



Kent Community Health
NHS Foundation Trust

**INVITATION TO TENDER (RESTRICTED PROCEDURE)
SECTION B: TENDER SCHEDULES
TO BE COMPLETED AND RETURNED BY BIDDERS**

Kent Community Health NHS Foundation Trust

Invitation to tender for the provision of

Security Services and maintenance and CCTV maintenance:

Lot 1 : Security Services; Planned Preventative Maintenance (PPM) and ad-hoc call-out for Access control, PPM, ad-hoc and response for Intruder Alarm, Key holding, Locks and unlocks, Ad-hoc Mobile patrol and Static Guard

Lot 2 : CCTV; Planned Preventative Maintenance (PPM), Ad-hoc call-out

OJEU Contract Notice: 2020/S 036-086338

Opportunity Ref: DN459331

Deadline for Tenders to be received: 22nd May 2020 – 10am

**SECTION B: TENDER SCHEDULES
TO BE COMPLETED AND RETURNED BY BIDDERS**

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ANNEX B1
SPECIFICATION

This Specification will be inserted into Schedule 5 of the contract (Specification and Tender Response Document).

Note that references in this Annex B1 to schedules and clauses are to schedules and clauses of the contract.

Note to Bidders:

The Bidder must respond to each row of the Specification below.

Write "Confirmed" to confirm acceptance of the row.

Specification – Part 1: General

Specification	Bidder's response (write confirmed to confirm acceptance of row)
<p>1 General</p> <p>1.1 The Supplier will provide Services and Goods where applicable as follows:</p> <p> (a) Lot 1 : Security Services; Planned Preventative Maintenance (PPM) and ad-hoc call-out for Access control, PPM, ad-hoc and response for Intruder Alarm, Key holding, Locks and unlocks, Ad-hoc Mobile patrol and Static Guard</p> <p> (b) Lot 2 : CCTV; Planned Preventative Maintenance (PPM), Ad-hoc call-out</p>	

Specification – Part 2: Services only

See also Terms and Conditions for the provision of Goods and Services Contract Version for details regarding Schedules as detailed in the table below

Specification	Bidder's Response (write confirmed to confirm acceptance of row)
2 Key performance indicators (Schedule 2, clause 1.4)	
3 Authority's premises and locations (Schedule 2, clause 4.1, 4.5)	
4 Equipment (Schedule 2, clause 4.1)	Not used
5 Staff (Schedule 2, clause 5.3)	
6 Review meetings (Schedule 2, clause 8.2 and 8.3)	
7 Service credits (Schedule 2, clause 9.7)	Not used
8 Authority provided resources, equipment, consumables and other items (Schedule 2, clause 10.1.9)	Not used
9 Energy Efficiency Directive (Schedule 2, clause 10.1.2)	
10 Intellectual Property Rights (Schedule 2, clause 11.2)	
11 Voluntary agreements relating to environmental and social law (Schedule 2, clause 19.1)	
12 Electronic Trading System (Schedule 2, clause 20.7)	
13 Supply to the Authority of information, data and other records and documents (Schedule 2, clause 10.5)	
14 Information security management (Schedule 3, clause 4.2)	
15 Cyber essentials scheme (Schedule 3, clause 4.3)	

Specification – Part 3: Goods only

See also Terms and Conditions for the provision of Goods and Services Contract Version for details regarding Schedules as detailed in the table below

Specification	Bidder's response (write confirmed to confirm acceptance of row)
16 Key Performance Indicators (Schedule 2, Clause 1.4)	
17 New Goods (Schedule 2, clause 1.5)	
18 Delivery timescales (Schedule 2, clause 2.1)	
19 Delivery note (Schedule 2, clause 2.3)	
20 Responsibility (Schedule 2, clause 2.5)	
21 Contract management (Schedule 2, clause 8.2 and 8.3)	
22 Service credits (Schedule 2, clause 9.8)	Not used
23 Suitability of Goods (Schedule 2, clause 10.1.1)	
24 Energy Efficiency Directive (Schedule 2, clause 10.1.2)	

