

ATTACHMENT 3 – THE REQUIREMENT

INVITATION TO TENDER FOR A VR SYSTEM TO TRAIN FIRST RESPONDERS RELATING TO NONE FIRE EMERGENCIES AND TO INTEGRATE INTO HYDRA

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1. Background to the contracting authority

1.1 The College of policing is the professional body for everyone working in policing in England and Wales. Further information on the College can be found at: <http://www.college.police.uk/Pages/Home.aspx> The purpose of the College is to support everyone in policing to reduce crime and keep people safe. The College's work is themed into four subject areas and the organisation works together with policing and stakeholders to:

- **Prevent crime**

- Setting standards, such as APP, and keeping everyone in policing informed about any changes and updates to legislation
- Providing everyone in policing with the training and operational knowledge they need, helping officers to determine the most effective ways to reduce crime
- Maintaining records of those who are unsuitable for employment in policing

- **Share knowledge**

- Gathering and sharing local experience at a national and regional level, to improve practice across the service
- Collaborating to identify what works based on practice and research evidence, to help keep the public safe

- **Achieve their potential**

- Supporting personal progress and wellbeing, by delivering learning materials and professional development programs in response to the challenges of policing
- Ensuring that our standards, assessment processes and guidance are fair for all and help to increase diversity across policing

- **Give policing a voice**

- Providing officers, staff, and volunteers with opportunities to connect and learn from each other's experiences Identifying and responding to future demands on policing, and giving decision makers the evidence, they need to support their case in national forums

2. Overview of requirement

2.1 The College needs to deliver security/ first responders training to staff at College of Police in Ryton, Coventry in advance of work relating to Commonwealth Games in Birmingham.

- 2.2 We would like this to be designed to provide a bespoke piece of training to deliver this training to multiple staff over a short space of time. Ideally the training will also integrate into other training we do in our Immersive Learning Suite (Hydra).
- 2.3 The College has made a strategic decision to run Hydra training as a core deliverable of the College of Policing
- 2.4 Within Hydra there has been a need for some time to integrate and test a virtual reality system to enhance the learning of students by making the scenarios more realistic and to allow the College to create various environments that are difficult to re-create in the training world. For instance, the Public Order and Major Incident environments are very expensive if not impossible to re-create within the confines of privacy and data protection legislation. A suitable VR system would allow the College to re-create environments which could be utilised within our exercises to make the learning richer and hopefully allow students to learn to make decisions within highly realistic parameters.
- 2.5 To research the use of virtual reality we would like to equip the Hydra team within the Immersive Learning suite at Ryton with a Virtual Reality system in order that we can test the integration with and enhancement of our current Immersive Training Exercises and provide training to security staff in relation to the Commonwealth Games 2022 in Birmingham.

3. The requirement

- 3.1 The timeline for this training is as follows:
Design and testing stage Feb-March 2022.
Delivery to approx. 100 staff on four sites April-May 2022.
- 3.2 The College needs to have four (4) industrial, urban, and travel-based environments available, as part of the system in Year 1 of the Contract From Year 2 additional scenarios and environments (up to 4 per annum) should be developed and installed in co-operation and following agreement by the College of Policing.
- 3.3 It is accepted, that at this stage this is firstly a piece of bespoke training and secondly a research and development exercise although it is believed it will allow us to enhance our training, using bespoke environments and scenarios
- 3.4 The VR System sought, needs to be similar or equivalent to in specification to the EVITA FOCUS System.
- 3.5 The VR System should come with 2 x headsets and controllers. A Counter Terrorism environment plus 3 scenarios should be supplied installed with the system.
- 3.6 Up to four (4) additional environments per annum will be required by the College and pricing should include the provision of these for the duration of the contract.
- 3.7 The VR System should be supplied with a VR UV Cleaning System Box.

