



**NATIONAL MUSEUMS LIVERPOOL**

NML Security Recording Solution

**Author:** Sam Planche

**Date:** 8/12/2016

|  |  |
| --- | --- |
| Introduction |  |

## Company Background

National Museums Liverpool (NML) holds in trust and safeguards some of the world’s most important museum collections, which are universal in their range – everything from archaeology and ethnology, natural and physical sciences, fine and decorative arts, maritime, social and industrial history. We are the main museum service for Liverpool and Merseyside; we are the North West’s largest cultural organisation and we operate at national and international levels. NML currently comprises eight museums in and around Merseyside. Entry to all our venues is free, with circa 3 million visitors per year.

NML's mission is to promote the public enjoyment and understanding of art, history and science. This is achieved through exhibitions, education, consultancy, archaeological excavation and fieldwork, scientific and historical research and building and collection care. In the past 10 years, NML has won many national and international awards for education, tourism, architecture and scholarship.

National Museums and Galleries on Merseyside was established as a national museum as an incorporated Trustee Body by the Merseyside Museums and Galleries Order 1986, because of the outstanding quality of its collections. In 2003 the name was changed to National Museums Liverpool. Our origins go back to 1851 and the founding of Liverpool Museum. NML is an exempt charity by virtue of Schedule 3 to the Charities Act 2011.

NML has status as a Non Departmental Public Body (NDPB) sponsored by the Department for Culture, Media and Sport (DCMS). The DCMS became the principal regulator of NML on 1 June 2010 and provides the majority of its revenue funding.

## High Level Overview of Additional Requirements

NML is looking to replace its current Security Recording Solution. The contract will include the supply, and installation support for the solution.

## This Tender

# Suppliers are asked to submit a formal tender for the supply and installation of a Security Recording Solution. Tendering is required by NMLs procurement processes that ensure that NML is adhering to Managing Public Money guidelines.

# Please Ensure Appendix A is read and all instructions are followed

# 

|  |
| --- |
|  |

## 2.1 Basis of tender

The Supplier is requested to propose a solution that will meet the current and future requirements of NML, as detailed within this tender pack.

NML has a preference to select a supplier that can demonstrate they have in-house project management and technical skills to successfully deliver the project.

This tender is not an offer to contract. Acceptance of a proposal neither commitsNML to award a contract to any supplier, even if all requirements stated in this tender are satisfied, nor does it limitNML’s right to negotiate in their best interest. NML reserves the right to contract with a supplier for reasons other than the lowest price. Contract award will be post the tender process and may be awarded without discussions or negotiations

NML also reserves the right to cease discussions with any supplier from the date of submission of supplier tender.

Failure to meet a qualification or requirement in this tender will not necessarily subject a proposal to disqualification but may do so.

## 2.2 Confidentiality and Non-Disclosure

The information contained in this Tender (or accumulated through other written or verbal communication) is confidential. It is for proposal purposes only and is not to be disclosed or used for any other purpose.

Information received by NML in this Tender will be held in strict confidence and will not be disclosed to any party, other than within NML and their engaged consultants if appropriate,without the express written consent of the supplier.

NML undertakes not to publicise any information obtained during this Tender process, either generally or to any other suppliers involved in the Tender. Additionally, there will be no obligation on the part of NML to share any of the results or conclusions of the Tender process with any supplier.

## 2.3 Cost of Preparation

NML will not accept any liability or responsibility for any costs incurred by the supplier in preparing this Tender document or any associated work effort.

## 2.4 Oral Agreement or Arrangements

Any alleged oral agreements or arrangements made by the vendor with any NML agent or employee will be disregarded in any proposal evaluation or associated award.

## 

## 2.5 Independent Price Determinations

The vendor shall warrant, represent, and certify that the following requirements have been met in connection with their proposal for this tender:

The costs proposed have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such process with any other organisation or with any competitor;

Unless otherwise required by law, the pricing proposed has not been knowingly disclosed by the vendor on a prior basis directly or indirectly to any other organisation or to any competitor; and no attempt has been made, or will be made, by the proposed to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

## 2.6 Payments Against a Contract Award

Under no circumstances shall the successful vendor begin to perform under the contract prior to the effective date of the contract. NML shall assume no liability for payment of services under the terms of the contract until the successful vendor is notified that the contract has been agreed by both parties.