25	Shelf life (Schedule 2, clause 10.1.11)	
26	Supply to the Authority of information, data and other records and documents (Schedule 2, clause 10.5)	
27	Intellectual Property Rights (Schedule 2, clause 11.1)	
28	Packaging (Schedule 2, clause 18)	
29	Voluntary agreements relating to environmental and social law (Schedule 2, clause 19.1)	
30	Electronic Trading System (Schedule 2, clause 20.7)	
31	Installation and commissioning (Schedule 8, clause 1.1, 1.2 and 1.3)	
32	Inspection and testing (Schedule 8, clause 2.1, 2.2, 2.3, 2.4, 2.5, 2.6)	
33	Phased installation and commissioning (Schedule 8, clause 2.5)	
34	Substitute and replacement goods (Schedule 8, clause 2.6)	
35	Commencement of Maintenance Services (Schedule 9, clause 1.1)	
36	Preventive maintenance and remedial maintenance (Schedule 9, clause 2.1)	
37	Record keeping (Schedule 9, clause 4.1)	
38	Requirement to provide substitute Goods (Schedule 9, clause 5.1)	
39	Maintenance of substitute Goods (Schedule 9, clause 5.2)	
40	Maintenance Services KPI's (Schedule 9, clause 6.1)	

Specification – Part 4:

1. Introduction

- 1.1. Kent Community Health NHS Foundation Trust (the Authority) invites potential suppliers to put forward tender submissions to undertake various aspects of provision of Security Services and CCTV maintenance:

Lot 1 : Security Services; Access control (PPM and ad-hoc call-out within core and non-core hours), Intruder Alarm (PPM and ad-hoc call-out), Intruder Alarm response, Key holding; locks and unlocks, Ad-hoc Mobile patrol and Static Guard

Lot 2 : CCTV; Planned Preventative Maintenance (PPM), Call-out and Ad-hoc within core and non-core hours.

- 1.2. There are approximately 27 premises and locations across Kent and part of East Sussex requiring provision of these services. It is envisaged that the quantity of premises and locations will vary over the next three years, in accordance with the Authority's Estates Strategy Plan and Commissioned Service provision. Suppliers are to note that the Authority are winning Service Contracts outside the geographical boundaries of Kent and East Sussex, which may in the future be included in this contract.
- 1.3. Not all premises and locations will require all of the listed services, but most will require at least one. As highlighted in Section 1.2 above, it is envisaged that the quantity of premises and locations will vary over the next three years, which will also impact on the services required.
- 1.4 Suppliers are invited to submit bids for Lot 1 – Security Services, Lot 2 CCTV or both.
- 1.5 Successful suppliers are able to sub-contract elements of both lots if necessary to meet the requirements of the tender specification. The successful supplier will be the sole point of contact for any elements subcontracted for both lots 1 and 2 for both core and non-core working hours. It will be the sole responsibility of the successful supplier to contact any subcontractors for all call outs. All invoices to be submitted by the successful supplier only to the Authority.
- 1.6 The Authority would prefer one supplier to facilitate these services and associated duties for the contract duration, but elements can be sub-contracted if required. All sub-contracted elements will be bound by the timelines set out within this Contract.
- 1.7 There may also be ad-hoc requirements from time to time to provide mobile and static security guards, should the need arise on any premises where the Authority have a presence.

2. Requirements

- 2.1. It is the responsibility of each supplier to ensure that they are familiar with all equipment at each location - details of this can be found in Annex B8a Premises and Location Equipment Schedule - Lot 1 Security Services and Annex B8b Premises and Location Equipment Schedule– Lot 2 CCTV.
- 2.2. Full property address details and the service(s) required are listed in Annex B8a Premises and location Equipment Schedule - Lot 1 Security Services and Annex B8b Premises and location Equipment Schedule– Lot 2 CCTV.
- 2.3. Call-out activity for each Premises and location, covering the last 3 financial years are included in Annex B7 Call out Activity 2016-2019 Lot 1 Security Services to provide you with historic detail of the nature of the call-outs, their frequency and their locations.
- 2.4. Lot 2 CCTV does not have any historical data as the systems were newly installed and soon to be out of their 12 month warranty period.
- 2.5. The Authority has 8 premises with the standardised security CCTV system in place. There are a further 3 premises (The Oast, Clover Street and Trinity House) which do not contain our Trust

standardised CCTV System, this is currently being reviewed and may be withdrawn from this Lot which will not affect the contract or incur any financial penalties.

