

# Department of Health and Social Care

Chubb Systems

## Maintenance of Parliamentary Television Service

at



Department  
of Health &  
Social Care

**39 Victoria Street, London**

**Our Ref: E1025/Q44726**

Presented By

**Chubb Systems Limited**

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## 1 Introduction

We would like to take this opportunity to thank you for your custom over the last twelve months and advise you that the maintenance contract for the Parliamentary Television Service expires on 22 March 2023. This proposal provides for the continuation of the maintenance service for the twelve-month period commencing 23 March 2023.

We trust this proposal meets with your approval, but should you require any further information to progress the process to issue of order or clarification of any statement contained within this document please contact the persons below:

### Head Office:

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Address: Chubb Systems Ltd  
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Shadsworth Road  
Blackburn  
Lancashire  
BB1 2PR

### Regional Office:

Contact: Tony Macknight - Regional Manager  
Telephone: +44(0)1582 747216  
Mobile: +44(0)7774 747241  
E-mail: tony.macknight@chubbsfs.com  
Address: Chubb Systems – Service Division  
Unit 14, Dencora Way  
LU3 3HP

## 2 Company Overview

Chubb Systems (CSL) are a **NACOSS Gold** certified designer, installer and maintainer of Integrated Security Systems and operates accredited Quality (**ISO9001**), Health & Safety (**ISO45001**), Environmental (**ISO14001**), and Information Security (**ISO27001**) Management Systems.



Our impressive track record in EHS performance has also been recognised by Royal Society for the Prevention of Accidents (RoSPA) for the tenth consecutive year, resulting in Chubb Systems being awarded the prestigious **RoSPA Presidents Award**.

CSL itself operates distinct Projects and Service divisions and, if successful, delivery of the maintenance scope of this proposal will be delivered by Service Division. The Division has around 110 employees, comprising of:

- 40 indirect installation and service management and administrative staff, located at either Blackburn Head Office or one of two Regional Service Centres and
- 70 direct mobile service engineers covering all UK areas reporting to one of the two Centres. Each Centre is headed by a Regional Manager supported by number of Regional Supervisors and Project Managers.

Maintenance services are currently delivered at over 5,500 sites across 120 individual maintenance contracts, across the vast majority of major security equipment manufacturers' product ranges. For example:

- Honeywell/Galaxy, UTC Aritech, Texecom, UTC Guardall and Europlex Intruder Detection Systems
- Pelco, Panasonic, Honeywell Maxpro, Dedicated Micros, Vicon, BBV, Vista, Axis, Lenel OnGuard® and ADATA CCTV Systems
- Lenel OnGuard®, UTC Picture Perfect, Janus, Chubb ADACS, Honeywell WIN-PAK, Siemens, Tyco C-Cure, Paxton, TDSi, Gallagher and Stanley PAC Access Control Systems
- Cortech Datalog, Tyco C-Cure, Honeywell, Chubb ADACS and Lenel OnGuard® Security Management Systems

In addition, all CSL employees are UK Security Vetting SC Cleared due to the nature of CSL's business and its core CNI market sector client base. All employees are fully proficient in handling Government protectively marked documentation.

### 3 Maintenance Proposal

#### 3.1 Overview

The prices and rates quoted 3.2 and 3.4 respectively are based on providing access to a 24 hour a day 365 days a year Emergency Callout facility for reporting your Reactive Remedial Maintenance (RRM) needs in order to ensure the continued operation of the system installed.

To summarise, the various elements of maintenance cover included are as follows:

- 24/7/365 Emergency Callout Facility with a next working day response
- On site Reactive Remedial Maintenance
- Schedule of Rates for any chargeable Reactive Remedial Maintenance events.
- Specialist sub-contract with Techex Ltd providing IP system software and technical support.