## 2.7 Questions and Additional Information

Formal queries concerning the content of this tender and the supplier’s submission should be submitted in writing by e-mail to Ian Lindsay ([Ian.Lindsay@liverpoolmuseums.org.uk](mailto:Ian.Lindsay@liverpoolmuseums.org.uk)) with the subject title “NML Security Recording Solution Tender”.

Where questions are raised by suppliers and answers given clarify NMLs requirements for the tender, then these questions and answers may be shared with other suppliers responding to this tender.

Queries must not be directed through any other employee, contractor or consultant who is engaged as part of the tender working party.

It is advised that suppliers visit the site, we would designate a day for all selected tender applicants to visit if required. This will ensure that all parties get the same information and opportunity. This would be arranged on either **16/12/2016 or 21/12/2016 pm only** Please contact [tony.orr@liverpoolmuseums.org.uk](mailto:tony.orr@liverpoolmuseums.org.uk)

## 2.8 Vendor Misrepresentation or Default

NML may reject the proposal and void any award resulting from this tender to a vendor who makes any material misrepresentation in their proposal or other submittal in connection with this tender.

## 2.9 Target Timetable

The target timetable for this project is shown in the table below but suppliers must be aware that whilst every effort will be made to meet these dates, the timetable may change for operational reasons

|  |  |  |
| --- | --- | --- |
| **Step** | **Task** | **Date** |
| 1. | Tender issued | **8/12/16** |
| 2. | Site Visit Dates | **16/12//2016 (PM) + 21/12/2016 (PM)** |
| 3. | Deadline for Tender Questions | **5/1/2017** |
| 4.. | Responses to clarification questions issued | **9/1/2017** |
| 5. | Deadline for Tender Response | **13/1/2017** |
| 6. | Notification to unsuccessful Bidder | **23/1/2017** |
| 7. | Provisional notification to Successful Bidder | **25/1/2017** |
| 8. | Order Placed & contracts signed | **6/2/2017** |
| 9. | Installation complete | **31/3/2017** |

## 2.10 Timing and Delivery

The supplier must provide a full submission by email. Bids should be in Microsoft Word, Excel or PDF format. The submission must include a copy of “T2 - Form of Tender”.

The submission must be made to [Tenders@liverpoolmuseums.org.uk](mailto:Tenders@liverpoolmuseums.org.uk). To ensure that your submission is successful you should ensure that each email is less than 8Mb. Emails should be titled “NML Security Recording Solution Tender”. If multiple emails are sent the header should indicate they are “Part x of xx”.

Tender responses must be received no later than **Noon on 13th Jan 2017.** Any response received after this date and time may be discounted from further consideration. Any requirement that the supplier might have for proof of delivery is at the supplier’s discretion and cost.

No tender response will be opened until the deadline of **Noon on 13th Jan 2017.**

To enable an efficient and fair evaluation process this process must be strictly adhered to.

**2.11 Evaluation**

The tender responses will be checked initially for compliance with this ITT and for completeness. Responses that are not substantially complete and/or complaint may be rejected. During the evaluation period, NML reserves the right to call for further information from the bidders to assist in its consideration of their responses.

The tender responses will be evaluated according to the following criteria, to determine the highest scoring responses. :

|  |  |
| --- | --- |
| **Element of Evaluation** | **Max Score Available** |
| Installation to Timescale | 5 |
| Fit for purpose and meeting all points on the Technical specification | 25 |
| References – evidence of supply and installation of a similar solution within the last 12 months | 10 |
| Cost competitiveness and price transparency | 60 |
| **Total** | **100** |

# 3. Statement of Requirements

The supplier is required to prepare the proposal and pricing based on the hardware and software provided as well as implementation consultancy and information presented in this tender. Any assumptions that the supplier makes must be clearly stated in the appropriate section.

The costs must be fully itemised and transparent.

If the supplier has additional information that is directly relevant to the stated requirements but not explicitly requested, this may be added to the end of the most appropriate section under the heading “Additional Information” or referenced out to appendices.

## 3.1 Management Summary

The supplier must provide a concise management summary of their offering, including the following:

1. A brief overview of the proposed solution including reference to any partners and third parties.
2. Reasons why NML should choose the proposed supplier and solution.
3. Summary of the supplier’s commercial offer.

