



REQUEST FORM (MINI-COMPETITION)

Framework Number: tfl_scp_000471 - Technology Consultancy Services
Request Form Number: tfl_scp_000471_co020_ICT12794
Project Name: CCTV Technical Assessment Project

From: Lauren Rogers - Commercial T&D - TfL on behalf of Mayor's Office for Policing and Crime (MOPAC)

Date: 29 September 2017

This is a Request Form for the provision of Services in accordance with this Framework Agreement referenced above. This is an enquiry document only, constituting an invitation to treat and it does not constitute an offer capable of acceptance. Your Proposal must be submitted as an offer capable of acceptance by the Authority; however such acceptance will not occur unless and until the Authority posts notice of acceptance to you.

Attachment 1 of this Request Form sets out the Services required by the Authority and other relevant information.

Attachment 2 of this Request Form sets out the Service Provider's response instructions.

Attachment 3 sets out the Special Conditions of the Call Off Contract.

Attachment 4 is a draft Call-Off Contract. The Authority is under no obligation to award any Call-Off Contract as a result of this Request Form.

Your Proposal will be assessed against those submitted by other service providers as part of a Mini-Competition process. The Authority will award the relevant Call-Off Contract to the Service Provider with the Proposal that is the most economically advantageous with reference to the assessment criteria set out in Attachment 1.

You must complete and return your Proposal by 12:00 Midday on 13 October 2017

Please e-mail your Proposal to: [REDACTED]

Any queries regarding this Request Form should be directed to [REDACTED] no later than 12:00 Midday on 06 October 2017.

Signed: L Rogers

for and on behalf of the TfL

Attachments:

Attachment 1: Services to be provided and other relevant information

Attachment 2: Service Provider's Proposal

Attachment 3: Special Conditions of the Call off Contract

Attachment 4: Draft Call off contract template

Attachment 1

Deliverables to be provided and associated information

1. Project Background

CCTV is a vital element in tackling crime in London, helping to secure convictions and assure public safety. However, given increased financial pressures on London Boroughs and the often high operational and capital costs of keeping surveillance systems running, [REDACTED]

The Mayor of London (GLA) wants to support London boroughs to develop informed strategies for CCTV provision in their respective areas. The Service Provider is required to support this engagement by developing a high level understanding of the current borough CCTV offer, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

MOPAC CCTV Advisory Group

The CCTV Advisory Group was established by MOPAC's Deputy Mayor for Policing and Crime to bring together partners including London borough leads and the Met to discuss ways of working together to develop solutions and options to enable the maintenance of CCTV networks across London.

[REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

- [Redacted]

[Redacted]

The London CCTV Managers Forum

This forum attended and led by local authority control room managers from boroughs across London. The forum meets quarterly to discuss emerging CCTV issues and concerns. MPS staff and MOPAC attend as appropriate.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Metropolitan Police use of London Borough CCTV

For the MPS, CCTV is a vital tool used to tackle crime, secure convictions and assure public safety. Specifically, the MPS use London borough CCTV in the following ways:

- [Redacted]

[Redacted]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

2. Requirement

MOPAC are searching for a Service Provider to provide the services outlined below in the form of professional services. To complete this work, the Service Provider will be required to liaise with all London borough control rooms [REDACTED]

[REDACTED]

[REDACTED]

The project will be split into two phases:

Phase 1: Review of current situation

- A high level assessment of existing London borough control room facilities, considering issues [REDACTED]
- A high level assessment of existing working relations [REDACTED]



Phase 2: The future of London borough CCTV – an assessment of opportunities for improvement

- An assessment of the potential for shared facilities and control rooms between boroughs, police and other agencies.
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- A review of advancing technology [Redacted] and the implication on CCTV provision in London. This is to include an assessment of future video analytic possibilities (e.g. facial recognition).



Findings of Part 1 will help inform Part 2.

Note: The format of this work may change during the live project.

MOPAC will monitor the work produced by the Service Provider through regular meetings/conversations. The work produced will be presented to the London CCTV Managers Group (who meet quarterly) who will check/provide further steers.

The Service Provider may need to provide ad-hoc support as the work progresses, dealing with requests for extra information and any other matters arising.

It is anticipated that this work may take approximately 9 months. Timescales and outline of expected milestones are detailed below.

