



Invitation to Tender – Answers to Clarification Questions

CCTV Equipment and Services Contract 2026

Last update: 13 Feb 2026

#	Clarification Question Received	Response
1	Video Retention: What is the current or perceived retention period for recorded video footage at each site?	We require 30 days retention for all footage. If there is an option to expand this for specific cameras then please include this as an optional component in your Tender response.
2	Audio Recording: For cameras that require audio, is the audio one-way (recording only) or two-way?	The Audio required would be one way only (i.e. recording audio)
3	Camera Infrastructure: Are all existing cameras IP-based, analogue, or a mixture of both?	Currently we have a mixture of cameras. This is part of the reason why we will be phasing the implementation over a long period of time (as defined in the ITT) as we will be upgrading the cabling infrastructure at each site to accommodate the new cameras. To that end, in your tender response please assume that the capability will be in place for IP cameras using at least Cat5e (usually Cat6a) UTP cabling with the required POE capacity for the number of cameras each site requires. The upgrades to any cabling, networking switches and/or internet services are out of scope of this ITT.
4	Camera Inventory: Can you provide a per-site camera schedule detailing: - IP or Analogue - Manufacturer - Model Number	As above, please assume that the infrastructure will be in place to support IP cameras with sufficient POE capacity and bandwidth. Our existing cameras are not relevant as we are seeking to replace them with a single unified technology stack across all our sites. The upgrades to any cabling, networking switches and/or internet services are out of scope of this ITT.
5	Network Connectivity: Can you confirm the current internet bandwidth (download/upload) available at each site? If this information is not available, do any sites require an upgrade to their internet service to support the CCTV solution?	As above, please assume that the bandwidth at each site will be sufficient for the number of cameras requested. We will ensure this is in place before installing at each site.

6	<p>Please could we arrange a site visit in response to your recently advertised tender for the CCTV equipment and Services contract. The site visit will allow us to provide the most economically viable bid based on confirmed technical requirements.</p>	<p>Unfortunately, we cannot facilitate this as part of the Tender process due to both the number of sites involved and the number of interested parties. We understand that you will not be able to specify exact models of cameras for each site and may instead need to recommend a few cameras with different capabilities (such as different range capabilities for example).</p>
7	<p>Please can you advise regarding preferred types/models/manufacturers?</p>	<p>We have no preference of manufacturer or model. The requirements set out the capabilities that we require, and we are happy for you to recommend a particular technology stack to meet those requirements. As above, we understand that a particular model of camera may not be easy to define upfront due to variables such as distance of coverage required etc. To that end, please include a range of camera models in your response so that we can understand the cost of devices for different scenarios.</p>
8	<p>Is there a pricing document to complete?</p>	<p>No. We are not specifying a particular format to which responses must adhere to allow for each response to tailor as much as possible to our specific requirements whilst still allowing for vendor specific pricing models and equipment types. Please ensure that your pricing is set out clearly and is easy to understand.</p>
9	<p>Will maintenance be required after installation</p>	<p>This would depend upon the type of solution being proposed. We will require ongoing support for the cloud platform and cloud data storage etc. Whether we require maintenance above and beyond any warranty levels will need to be made clear in your response, including a very clear definition of what the maintenance would include given that we are seeking a cloud managed CCTV solution.</p>

10	Should you require installation of the equipment, do you have your incumbent to provide this or would this be something we could provide?	Please see page 8 of the ITT: “The contract is for the supply of the required hardware to meet these requirements as well as the provision and support of both that hardware and the cloud platform. The installation of the equipment at our sites is out of scope of this invitation to tender. Installation will be considered on a site-by-site basis and either completed in-house, with existing suppliers or offered to market (including to the successful tenderer). ”
11	Are we to provide a cost for ongoing support after installation even in the event that it was not us that installed it?	Yes, and please include a detailed description what is and is not included in that support provision.
12	Could Horton confirm the precise locations and quantities of cameras that require audio capability?	No. This may evolve over time but may include internal and external locations. Currently there is only 1 site that may require this capability, and this is still being considered via our governance processes (for privacy and data protection considerations. It is best to just highlight any uplift in cost for a camera should we require one with or without audio recording.
13	Is audio required for ambient recording only, or is two-way communication functionality expected?	Please see response #2
14	Are there any specific data protection considerations or policy constraints governing audio capture in residential environments?	Non for the supplier of this contract to consider. This is managed in-house by Horton Housing ahead of determining whether audio recording is installed/enabled on any individual camera.
15	What is the required retention period for recorded footage (e.g., 30, 60, 90 days)?	Standard retention of 30 days per camera. We may have individual requirements over time to extend this for specific cameras, and so please include any cost option extras in your proposal for doing this.
16	Does retention vary by site type or camera location?	No.
17	Are there any requirements for extended retention for investigative purposes beyond standard retention periods?	We would need the ability to retain clips of footage beyond the 30-day standard retention period for investigative purposes. There is no definitive time frame for this, but it would be less than 6 months.