- 2.6. The successful supplier will be required to undertake routine Planned Preventative Maintenance (PPM) on all equipment identified by the Authority. This will involve the management of the asset lifecycle to ensure that the equipment is maintained to reach its maximum lifecycle, therefore reducing the number of ad-hoc call outs.
- 2.7. To minimise the disruption to operational services and patient care, and to be sure of access to premises and locations, both parties must agree in advance to a mutually convenient date for the next PPM activity visit. This will be evidenced by electronic/manual reporting as part of the ongoing review meetings.
- 2.8. The successful supplier will be provided with an up-to-date client equipment list at Contract award, detailing the next Planned Preventative Maintenance (PPM) service due date.
- 2.9. The PPM list will indicate all the equipment known to the Authority at the time of the Contract award. However, as noted in Section 1.2 above, this activity will be subject to change over the Contract period.

3. Contract Service Provision

- 3.1. Suppliers are invited to undertake various aspects of security, to include:

Lot 1 – Security Services

- 3.1.1 Premises and location Key holding
- 3.1.2 Intruder alarm monitoring, maintenance and phone line monitoring.
- 3.1.3 Codes will be set to the manufacturers default code prior to the new contract commencement.
- 3.1.4 The successful supplier will advise the Authority's IT Department of the requirement to link to the network based monitoring facility.
- 3.1.5 Access control via the Paxton Net 2 system as detailed in Annex B8a Premises and Location Equipment Schedule, Lot 1 Security Services. Access to this system will be provided by the Authority on contract award.
- 3.1.6 Software support – suppliers will need to evidence knowledge of the Authority existing software.
- 3.1.7 The successful supplier will be required to keep the software updated and provide any adaptations as and when required.

Lot 2 - CCTV

- 3.1.8 CCTV Maintenance - the successful supplier will be required to use Milestone System Software which provides remote access to all cameras. It would be beneficial for suppliers to be Milestone Preferred Partners. If any supplier cannot meet this requirement, then they must confirm that they are able to provide the requirements for PPM activity for Milestone System Software and confirm how this will be achieved.
 - 3.1.9 Suppliers must demonstrate knowledge of CCTV legislation in a patient environment within a hospital or clinical setting.
- 3.2. Provision of the contracted services will be undertaken in the following environments across the Authority's premises and locations, which will include shared agency occupancy, and commercial leases:
 - Community Hospitals (In-patient units)
 - Out-patient units
 - Health Centres and Clinics
 - Administration only premises
 - Minor Injury Units
 - 3.3. The above list is not exhaustive and will change throughout the duration of the contract.

- 3.4. Suppliers are reminded that the Authority is actively winning service contracts outside the current geographical boundaries of Kent and East Sussex and requirements may therefore extend beyond these boundaries.
- 3.5. Suppliers should also note that some services may reduce due to standardisation and loss of contracts.
- 3.6. The Authority will provide 3 months written notice for properties no longer requiring contracted services.

4. Contract Period

- 4.1. The contract term will be for 3 years with the option to extend up to a further 24 months in tranches of 12 months.

- 4.2. **Exit Strategy** – in the circumstances that should notice be issued terminating the contract:

4.2.1 The incumbent successful supplier will be required to provide an exit strategy, ensuring all access codes are set to the manufacturer's default setting at no additional cost to the Authority and as part of the contract.

4.2.2 All keys must be returned to Trinity House and signed for by the Authorised Manager, along with any other relevant actions as part of the hand-over process as agreed by both parties.

5. Working Hours

- 5.1. Provision of services at premises and locations listed in Annex B3b Commercial Schedule - Lot 1 Security Services and B3b Commercial Schedule Lot 2 CCTV -are required 24 hours a day, 365 days per year, in the following core and non-core hours;

- 5.2. **Core Hours (Lot 1 and Lot 2)**

- Monday to Friday 8.00am to 6.00pm.