Timescales and Milestone activity	Date (approx.)
Response return date	12:00 13 Oct 2017
Presentations	18- 20 Oct 2017
Contract award	01 Nov 2017
Project kick off	w/c 06 Nov 2017
Initial engagement with boroughs and police	Nov 2017
Draft of Part 1	Mid-Dec 2017
Completion of Part 1 (Milestone)	w/c 8 Jan 2018
Update presentations to London CCTV Managers Forum (Milestone)	Each quarter
Development/research for Part 2 (may include workshops, site visits, external meetings)	Dec 2017 – Jun 2018
Early presentation of findings of Part 2 to MOPAC (Milestone)	Feb 2018
Draft of Part 2	May 2018
Final review and approvals (Milestone)	June 2018
Project evaluation and closure (Milestone)	July 2018

The Service Provider must be available during office hours (0900-1700) and will occasionally be required to work outside of this time. It is expected that the Provider will work remotely from their own offices, with regular meetings at MOPAC's office in City Hall, London SE1.

Personnel working on this project must have previous experience that is applicable to this project. They must also have relevant technical skills, with experience in working in similar relatable projects. Some experience of working with local and regional authorities and police services is essential.

Should Service provider's need to work out side of the office hours this will be paid on an fixed price basis (need an example of this)

3. Assessment Criteria

The contract, if awarded, will be awarded to the Bidder submitting the ‘most economically advantageous tender’ also known as MEAT.

Criteria relevant to the assessment (in no particular order of priority) are:

Technical: 60% of total score

Commercial: 40% of total score

The Service provider is required to demonstrate (by submitting appropriate evidence in writing), how it can meet the requirements outlined above; and satisfy the detailed selection criteria outlined below.

As part of the proposal, Service Providers must provide:

- Evidence of relevant past work or projects. Evidence of working closely with local authorities and police authorities is of particular interest. Please provide minimum 3 up to maximum 5 example (one example per A4 sized page) include project title, dates and duration.
- Two references with contact details from organisations where relevant projects have been delivered.
- CVs of specific (team) resource.
- A project plan of how you propose to the deliver this work, referring back to the phases under section 2.

Technical evaluation criteria (60%)

Proposals will be assessed using the following evaluation criteria.

Reference	Award criteria	Percentage weighting (100%)
A	<p><u>Collaborative working</u></p> <p>Service provider to provide relevant examples of working arrangements that will take into account the need for collaboration with MOPAC policies and objectives.</p> <p>Service provider to provide relevant examples of how they intend to fully engage with MOPAC as well as other significant stakeholders including the MPS, local boroughs and the London CCTV Advisory Group and regularity</p> <ul style="list-style-type: none"> • Set out project plan – including dates of milestones e.g site visits 	20

	<ul style="list-style-type: none"> • Hold effective meetings 	
B	<p><u>Approach to delivery of project</u></p> <p>Supplier's proposals must contain</p> <ul style="list-style-type: none"> • Aspects of managing the project: Procedures for planning / timely delivery, programming and management, including high level programme and milestones for completing the project. • Methodologies to solve problems and minimise defects; ensuring continuity of knowledge and knowledge transfer to MOPAC staff at the end of commissions. • Demonstration of quality management: The quality standards, systems and processes that are used to assure high quality. 	30
C	<p><u>Resource Management</u></p> <p>Supplier's proposals must contain:</p> <ul style="list-style-type: none"> • Details of the team structure and reasoning of suitability of recommended staff. • Details of how resources will be planned and deployed for optimal utilisation. • Demonstration of the ability to meet requirements for flexibility in terms of rapid or unplanned increases or decreases in resource requirement. • Demonstration of ability to conduct site visits as required. 	10
D	<p><u>Specific Technical Knowledge</u></p> <p>Supplier's proposals must contain:</p> <ul style="list-style-type: none"> • Evidence of knowledge applicable to tasks, including relevant qualifications and experience. • Details of previous experience working with local authorities and police forces. • Two references from organisations where 	30

	relevant projects have been delivered.	
E	<p><u>Presentation</u></p> <p>Supplier's presentation must specifically add value to the tender proposal that has been submitted</p>	10
F	<p><u>Non Disclosure</u></p> <p>Suppliers must agree and sign Non disclosure agreement embedded within this document when returning their proposals</p> <p style="text-align: center;">  Company_Confidentiality_Agreement_-_M </p>	Pass/ Fail

The Service Providers proposal will be evaluated against each technical section in line with the Evaluation Criteria table. The proposal receiving the highest ranking overall evaluation score will be awarded a call-off contract.

If required MOPAC may call the Service Provider to attend a presentation or interview for additional information.

