**Contract No: IWM/VPS/1517**

**Motorola Digital Radio Equipment IWM London**

**Q&A Sheet No 1**

**General Questions**

1. What are the models of the radios, desk top radios, repeaters and antenna’s you are currently using?

**DP3600; DP3400; DM3600; DR3000; Dipole; Omni Directional**

1. What are you achieving with your radios and Motorbo Software? (e.g. lone worker, GPS tracking, dispatching, IP Linking etc)

**Lone worker; dispatching; IP Linking between the three London sites**

1. What are looking to achieve in the future with your radios and your Motorbo Software? (e.g. lone worker, GPS tracking, dispatching, IP Linking etc)

**Lone worker; dispatching; IP Linking between all five Museum sites**

1. Are you currently using battery back-ups/UPS with messaging for the repeaters?

**Battery back-up at IWM London only – no notification given to user when system is on battery**

1. Is the current Trbonet solution to remain in situ and be reused if so is GPS being used for outdoor location?

**Yes to remain in situ and reused. GPS not deployed and no plans to do so**

1. Are the existing six way chargers the display version?

**No**

1. What repeaters are in place and how old are they?

**DR3000 at all three sites – five years**

1. On HMS Belfast is a cable route available from the current repeater location to the engine room? If not is an IP link available in the engine room?

**Cable route yes, but not all the way to the engine room. There is a comms room close by (on the deck above) that could be utilised that has network availability**

1. For the maintenance option what cover is required will it be Monday to Friday standard business hours or full 24/7?

**Full cover (24/7)**

1. In response to a request for an asset list of current equipment:

**HMS *Belfast*:**

* **Hand portables: 47**
* **Desk radios: 1**
* **Repeaters: 1**
* **Six way chargers: 6**
* **Single desk chargers: 5**
* **Antenna: 1**

**CWR:**

* **Hand portables: 30**
* **Desk radios: 1**
* **Repeaters: 1**
* **Six way chargers: 5**
* **Antenna: 3 (clip on)**

**IWM London:**

* **Hand portables: 67**
* **Desk radios: 2**
* **Repeaters: 1**
* **Six way chargers: 11**
* **Single desk chargers: 4**
* **Antenna: 2**

1. The radios that you are looking to procure, these are Motorola digital radios. The ‘E’ series radios are the ‘Enhanced’ versions of the Motorola radios DP2400, Motorola SP2600, Motorola DP4400, Motorola DP4800, Motorola SL4010. Do you have any particular radio which you favour? Or as long as the specification of the tender document are met, you do not have a preference?

**No preference as long as the tender specification is met**

1. At the IWM London, 1 repeater/ 3 antennas are required. What are the additional two antennas required for?

**To clarify: there are in fact two (2) antennas already in place. We need to ensure that they are still fit for service as they have been in situ for a number of years. Please disregard the reference to the third antenna.**

1. Do you already have a radio license?

**Yes**

1. Within the tender documentation, it is noted that there is a ‘signal dead spot’ in the engine room and you require a remedy. Do you require this remedy to be estimated in the tender return?

**Yes – we require a suggested solution to this issue. In the past it has been suggested that this has been caused by a leaky feeder system**

1. Do you have time duration to which you require the radio repeaters to be battery backed up?

**Preference would be six (6) to eight (8) hours**

1. What version of Motorola TRBOnet do we use?

**We use TRBOnet Enterprise with 135 subscriber licences.**

1. The quote mentions that site interlink between all three sites is required. Does this mean that you require Link Capacity Plus from MOTOTrbo, or has a different solution been discussed?

**We currently deploy one slot of a digital channel as a site interlink channel. IWM London control have a desk radio specifically for this channel while HMS Belfast and CWR have their hand portables programmed to scan this channel.**

1. Motorola requires TCP/IP link and a static IP address for each site/repeater. Is this already in place?

**Yes the existing repeaters at each site have static IP addresses assigned to them**

1. At IWM London, 1 repeater is mentioned (that's fine as with Cap+ this will give you two traffic channels), but then 3 antennas are mentioned. Does the 3 antennas refer to the existing antennas?

**Yes these are pre-existing antennas. Please note the earlier answer that there are only 2 antennas at IWM London**

1. At HMS Belfast, "There is currently a signal dead spot in the engine room and we require a proposal to remedy this situation". Has anyone put forward a solution for a solution using an antenna splitting harness and a leaky feeder cable?

**It has been looked at in the past but not implemented. In terms of this tender not at this time / yet**

1. At all locations, battery backup with notification is mentioned. The easiest way to achieve this (any much more) is by using TRBOnet software. With this software, you can also monitor all systems remotely, see who's logged on to the system, radio recording, telephone interconnect, etc.., and get notified if a base repeater goes offline (for whatever reason) by email or text.

**We have the TRBOnet software at IWM London**

1. E-series of radios are mentioned. Whilst they're more money per radio, from a future-proofing perspective, good call. But what's the main reason you'd like E-series? Are you looking for Ref-ID tag tracking? If so, Trbonet may be required, as mentioned in question 21.

**The main reason is for future proofing, we have the TRBOnet software at IWM London**

1. Lease / Purchase options: We can offer a leasing option, but typically, this will cost multiple times the purchase cost. Instead of this, we often recommend that clients look closely at the [Motorola Service From The Start](https://protect-eu.mimecast.com/s/8ln9BCozL1h0?domain=motorolasolutions.com) packages, which can go from enhanced and extended warranties to "anything happens" guaranteed replacements etc.

**I am aware of Motorola’s service from the start. We would like a cost for both options so we can ensure that we get best value for money. If you wish to add service from the start as a third option this would be ok from my perspective.**

1. Licensing: Do you have your existing Ofcom licences to hand? If so, could you send them through so that we can see if there are any caveats or technical restrictions?

**Please see table below**

|  |  |  |
| --- | --- | --- |
| **Number** | **Location** | **Type** |
| 0779566/1 | IWM London | 408010 BR Tech Assigned |
| 0796280/1 | IWM London | 408010 BR Tech Assigned |
| 0271531/1 | CWR | 408010 BR Tech Assigned |
| 0270832/1 | No base station / site (HMS Belfast) | BR (Simple UK) |
| 0812489/1 | HMS Belfast | 408010 BR Tech Assigned |
| 0265637/1 | HMS Belfast (Analog Ch) | 408010 BR Tech Assigned |

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29 September 2016