

**Department of Health and Social Care,
39 Victoria Street, London SW1H 0EU**

**Maintenance
Of
Parliamentary Television Service**



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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 2020. This proposal provides for the continuation of the maintenance service for the twelve month period commencing 23 March 2020.

We trust that this proposal meets with your approval and would welcome the opportunity to discuss the contents in more detail with you but should you require any further information or clarification of any statement contained within this document please contact the person below:

Regional Office:

Contact:	[REDACTED]
Telephone:	[REDACTED]
Mobile:	[REDACTED]
E-mail:	[REDACTED]
Address:	Chubb Systems – Service Division Unit 14, Dencora Way LU3 3HP

Head Office:

Contact:	[REDACTED]
Telephone:	[REDACTED]
E-mail:	[REDACTED]
Address:	Chubb Systems – Service Division Shadsworth Road Blackburn BB1 2PR

2 Company Overview

Chubb Systems Limited (CSL) is a wholly owned subsidiary of Carrier, a United Technologies Company.

Carrier is a U.S. \$18.9 billion leading global provider of heating, air conditioning and refrigeration systems, building controls and automation and fire and security solutions, employing approximately 54,400 people worldwide. Carrier brings to bear the financial strengths, stability and flexibility required to undertake even the largest contract.

Carrier's fire and security business unit contains global brands such as; Chubb, Kidde, Autronica, Delta Security Solutions, Det-Tronics, Edwards, Fireye, GST, Interlogix, Lenel, Marioff, Onity, Sicli and Supra.



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



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 6,000 sites across 130 individual maintenance contracts, across the vast majority of major security equipment manufacturers' product ranges. For example:

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- 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 and Stanley PAC Access Control Systems
 - Cortech Datalog, Tyco C-Cure, Honeywell, Chubb ADACS and Lenel OnGuard® Security Management Systems

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.

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 feeds. 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 [REDACTED] quoting your Unique Client Reference number [REDACTED].

3.2 Contract Duration

The contract duration is for the period 23 March 2020 to 22 March 2021.

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:

£10,197.60per annum

(Ten thousand, one hundred and ninety seven pounds and sixty pence)

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 TV's 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.

Labour (each hour on site)	
0900 - 1800 Monday to Friday	
1800 - 2200 Monday to Friday	
All other times inc. Weekends & Bank Holidays	
Materials(cost plus % mark up)	
Plant	
Materials	

3.6 Insurance

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



3.7 Terms and Conditions

Our price is based on Chubb Systems Limited standard terms and conditions, a copy of which is embedded below.



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.