18	Can Horton confirm the minimum internet bandwidth and uptime available at each site?	We will work with the successful supplier to ensure that any internet bandwidth available at a site is sufficient for the camera type and volume being installed. For the purpose of Tender responses, you can assume that bandwidth is not a hindering factor.
19	Is Horton responsible for providing connectivity, or should bidders include any connectivity provisioning within scope?	Providing connectivity is out of scope of this ITT. Horton will provide connectivity and internal networking and structured cabling.
20	Are there known connectivity constraints at any of the monitored remote sites?	No.
21	For sites that monitor other sites, are there specific latency or live-view performance requirements?	Please state the latency achievable within your solution. We have not specified a minimum but of course would like to achieve an optimum balance between cost and low latency.
22	Should the solution support simultaneous multi-site viewing by multiple users?	The attached document 'Horton Housing CCTV ITT Site Requirements Redacted - Feb 2026' sets out which sites remote monitor. There are a couple of sites that simultaneously remotely monitor the same location.
23	Does Horton require defined Service Level Agreements (SLAs) for response and resolution times?	It is not a specific requirement, but including this will aid us in assessing the support aspect of the quality criteria. If SLA's are not included, then you will need to clearly describe how we can measure and assess the level of support being provided.
24	Are there any required support hours (e.g., 24/7 vs business hours)?	Business hours support is sufficient for CCTV, though you can include as an optional additional cost (that may or may not be taken up) the ability to include specific sites in a 24/7 support.
25	Is proactive health monitoring reporting expected as part of ongoing support?	This would need defining further to provide a fuller answer. That said, a useful feature would be if our in-house ICT team could be automatically alerted (via email) if a fault was detected with a camera or connection to the cloud platform.
26	Are there mandatory security certifications required of the cloud platform (e.g., ISO 27001, SOC 2)?	Non mandatory, but any certification levels that you can demonstrate will be taken into consideration as part of the quality criteria for assessment

27	Must all data (including backups) remain within UK jurisdiction?	Ideally UK, though EEA as a minimum
28	Are there specific encryption standards Horton expects for data at rest and in transit?	AES-128 as a minimum, though AES-256 or above preferred where possible.
29	Is Microsoft Entra ID integration required or optional?	Optional, but desired
30	Where sites operate on 1-year or 5-year lease terms, does Horton expect cameras to be redeployable across the estate?	Ideally, though it is not a mandatory feature (though will impact the assessment of the commercial criteria). We would be able to undertake the transfer of cameras in house in these circumstances
31	If redeployment is required, should licences transfer seamlessly between sites?	It is fine if some basic configuration is needed to allow this or if support from the supplier is required. Please clearly state if there are any costs involved in this in your response.
32	Are there any end-of-contract asset return or data extraction requirements anticipated at contract expiry (13 April 2031)?	Clips of footage for investigations may need to be provided to Horton. All other footage will need securely destroying at contract expiry (with confirmation of destruction being provided to Horton in writing).
33	Can Horton confirm the anticipated cadence of camera drawdowns across the 24-month period?	We will work with the successful supplier to design and define a sensible implementation plan and timeframes. As you can see from the site information, some sites are small and will be easy to implement, some are larger and will take more time. In modelling in this way, we can also account for any specific requirements for the solution being proposed.
34	Is Horton expecting pricing to be fixed for the full drawdown period, or will indexed pricing models be considered?	Indexed pricing models will be considered, as will prices being fixed on a per year basis (though we would need to understand the first and second year costs upfront as a minimum).
35	Are bidders expected to model inflation assumptions for licences across 5- and 10-year projections?	Some bidders provide one-off upfront pricing for licences. Other that operate on an annual cost model for licencing will need to provide an indication of price increases (such as CPI + x percentage for example)
36	Are there any existing contractual constraints with current CCTV vendors that may impact phased migration?	No.

37	Does Horton anticipate parallel operation of legacy systems during transition, and if so, for what duration?	No.
38	Is there any expectation that historical footage from legacy systems be migrated into the new platform?	No.
39	In relation to potential demonstrations referenced in the ITT, can Horton confirm whether this would focus primarily on the cloud management platform, security controls, or both?	Ideally both, though we acknowledge that some security measures are not suited to a demonstration. For these assurances and certification will be sufficient (such as encryption cyphers used for example).
40	Will demonstration scoring form part of the 60% quality weighting?	Not directly, though it may better help us to understand the detail provided in your tender submission, and so may influence the assessment.
41	Is there an incumbent supplier, and are there any known transition considerations?	No.
42	Will remote monitoring form part of the contract scope?	This question may need better defining if this answer is not applicable. We have set out which sites need to remotely monitor the CCTV footage of other sites. We do not require (or desire) the successful supplier to be remotely monitoring our CCTV footage.