Commercial Evaluation criteria (40%)

Evaluation Scoring

I. Commercial

The scores for the cost of the total service will be evaluated using the following formula:

Pricing

$$\frac{\text{Lowest Commercial Price Submitted}}{\text{Commercial Price of Supplier}} \times \text{Commercial Points Available (40\%)} = \text{Commercial Score}$$

II. Technical

Evaluators will award scores using the following marking scheme:

<u>Rating</u>	<u>Description</u>	<u>Score</u>
Outstanding	Exceptional demonstration by the tenderer of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response.	4
Good	Above average demonstration by the tenderer of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response.	3
Meet the requirement	Demonstration by the tenderer of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services, with evidence to support the response.	2
Poor	Some minor reservations of the tenderer's relevant ability, understanding, experience, skills, resources and quality measures required to provide the services, with little or no evidence to support the response.	1
Unacceptable	The response does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the tenderer has the ability, understanding, experience, skills, resources and quality measures required to provide the services, with little or no evidence to support the response.	0

4. Timetable

This work will commence on 6 Nov and will last approximately 9 months.

TfL Commercial Contact:

Name: Lauren Rogers

E-mail address: [REDACTED]

5. Insurance to be held by Service Provider:

To follow insurance levels given in the framework agreement with supplier.

Attachment 2

Service Provider's Written Proposal

1. Technical

Maximum length accepted: 5 pages (one A4 sized sheet per project example) plus in addition CVs, proposed team structure and a project delivery plan. Your project examples should demonstrate the following:

- A. Collaborative working
- B. Approach to delivery of contract
 - i. (including proposed project delivery plan, milestones for contract completion)
- C. Resource management
 - i. (including proposed team structure, proposed utilisation)
- D. Specific technical knowledge
 - i. (including demonstration of relevant knowledge and experience, with two references from organisations where similar work has been delivered.)

2. Commercial

The Service Provider should set out the Charges for the Deliverables required, their provision and the contract model as set out in Attachment 1, taking into account that, where and to the extent applicable, the rates and mechanisms used to calculate the Charges shall not exceed the rates and shall utilise the mechanisms set out in the Framework Agreement.

For Guidance please refer to rate Framework Rate card :

Category	Grade	General capped Cost of Employment (GBP)	Standard Percentage Mark Up (%)	Maximum Charge Out Rate (GBP)
Lot 2 – Intelligence Transport Systems (ITS) Specialist	Graduate Intelligent Transport System Specialist (GITSS)	£431.92	25.00	£539.90
	Intelligent Transport System Specialist(ITSS)	£505.01	25.00	£631.26
	Senior Intelligent Transport System Specialist(SITSS)	£533.67	25.00	£667.09
	Principal Intelligent Transport System Specialist(PITSS)	£608.36	25.00	£760.45
	Associate / Director Intelligent Transport System Specialist(AITSS / DITSS)	£667.00	25.00	£833.75

It is strongly advised that a detailed pricing schedule is provided as part of the Service Provider's response on Company letter headed paper, as per the below table to allow for a clear comparison of costs across bidders:

<u>Resource (e.g. consultant)</u>	<u>Day rate</u>	<u>Estimated number of days required</u>	<u>Total estimated cost of resource</u>	<u>Out of office hours rate (if applicable)</u>

(Travel expenses must be included in the proposed day rate.)

3. Additional information

The Service Provider is welcome to provide any additional commercial information they deem of interest to the Authority

4. Capita's Technical Proposal and Commercial Offer

The Services to be delivered under this contract are detailed in Capita's Technical Proposal referenced 'OPP-00045161 CCTV Technical Assessment-0-2017-10-13'.



Attachment 3

Special Conditions for Call-Off Contract

For the purposes of this Call-Off Contract, the Authority and the Service Provider agree to amend the terms of the Agreement (with Framework Number: tfl_scp_000471 - Technology Professional Services) as follows:

Clause	Mutually agreed Amendments
5.3.2	Delete and replace with: <i>“5.3.2 in conformance with the Specification. For the avoidance of doubt the Service Provider shall be deemed to have given no implied or express fitness for purpose warranty by virtue of this clause 5.3.2 and the obligations of the Service Provider shall be to exercise reasonable skill, care and diligence in the performance of these Services.”</i>
20.1	Insert the words <i>“reasonably foreseeable and legally enforceable”</i> before the word <i>“Losses”</i> in line 4.
20.2	Replace the words <i>“indemnify the”</i> with the words <i>“be liable to”</i> in the first line.
21.1	Delete the words <i>“and will ensure that the Authority’s interest is noted on each and every policy”</i> from the end of this clause.

Attachment 4

SCHEDULE 6 - CALL-OFF CONTRACT TEMPLATE

Framework Number: tfl_scp_000471 - Technology Professional Services

Request Form Number: tfl_scp_000471_co020 ICT12794

Project Name: CCTV Technical Assessment Project

THIS CALL-OFF CONTRACT is made the 13th day of November 2017

BETWEEN:

- (1) Mayor's Office for Policing and Crime (MOPAC) whose office is at 2nd Floor, City Hall, Queen's Walk, London, SE1 2AA ("**the Authority**"); and
- (2) Capita Property and Infrastructure Limited, a company registered in England and Wales (Company Registration Number 2018542) whose registered office is at 71 Victoria Street, Westminster, London, SW1H 0XA ("**the Service Provider**").