CSL will make available the Parliamentary TV service to the Department of Health, 39 Victoria Street, London SW1H 0EU (DoH) for use by Ministers or other bona-fida users, within this building only. The service is currently delivered in both digital DVB-T (Freeview Std) and as a multi-channel PAL (System I) UHF signal feed. Please note that the Parliamentary Authorities have advised that the analogue element of the service will be switched off at a date in the future. The service is delivered via a “backbone” distribution network to various risers within the building. Wiring from the risers to individual televisions is the responsibility of the DoH. The limit of responsibility for CSL will be the satisfactory reception of signals at the network splitter units, installed by CSL, within the riser cupboards. CSL are not responsible for the cabling to the TV outlet sockets or the televisions themselves.

The ownership of the Parliamentary TV service remains with the Parliamentary authorities who may, from time to time, make changes to the number and content of the channels provided. CSL have no influence over these matters. Currently the service comprises of 24 channels.

It is a condition of supply that the channels will not be forwarded outside 39 Victoria Street, whether the destination is other DoH premises or not. No element of the service can be sold or offered for sale or streamed on the internet or other private circuit without written permission from the Parliamentary Authorities.

#### Fibre Circuit

The service is delivered to 39 Victoria Street from the Houses of Parliament, through a fibre circuit rented by the DoH from City of London Telecommunications (COLT). The DoH are responsible for the availability of this circuit, renewing agreements with COLT and the payment of any charges to COLT associated with this circuit.

#### Maintenance

In the event of the Parliamentary TV signals not being available as described above, the matter should be reported to Chubb on **0870 850 5232** quoting your Unique Client Reference number **C70251**.

### 3.2 Contract Duration

The contract duration is for the period 23 March 2023 to 22 March 2024.

### 3.3 Fault Response and Resolution Times

CSL engineers will investigate the fault during normal working hours Mon-Fri 8-30am to 4-30pm (Bank Holidays excepted). Should the fault be found to be with the COLT circuit, CSL will report the matter to COLT for their action. The cost of labour and materials is included in the annual charge, provided the damage is not caused by "Other than Fair Wear and Tear". CSL will use their best endeavours to clear any fault as quickly as possible.

### 3.4 Price

The annual price for providing the maintenance contract described in this proposal is:

**£12,367.00 per annum**

(Twelve thousand, three hundred and sixty-seven pounds only)

Please note the price quoted is exclusive of VAT, which will be charged at the applicable rate at the time of invoice. This also incorporates the additional TVs installed and the support of Techex who will be responsible for any software updates to the Switches and the Set Top Boxes.

### 3.5 Schedule of Rates

The labour, plant and materials rates below will be used to price any chargeable Reactive Remedial Maintenance events.

These rates will also be used for any system modification requests.

<b>Labour (each hour on site)</b>	
0900 - 1800 Monday to Friday	£100.00/hour
1800 - 2200 Monday to Friday	£126.50/hour
All other times inc. Weekends & Bank Holidays	£154.00/hour

### 3.6 Insurance

Please find copies of our insurances embedded below for your records.



TWIMC - Chubb Systems Limited - PPSystems Limited - PD



TWIMC - Chubb

### 3.7 Terms and Conditions



Chubb Systems Limited - Terms and

### 3.8 Payment Terms

The annual price quoted will be invoiced annual in advance. Any chargeable RRM works that occur will be invoiced following each event.

Please sign and return the Form of Agreement below to indicate your acceptance of the contents of this proposal.

**FORM OF AGREEMENT**

Made this                      day of                      **2023**

between:

**Chubb Systems Limited** whose registered office is situated at **Chubb House, Shadsworth Road, Blackburn, Lancashire, BB1 2PR** (hereinafter called "The Contractor") of the one part.

and

**Department of Health and Social Care** (hereinafter called "The Customer") of the other part.

The Contractor agrees to maintain the Parliamentary TV Service at Department of Health and Social Care, 39 Victoria Street, London SW1H 0EU for the contract period specified in **3.2**. In consideration of this service The Customer agrees to pay The Contractor the Maintenance Charges shown in **3.4** of:

**£12,367.00**

Chubb Systems Limited Terms and Conditions will apply.