## 3.2 Company Background

### 3.2.1 Company Details

The supplier must provide the following information:

1. The registered name and address of the company
2. Details of any holding companies
3. The date the company was established
4. The main activities of the company
5. The proportion of the total business accounted for by the proposed services
6. The number and location of offices, identifying the main functions of each
7. Insurance details (Professional Indemnity cover, Employers Liability cover, IPR cover)
8. Company accreditations (professional body accreditations and trade body accreditations but excluding awards)
9. Certifications and last audit dates, e.g. ISO9000 / 9001
10. An organisation chart that highlights those functions that would be involved in the delivery and subsequent support of the proposed services
11. The quality assurance mechanisms employed by the supplier
12. Describe any recent mergers or acquisitions
13. Detail any significant partnerships that will be used to deliver the proposed services. Detail the specific nature of each partnership and describe the commercial and contractual implications

### 3.2.2 Financial Information

The supplier must provide audited accounts for the last three financial years.

### 3.2.3 Third Party Services

The supplier must provide the following information for each of the proposed third parties that may form part of the proposed new system:

1. System name
2. Supplying vendor name
3. Product name and version
4. List of relevant clients where the supplier has provided that service

### 3.2.4 Reference Clients

As part of the selection process NML will require to contact existing customers of the supplier for similar solutions. The supplier must select 2 reference clients and provide the following contact information:

1. Company name and address
2. Description of solution provided
3. Key contact name, title, and contact information
4. Length of the supply relationship

NML undertakes not to contact any reference company without arranging such contact via the supplier’s Account Manager first.

### 3.2.5 NML Security and Health & Safety requirements

As part of the selection process NML will require to potential suppliers to agree to NML’s security and Health and Safety requirements. Please review the enclosed documents:

i) Appendix B – NML supplemental conditions

ii) Appendix C – NML Safety Guidelines for Contractors

iii) Appendix D – NML H&S Questionnaire

Please complete and return the NML H& S Questionnaire with your submission.

### 3.2.6 Timetable

Please note that the project must be completed by March 31st 2017. Suppliers should present a detailed timetable for planning, installation and completion for the project as a whole, indicating how this date will be achieved.

## 3.3 Contractual Considerations

The supplier must provide a copy of their standard Terms and Conditions for the proposed services.

# 4. Requirements Specification

**4.1 Requirements Detail**

NML requires the tender submission to detail a replacement for the local recorders and hardware for the security camera solution.

**4.2 Current Solution brief description:**

This is the amount of current cameras NML currently have on each venue and the type of hardware.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SITE** | **Analogue** | | **I.P.** | | **RECORDING** | **TOTALS** |
| **Fixed** | **PTZ** | **Fixed** | **PTZ** |
| DS / NSW | 10 | - | - | - | Intellex \* 1 | 10 |
| JS1 | 8 | 1 | - | - | Intellex \* 1 | 9 |
| JS2 | 4 | 1 | - | - | Intellex \* 1 | 5 |
| LLAG | 26 | - | - | - | Intellex \* 2 | 26 |
| MMM | 61 | 1 | - | - | Intellex \* 4 | 62 |
| DTO | - | - | 4 | - | HDVR client | 4 |
| MOL | 43 | 46 | - | - | Intellex \* 8 | 89 |
| PM / Cooperage | 5 | - | - | - | BOSCH DVR | 5 |
| Pilotage | 10 | 4 | - | - | Intellex \* 1 | 14 |
| MRB | 24 | 3 | - | - | Intellex \* 2 | 27 |
| Sudley | 8 | 3 | - | - | Intellex \* 1 | 11 |
| WAG | 42 | 5 | - | - | Intellex \* 3 | 47 |
| WAG | - | - | 6 | - | Video Edge Hybrid NVR | 6 |
| WML | 65 | 9 | - | - | Intellex \* 5 | 74 |

**System Background:**

NML requires the tender submission to detail a local recorder for each of the sites above that will be compatible with the current DVR, NVR Analogue BNC inputs and IP cameras in table above. These cameras are different brands and the new solution must be compatible with these but IP cameras will be purchased in the future. The number of cameras on each location should be taken into account when scoping the number of ports and suitable hardware required.