- 3.8 All quotations provided should include delivery, installation, and training of up to ten (10) x College Representatives in the use of the system, including but not limited to: setup of the hardware, connection to remote screens and the operation of the scenarios. Full Training Manuals should be supplied free of charge.
- 3.9 Potential Suppliers must include into their proposals a discount structure for future equipment purchases.
- 3.10 Potential Suppliers should include in their quotation how they will provide:
- 3.10.1 365 / 24/7 support via phone and online.
 - 3.10.2 How any faulty kit can be replaced (required turn around 24 hours).
 - 3.10.3 How Site attendance to fix faults can be facilitated if remote option not suitable.
- 3.11 The college's preferred supplier would need to be willing to work with the College initially for one year, to provide all of the hardware, software and licensing required to kit out the immersive learning team along with technical support and training in the equipment.
- 3.12 To design the initial scenario for the training of security staff and onsite marshals plus up to four other scenarios that we can then integrate into other College products all within the first year of the contract.
- 3.13 The College will need to own the material and equipment to allow the use of it for any College projects.
- 3.14 The College Capital Investment Group has approved a maximum budget excluding VAT of £ 27,000.

4. Key milestones and Deliverables

- 4.1 The Supplier will begin providing the service on -01---/-02---/--2022-- or the commencement date of the contract whichever is the earliest.

5. Management information/reporting

- 5.1 The Supplier to provide monthly updates via email on the project status, progress, issues, and faults.

6. Volumes

- 6.1 The College needs to have four (4) industrial, urban, and travel-based environments available within year 1 of the contract. From Year 2 additional

scenarios and environments (up to 4 per annum) should be developed and installed in co-operation and following agreement by the College of Policing.

- 6.2 The College will need to own the material and equipment to allow the use of it for any College projects.

7. Quality

- 7.1 Potential Suppliers must work to the following recognized national and international Quality Standards and demonstrate compliance to:

7.1.1 ISO9001:2015

7.1.2 ISO27001:2013

7.1.3 Cyber Essentials Plus (Supplier to be aware of National Cyber Security Centre (NCSC) guidance)

- 7.2 Ideally potential suppliers should be aware of or be part of the working group of the IEEE SA (Institute of Electrical and Electronics Engineers Standards Organisation) –Virtual Reality and Augmented Reality Working Group (CTS/VRARSC/VRARWG) – Particularly Standard 5 – Environmental Safety
- 7.3 Accessibility: Solutions should meet WCAG 2.1 and Accessibility standards. College facilities should work and be designed to work for all people, whatever their hardware, software, language, location, or ability. It must be accessible to people with a diverse range of hearing,
- 7.4 Potential Suppliers must be aware of Government Functional Standard GovS 005: Digital, Data and Technology and be prepared to work with the College to develop their solution in compliance with this standard

8. Price

- 8.1 Prices are to be submitted on Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

9. Staff and customer service

- 9.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract to consistently deliver a quality service.
- 9.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

10. Service levels and performance

- 10.1 The Authority will measure the quality of the Supplier's delivery by:
- 10.1.1 Proposed Equipment is to be installed and initial training provided by 31st March 2022.

10.1.2 Potential Suppliers to provide a monthly Issues Log – detailing all support calls outlining any trends with a view to agree suitable processes for remedy. The College expects 100% Uptime of the system.

10.1.3 Supplier to provide update on development of additional scenarios as agreed and instructed by the College.

| KPI/SLA | Service Area | KPI/SLA description | Target |
|---------|-----------------------------------|---|--------|
| 1 | Delivery/Installation | Equipment including initial scenarios and training must be installed prior to 31 st March 2022 | 100% |
| 2 | Ongoing Support/Fault Reporting | Supplier monthly update report – target is no issues reported or system failure experienced | 98% |
| 3 | Provision of additional scenarios | Supplier monthly update report | 100% |

11. Security and Confidentiality requirements

11.1 Security: The proposed solution should meet required security standards for Government OFFICIAL Accreditation.

11.2 Prospective Suppliers must sign the IT Security Requirements as per Appendix A and return the signed Appendix A together with their Tender Response.

12. Payment and invoicing

12.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

12.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

13. Contract management

13.1 The contact for the College for this contract will be Paul Baty, Immersive Learning & Standards Manager; email: Paul.Baty@college.police.uk

13.2 Supplier to arrange an initial project meeting within 5 working days from contract award.

13.3 Regular Contract Review Meetings are to be agreed:

- 13.3.1 Immediately after initial training phase – to evaluate effectiveness and agree further project milestones.
- 13.3.2 Thereafter regular contract review meetings to take place every three (3) months.
- 13.4 Attendance at Contract Review meetings shall be at the Supplier's own expense.

14. Location

- 14.1 The location of the Services will be carried out at the College's chosen location, which is:

College of Policing
Leamington Rd
Ryton-on-Dunsmore
Coventry CV8 3EN