- 5.3. **Non-core Hours (Lot 1 only)**

- Monday to Friday: 6:01pm to 07:59am
- Saturdays and Sundays and public holidays: 8:00am to 07:59am (24 hours)

- 5.4. **(Lot 1 only)** The successful supplier shall provide a free phone number, (24 hours a day, and 365 days per year) to enable the Authority to contact the successful supplier as required. This free phone number will be manned by appropriately trained call operators.

6. Planned Preventative Maintenance Service (PPM)

- 6.1. The successful supplier will be required to provide Planned Preventative Maintenance (PPM) a maximum of one month before and not exceeding the PPM due date.

- 6.2. **Lot 1** - Two PPM visits will be required per year.

- 6.3. **Lot 2** - One PPM visit will be required per year.

- 6.4. **Lot 1 and Lot 2** - PPM activity will take place during core hours - Monday to Friday between 8.00am and 6.00pm excluding public holidays.

- 6.5. The PPM service will include travel, labour, service parts, and repairs. A list of service parts will be provided by the supplier any charge for these parts will be included within the PPM cost. Please refer to Annex B3b Commercial Schedule Lot 1 Security Services and Annex B3b Commercial Schedule Lot 2 CCTV, which allows for additional time to be added and charged at 15 minute intervals, should there be a requirement for additional works outside of the PPM. This will need to be clearly detailed on the invoice.

- 6.6. The PPM does not include chargeable replacement parts, unplanned call-outs and misuse/abuse of equipment. A list of parts will be provided by the supplier stating the chargeable replacement parts including their cost. The parts used shall be trade price as

invoiced by the supplier. The computation of the on-cost percentage shall take into account the cost of carriage, handling etc. Please refer to Annex B3b Commercial Schedule Lot 1 Security Services and Annex B3b Commercial Schedule Lot 2 CCTV which allows for additional time to be added and charged at 15 minute intervals, should there be a requirement for additional works. This will need to be clearly detailed on the invoice.

- 6.7. We expect the successful supplier to undertake any known repairs during PPM visits, to ensure contract costs represent value for money. In exceptional circumstances, where a repair cannot be completed whilst conducting the PPM service visit, the successful supplier is to notify the Authority Authorised Manager immediately. The successful supplier must be able to justify, to the satisfaction of the Authorised Manager, why the work could not be completed. The Authorised Manager may then agree to pay for an additional visit to complete the repair or temporary replacement.
- 6.8. On completion of a PPM activity, a service report/certificate must be issued to the Authorised Manager via email by no later than 5 working days following the activity.

7. Response Times (Lot 1 and Lot 2)

- 7.1. To minimise the disruption to operational services and patient care, and to be sure of access to premises and locations, both parties must agree in advance to a mutually convenient date for the next PPM activity visit. This will be evidenced by electronic/manual reporting as part of the ongoing review meetings.
- 7.2. Suppliers are to note, any premises and location attendance that has not been mutually agreed by both parties may result in an aborted visit with no recoverable charge being applied to the Authority.
- 7.3. The successful supplier will notify the Authorised Manager immediately by phone followed by an email, if pre-arranged access arrangements for any contracted activity cannot be achieved. The Authorised Manager will use their best endeavours to resolve access issues, to enable the activity to be undertaken as planned.
- 7.4. An aborted call-out fee may be chargeable by the successful supplier, where they have been unable to gain access to a pre-arranged premises or location visit through no fault of their own, and upon agreement by the Authorised Manager.
- 7.5. On receiving a call-out request **within core and non-core hours**, the following response times apply, unless otherwise directed by a member of the Estates Department; the engineer is to be on-site within 1 hour of the call being logged.

Activity	1 Hour response time on-site from time of logged call	Same Working Day	Plan Preventative Maintenance/Pre Agreed times
Intruder Alarm Response	√		
Intruder Alarm Maintenance/Monitoring (phone line)		√	√
Access Control Monitoring/Maintenance Software Support	√		√
Annual key holding	√		
Lock/Unlock	√		
Mobile Patrol/Static Guard	√		
CCTV		√	√

8. Specific Service Requirements

8.1 Key Holding/Lock/Unlock (Lot 1 only)

Key holding and lock/unlock activities are required at a number of the Authority premises and locations as detailed in **Annex B3b** Commercial Schedule Lot 1 Security Services.

