.1 Standard as well as bespoke reporting (to be agreed between Authority and Supplier) must be provided to the Authority.
- 9.2 KPI and SLA reporting to be issued monthly to the Authority. TV service reporting should also be issued monthly.
- 9.3 The report should detail all of the following but not limited to these only; asset numbers, TV and equipment location, off or online in service, total number of TV assets.

## 10. VOLUMES

- 10.1 There are currently 135 TV units of varied sizes spread across the four sites – see attached Annex A detailing asset list. There is also an existing feed linked to Admiralty House which must be preserved. Lastly, there is a TV feed links provided to both Building 5 in SW1A and the Media and Monitoring Unit Team situated in 70 Whitehall. SW1A 2AS that also needs to be preserved for service continuity.

## 11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.
- 11.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 12. QUALITY

- 12.1 The minimum accreditation the provider must have is Membership of the Electrotechnical Certification scheme and also membership of safe contractor scheme.



**13. PRICE**

- 13.1 Annex A details the TV and sites required. The price bid submitted should cover the cost for the continued provision and maintenance of the TV service detailed in the requirement.
- 13.2 Prices are to be submitted via Annex A excluding VAT.

**14. STAFF AND CUSTOMER SERVICE**

- 14.1 The Authority requires the Potential Provider to provide sufficient levels of resource throughout the duration of the TV Infrastructure Services Contract in order to consistently deliver a quality service to all Parties.
- 14.2 Potential Provider’s staff assigned to the TV Infrastructure Services Contract shall have the relevant qualifications and experience to deliver the Contract.
- 14.3 See paragraph 16; Security requirements for the security clearance levels required.

**15. SERVICE LEVELS AND PERFORMANCE**

- 15.1 The Authority will measure the quality of the Supplier’s delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Service unavailability (affecting all users and functions – including VIP users)	P1 Issue	Response and resolution within 2 hours.
2	Service unavailability (affecting a large portion of users or impacting a business critical unit)	P2 Issue	Response and resolution within 4 hours.
3	Service unavailability (affecting a large portion of users but non business critical)	P3 Issue	Response and resolution within 24 hours.
4	Service unavailability (affecting a small number of people but non business critical)	P4 Issue	Response and resolution within 48 hours

- 15.2 Suppliers should submit a detailed flow chart for the levels of support provided.
- 15.3 Suppliers should also submit their detailed service incident escalation procedure.

**16. SECURITY REQUIREMENTS**

- 16.1 The Supplier should provide a minimum of 2 SC cleared staff who will have access to the Authority’s requirement and site.
- 16.2 Any other engineers to work on the contract or account should hold a minimum of CTC clearance.



**17. PAYMENT**

- 17.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.3 Invoices for service and maintenance to be issued quarterly in arrears.

**18. LOCATION**

The Services will be carried out at:

- 18.1 1 Horse Guards Road, SW1A 2HQ – Ground Floor, First Floor and Fourth Floor. Distribution points in SER; Main head in MER of the building.
- 18.2 70 Whitehall, SW1A 2AS – All Floors. Distribution points situated in each SER through the building. Including The LAN/TV Feed to MMU department.
- 18.3 35 Great Smith Street, SW19 3BQ – All Floor. Distribution points situated in the risers and SERs through the building.
- 18.4 10 Great George Street, SW1P 3AE – Ground Floor and First Floor. Distribution point situated in the comms room, first floor of the building.
- 18.5 Building 5, Whitehall area, SW1A – TV Feed provided into this location.
- 18.6 Admiralty House. SW1A 2DY. LAN/TV Feed into this location.