In addition, an indicative cost of installing additional capacity should be provided and some scope built into the solution.

**The recording system must meet the following criteria:**

\* Provide a solution that will replace the current security camera recording equipment that is compatible with all analogue cameras as detailed in quantity above and will also be able to support IP cameras both current and additional

\* The totals are above in the diagram 4.2, but the first install phase of the system must be for 10 IP or analogue cameras which are SNMP compatible and any additional required hardware. This equipment is additional to the above current estate in table in section 4.2. This will be installed in World Museum Liverpool and will need to be the first part of the install due to the new Egypt gallery. Once this is operational the new system will then be all liked to this working solution.

\* The above table in section 4.2 also highlights the need for scope on each site as the proposed solution needs to have spare ports to allow for future IP camera installs. Each replacement recording device to have a minimum of 32 analogue and 64 IP ports with the exception of JS2/JS1and Dale St where this can be scaled down to a smaller unit of 16/32’

\* Each local recorder should be compatible with Windows 7, 8, 8.1 and above operating systems

\* Any hardware and software will also need to be compatible with a Microsoft VDI RDSH Windows session host client environment based on windows server 2012 R2. This is for managers and administrators to view site and camera status aswell as view sections of video as required. Dual monitors are often used to manage this software and view multiple cameras per site from each location.

\* The local hard drive storage for each site must have RAID disk presentation of RAID 5 or a suitable configuration to allow for a harddrive to be replaced without downtime or data loss and have capacity of 12TB per site or less if can allow a minimum of 30days recording per site.

\* The software should give us the ability to pull recordings from a particular date or time to another location to view and if required save or archive

\* The unit should combine multiplexing, sensor/motion detection, video and audio

\* TCP/IP and HTTP compatible with SNMP functionality

\* All hardware must have a minimum of a five year warranty and life cycle for support and replacements

\* The solution should include software that can manage the bandwidth of each site by having options to tailor the amount each camera can use, on a central software system. This will be installed on an existing Windows server 2012R2 virtual server for the database. The server specs in terms of memory and processor can be adjusted as required. These permission should be able to be locked down to only particular types of user and not all users.

\* All NML sites are interlinked with a MPLS network and equipment can be configured to contact and connect to each other over different subnets on all sites via an ip address.

\* The software should allow us to view and administer all equipment from any NML site, ideally via a web browser (with bandwidth restrictions) .

**4.4 Installation**

NML expects the installation of the equipment to cause minimum disruption or disturbance in the venues. NML would expect the system to be fully installed, tested and operational in order to minimise the disruption to our security coverage and procedures.

Once installed, the equipment and fixings should be as unobtrusive as possible and should be sympathetic to the venue. The client will have final approval of fittings used as part of the installation.

The tender submission should clarify whether cabling is included and also detail any cabling / network connectivity they expect NML to provide. The supplier will ensure that where existing cabling is to be utilised, it is both appropriate and fully operational. The supplier will provide specific detail of all wiring connections which will be installed. Particularly where connection to NML’s network and equipment are required. The client will have final approval on materials used as part of the installation. Installation techniques will be approved by the client. The supplier should include specific network requirements for each site.

The supplier must comply with NML Health and Safety standards as detailed in Appendices B & C and complete the Health and Safety questionnaire - Appendix D as part of the tender submission.

The supplier will guarantee that replacement parts are available for a minimum of five years following installation.

**4.5 Performance**

Details of any licence charges which are applicable to be included in the tender submission.

NML will require any system to have a degree of flexibility and be adaptable in accordance with our changing environment and for any temporary exhibitions

This document details baseline requirements for the new system. This is not meant to be an exhaustive list of requirements but it will however serve to identify suitable solutions and suppliers. NML reserves the right to modify its requirements at any time.

**4.6 Support/Maintenance**

Training is required as part of the installation procedure.

Details of support provided to be included as optional extras in the tender submission.

**4.7 Costs**

A full breakdown of all costs is to be provided

This document details baseline requirements for the solution. This is not meant to be an exhaustive list of requirements but it will however serve to identify suitable solutions and suppliers. NML reserves the right to modify its requirements at any time.

Please provide details of any potential extra costs.