The successful supplier will be required to:

- a) Hold keys for each premises and location as listed in Annex B3b Commercial Schedule Lot 1 Security Services.
- b) Have thorough knowledge of the premises and locations listed in Annex B3b Commercial Schedule, Lot 1 Security Services. Be contactable via a Freephone help desk number between 8am and 6pm (core hours) and 6pm to 8am (non-core hours)
- c) Adhere to response times for both core and non-core hours i.e. no longer than one hour from the time the call is logged, as set out in Section 7.5 above.
- d) Lock and Unlock at specific times at premises as detailed below:

Site	Unlock Monday - Friday	Unlock Saturday	Unlock Sunday	Lock Monday - Friday	Lock Saturday	Lock Sunday
Exchange House		07:30	07:30	22:30	22:30	22:30
Heathside		08:30	08:30	22:00	22:30	22:30
The Oast	07:30			19:30		
Trinity House				20:30		

- e) Provide ad-hoc unplanned lock/unlock activity in addition to planned activity as and when requested (Annex B7 Call Out Activity 2016-2019 Lot 1 Security Services provides details of the Authority's historic call-out activity).

8.2 Intruder Alarm Response (Call outs and subsequent hours), Monitor and Maintenance (Lot 1 only)

8.2.1 Intruder alarm response activities are required at a number of the Authority premises and locations as detailed in Annex B3b Commercial Schedule Lot 1 Security Services.

8.2.2 The successful supplier will be required to:

- a) Monitor the intruder alarm and alert the Authority's On-call Estates Manager **within 10 minutes of alert** (On-call Pager Number to be provided to the successful supplier upon Contract award).
- b) Faulty alarm - an engineer to attend the premises and location to clear fault **within one hour** (including out of hours) or repair **within one working day**. If the repair cannot be carried out, provisions need to be given by the successful supplier so that the premises and location is secure.
- c) Provide two PPM visits per year.
- d) Have thorough knowledge of the premises and locations listed in Annex B3b Commercial Schedule Lot 1 Security Services
- e) Be contactable via a Freephone help desk number between 8am and 6pm (core hours and 6pm to 8am (non-core hours

8.3 Access Control Monitoring/Maintenance/Software (Lot 1 only)

8.3.1 Some premises and locations are set up with access control (as detailed in Annex B3b Commercial Schedule Lot 1 Security Services.)

8.3.2 The successful supplier will be required to:

- (a) Monitor access to buildings when alarms are activated using software and licenses from a central server located in the Authority's Data Centre.

- (b) Upload new premises and locations and adaptations onto the Paxton Net 2 System at no additional cost
- (c) Be contactable via a Freephone help desk number between 8am and 6pm (core hours) and 6pm to 8am (non-core hours)
- (d) To provide PPM's twice per year as per manufacturer's recommendations.
- (e) To provide call out maintenance services on all equipment as and when required.
- (f) Financial responsibility for the purchase of any software and licences required to support this activity will be borne by the successful supplier. The successful supplier needs to ensure that all engineers have the appropriate software on their device in order to provide remote or on-site support.

8.3.3 The successful supplier will need to provide support for the upgrade to Version 6 of the Paxton Net2 system within one month of contract award and provide on-going support for all further upgrades for the duration of the contract.

9. Remote Access Coverage (Lot 2 only)

- 9.1. The successful supplier will need to provide remote IT access for all elements of CCTV (cameras, recorders, server and software). The process will require that this is requested via telephone calls/emails between the successful supplier and the Authority's IT service desk.
- 9.2. Any issues that are not able to be resolved remotely, an engineer will be required to attend the premises and location to repair, once this has been approved by the Authorised Manager. This will need to be carried out during core hours as detailed in point 5.2 above.