RECITALS:

- A. The Contracting Authority and the Service Provider have entered into an agreement dated February 2014 which sets out the framework for the Service Provider to provide certain Services to the Contracting Authority as amended by Attachment 3 ("**the Agreement**").
- B. The Contracting Authority wishes the Service Provider to provide the specific Services described in this Call-Off Contract pursuant to the terms of the Agreement and this Call-Off Contract and the Service Provider has agreed to provide such Services on those terms and conditions set out in the Call-Off Contract.

THE PARTIES AGREE THAT:

1. CALL-OFF CONTRACT

- 1.1 The terms and conditions of this Agreement shall be incorporated into this Call-Off Contract.
- 1.2 In this Call-Off Contract the words and expressions defined in this Agreement shall, except where the context requires otherwise, have the meanings given in this Agreement. In this Call-Off Contract references to Attachments are, unless otherwise provided, references to attachments of this Call-Off Contract.

2. SERVICES

- 2.1 The Services to be performed by the Service Provider pursuant to this Call-Off Contract are set out in Attachment 1.
- 2.2 The Service Provider acknowledges that it has been supplied with sufficient information about this Agreement and the Services to be provided and that it has made all appropriate and necessary enquiries to enable it to perform the Services under this Call-Off Contract. The Service Provider shall neither be entitled to any additional payment nor excused from any obligation or liability under this Call-Off Contract or this Agreement due to any misinterpretation or misunderstanding by the Service Provider of any fact relating to the Services to be provided. The Service Provider shall promptly bring to the attention of the Call-Off Co-ordinator any matter that is not adequately specified or defined in the Call-Off Contract or any other relevant document.
- 2.3 The timetable for any Services to be provided by the Service Provider and the corresponding Milestones (if any) and Project Plan (if any) are set out in Attachment 1. The Service Provider must provide the Services in respect of this Call-Off Contract in accordance with such timing and the Service Provider must pay liquidated damages in accordance with this Agreement of such an amount as may be specified in Attachment 1. The Service Provider shall be liable for the ongoing costs of providing Services in order to meet a Milestone.
- 2.4 The Service Provider acknowledges and agrees that as at the commencement date of this Call-Off Contract it does not have an interest in any matter where there is or is reasonably likely to be a conflict of interest with the Services provided to the Contracting Authority under this Call-Off Contract.

3. CALL-OFF TERM

This Call-Off Contract commences on the date of this Call-Off Contract or such other date as may be specified in Attachment 1 and subject to Clause 4.2 of this Agreement, shall continue in force for the Call-Off Term stated in Attachment 1 unless terminated earlier in whole or in part in accordance with this Agreement.

4. CHARGES

Attachment 2 specifies the Charges payable in respect of the Services provided under this Call-Off Contract. The Charges shall not increase during the duration of this Call-Off Contract unless varied in accordance with this Agreement. The Service Provider shall submit invoices in accordance with this Agreement and the Charges shall be paid in accordance with this Agreement.

5. CALL-OFF CO-ORDINATOR AND KEY PERSONNEL

The Contracting Authority Call-Off Co-ordinator in respect of this Call-Off Contract is named in Attachment 1 and the Service Provider's Key Personnel in respect of this Call-Off Contract are named in Attachment 2.

6. LIMITATION

The Service Provider's maximum aggregate liability in relation to this Call-Off Contract, except for death or personal injury (for which liability shall be unlimited), in contract, tort or otherwise in connection with this Call-Off Contract shall be limited to ten (10) times the Charges paid in relation to this Call-Off Contract in respect of any Loss. "Loss" here means the aggregate of all losses or damages including interest thereon (if any) and any costs (including legal costs) suffered or incurred, directly or indirectly by the Authority and any related party under or in connection with this Call-Off Contract.

This Call-Off Contract has been signed by duly authorised representatives of each of the Parties.

SIGNED

For and on behalf of Mayor's Office for Policing and Crime

Signature:  _____
Name: PAUL WYLIÉ
Title: DIRECTOR OF STRATEGY
Date: 15/11/17

SIGNED

For and on behalf of Capita Property and Infrastructure Limited

Signature:  Digitally signed by Ian Buckley
Date: 2017.11.15 09:32:33 Z
Name: _____ Digitally signed by Oliver Wildgoose
Title: _____ Date: 2017.11.15 09:33:19 Z
Date: _____