

Maintenance of Parliamentary Television Service

At



Department
of Health &
Social Care

39 Victoria Street, London

Our Ref:

Presented By

[Redacted Name]
[Redacted Title]

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1.0 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 2024. This proposal provides for the continuation of the maintenance service for the twelve-month period commencing 23 March 2024.

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:

Contact: [REDACTED]
[REDACTED]
Telephone: [REDACTED]
E-mail: [REDACTED]
Address: Chubb Fire & Security Ltd t/a Chubb Systems
Chubb House
Shadsworth Road
Blackburn
Lancashire
BB1 2PR

Regional Office:

Contact: [REDACTED]
Mobile: [REDACTED]
E-mail: [REDACTED]
Address: Chubb Fire & Security Ltd t/a Chubb Systems
Unit 14 Dencora Way
Sundon Business Park
Luton LU3 3HP

2.0 Company Overview

Chubb Systems 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. Please note that the certificates below will be replaced by certificates in the name of Chubb Fire & Security Limited t/a Chubb Systems, following the recent change in our legal entity on 1st July 2023, at their next renewal.



Our impressive track record in EHS performance has also been recognised by Royal Society for the Prevention of Accidents (RoSPA) for the eighth consecutive year, resulting in Chubb Fire & Security Limited being awarded their eighth consecutive prestigious **Gold Award**, and their fourth consecutive **Gold Medal Award**.

Chubb Systems 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 [REDACTED] across the vast majority of major security equipment manufacturers' product ranges. For example:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

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

3.0 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 [REDACTED]
- Schedule of Rates for any chargeable [REDACTED] events.
- Specialist sub-contract with [REDACTED] IP system software and technical support.

CS 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 CS will be the satisfactory reception of signals at the network splitter units, installed by CS, within the riser cupboards. CS 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. CS 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 2024 to 22 March 2025.

3.3 Fault Response and Resolution Times

CS 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, CS 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". CS 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:

£13,603.70 per annum

(Thirteen thousand, six hundred and three pounds and seventy 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 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.

3.6 Insurance

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



Employers Liability Public and Products
£10 million (exp 30.12.2024)

3.7 Terms and Conditions

In the absence of any client provided terms and conditions at the time of writing this quotation has been provided subject to Chubb Systems Terms and Conditions of Maintenance, a copy of which is embedded below.



Chubb Systems -
T&C's of Maintenance

3.8 Payment Terms & Invoicing Frequency

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 **2024** 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:

£13,603.70

Chubb Systems Limited Terms and Conditions will apply.

For and on behalf of **Chubb Systems Limited**

NAME: 

SIGNATURE... 

For and on behalf of **Department of Health and Social Care**

NAME: 

SIGNATURE 

Contact: uk_customerorders@chubbfs.com

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