10. General Information (Lot 1 and Lot 2)

- 10.1. The successful supplier will be allocated a login, for the MiCAD Contractor Portal, where all jobs will be logged.
- 10.2. The successful supplier will receive jobs via an email during core hours from the MiCAD portal asking them to log on to the portal to view the job allocated.
- 10.3. When the engineer attends, the job sheet on the portal will require completion which will include the parts used, their cost, time spent and against which item from the Items as listed in Annex B3b Commercial Schedule Lot 1 Security Services and Annex B3b Commercial Schedule Lot 2 CCTV.
- 10.4. Out of hours call-outs will be logged retrospectively and will be allocated on a Monday morning and will require completion for all works completed out of hours.
- 10.5. Purchase of Software Licences required to support any of the contracted services/activities, will be the sole responsibility of the successful supplier and their bid submission must reflect this. If a virtual machine is required, the Authority will be able to provide the Microsoft Windows licence.
- 10.6. Successful suppliers must be satisfied that they understand the details and complexity of each premises and location within Annex B8a Premises and Location Equipment Schedule Lot 1 Security Services and B8b Premises and Location Equipment Schedule Lot 2 CCTV, and that sufficient resources are allocated to provide the contracted service activities. The Authority will require the successful supplier to make an appointment at each premises and location with the Estates Service Manager to populate the floor plan detailing each asset and sticking an asset tag number to each asset.
- 10.7. The successful supplier will have sufficient van stocks of parts and have access to parts from a diverse number of suppliers, required to maintain the Authority's existing equipment and ensure that maintenance and repairs are completed within the response times stated in Section 7- Response Times.

- 10.8. It is the sole responsibility of the successful supplier to provide all materials, consumables, equipment, approved spare parts, and suitably trained personnel, to ensure that PPM activities and repairs are carried out to the Manufacturers' recommended specifications.
- 10.9. A list will need to be provided stating the chargeable replacement parts including their cost see Annex B3 service and chargeable parts worksheet. The parts used shall be trade price as invoiced by the supplier and will be compatible with all listed items on the Annex 8a Premises and Location Equipment Schedule Lot 1 Security Services and Annex 8b Premises and Location Equipment Schedule Lot 2. The computation of the on-cost percentage shall take into account the cost of carriage, handling, etc. Please refer to Annex B3b Commercial Schedule Lot 1 Security Services and Annex B3b Commercial Schedule Lot 2 CCTV, which allows for additional time to be added and charged at 15 minute intervals, should there be a requirement for additional works. This will need to be clearly detailed on the invoice.
- 10.10. The successful supplier shall provide original receipted materials invoices available for inspection by the Authority upon request and at formal review meetings as required.
- 10.11. The systems and equipment covered by this contract will vary in terms of type and age. A list of the quantity, make and model of the current equipment is listed in Annex B8a Premises and Location Equipment Schedule Lot 1 Security Services and B8b Premises and Location Equipment Schedule Lot 2 CCTV which may be subject to change throughout the contract term
- 10.12. For each item of equipment the successful supplier will maintain a complete history of monitoring and maintenance for presentation at review meetings and include this in regular reporting to the Authority.
- 10.13. The successful supplier will be responsible for obtaining copies of the manufacturers' technical manuals, to ensure that all work carried out is in accordance with Manufacturers' recommended specifications.
- 10.14. The successful supplier will proactively advise and inform the Authority via email to the Authorised Manager(s) when equipment is beyond economical repair, supporting asset life cycle decisions.

11. Call Out Repair Service (Lot 1 and Lot 2)

- 11.1. The successful supplier will be required to provide two levels of call out repair service:
- Call out service - core hours, as referred to in Section 5 Working Hours **(Lot 1 and Lot 2)**
 - Call out service - non-core hours, as referred to in Section 5 Working Hours **(Lot 1 only)**
- 11.2. Lot 1 only - the successful supplier will be contactable via a Freephone help desk number in both core and non-core hours.
- 11.3. Lot 2 only - the successful supplier will be contactable via a Freephone help desk number in Core Hours.
- 11.4. Both levels of the call out repair service will be based on a call out charge inclusive of travel, consumable spares and first 60 minutes labour on-site. Subsequent labour cost per 15 minute increments shall be offered.
- 11.5. Replacement parts are chargeable as set out in Section 10 General Information.
- 11.6. Labour charges will be determined from the actual time work commences on-site until it is completed. This charge will be calculated from the costings set out in Annex B3b Commercial Schedule Lot 1 Security Services and B3b Commercial Schedule Lot 2 CCTV.
- 11.7. The successful supplier will notify the Authorised Manager immediately by phone followed by an email, if pre-arranged access arrangements for any contracted activity cannot be achieved. The Authorised Manager will use their best endeavours to resolve access issues, to enable the activity to be undertaken as planned.
- 11.8. An aborted call-out fee may be chargeable by the successful supplier, where they have been unable to gain access to a pre-arranged on-site visit through no fault of their own, and upon agreement by the Authorised Manager.

- 11.9. In exceptional circumstances, where a repair cannot be completed whilst conducting the PPM service visit, the successful supplier is to notify the Authority's Authorised Manager immediately. The successful supplier must be able to justify, to the satisfaction of the Authorised Manager, why the work could not be completed. The Authorised Manager may then agree to pay for an additional visit to complete the repair.
- 11.10. Any replacement parts, accessories and/or equipment used in the provision of the contracted services must be recorded on individual job sheets and shall remain fully traceable throughout the contract, to enable the successful supplier to advise and inform the Authority when equipment is beyond economical repair as stated also in 10 – General information.
- 11.11. All repairs will be guaranteed for a minimum of 12 (twelve) months. Any return visits for the same repair within this period will be carried out by the successful supplier at no further cost to the Authority.
- 11.12. All replacement parts will be covered by a minimum 1 (one) year warranty or manufacturers' warranty, whichever is the greater. Parts requiring replacement within their warranty period shall be supplied at no further charge to the Authority, or further associated labour costs.
- 11.13. On completion of a maintenance service visit, the successful supplier shall complete a service record and obtain a signature from the point of contact on-site.

12. Information Technology

- 12.1. **(Lot 1 only)** The successful supplier is responsible for providing their own internet access, for remote support and monitoring and a secure method of data transfer which will require approval by the Authority's IT Department.
- 12.2. **(Lot 2 only)** The successful supplier is to work closely with the Authority's IT Department in gaining remote access to our system and resolving any issues.
- 12.3. Access to Comms rooms and associated equipment within the Authority's premises and locations must be requested and approved by the Authority's IT Department in advance. If changes are to be made to equipment in these rooms they must be requested and approved by the Authorised Manager. Example: reconfiguration, re-patching cables and installing/removing equipment.
- 12.4. **Cyber security – the successful supplier will need to supply Cyber Security accreditations. If no Certifications are held, the successful supplier will need to provide evidence that they follow best practice, and that their product will meet standards required by NHS Digital. This will need to include details of;** A Cyber Security (IT Security) Policy which ensures the organisation follows best practice for things like Passwords, Remote Access, Encryption, Change and Vulnerability Management. The third party needs to provide Data Protection and Information Security training to educate employees on security best practices for passwords, safe web browsing, and identifying phishing emails. The third party will have a comprehensive Bring Your Own Device (BOYD) policy to ensure no devices brought onto the network introduce risks to the business. Third party mobile devices (including laptops) must be password protected **Third** party mobile devices (including laptops) must be encrypted. All third party mobile devices must have a "screen lock policy" where the mobile devices "auto-lock" after a period of inactivity. Third party must have a patching policy to keep computers/devices on the network up to date. The provider's identification and authentication systems must integrate with the Authority's systems. For any personally identifiable data being used in the system, the successful supplier needs to provide assurance around best practices and not how any data is stored.

13. Quality Assurance

- 13.1. Full co-operation is required from the successful supplier to carry out any quality assurance programmes or activities within the clients' premises and locations e.g. service delivery reviews, surveys, contractual audit etc. at their own cost.

14. Contingency Plan

- 14.1. The successful supplier will ensure that a business continuity plan is in place to meet the needs of the contract in the event of adverse conditions i.e. pandemic, terrorism, extremes of weather and Brexit.

15. Review Meetings, Management Information and Key Performance Indicators (KPI's)

- 15.1. The successful supplier will be required to attend meetings with the Authority's Authorised Manager(s) to review the operation and performance of the contract. These meetings will be held as a minimum every three months.
- 15.2. The successful supplier is required to forward quarterly and annual reports to the Authority's Authorised Manager(s) by email in an agreed format, to enable contract performance to be reviewed based on the following KPI's:
- Number of PPM visits completed by due date vs number of PPM visits overdue, reported by premises and location, equipment type with comments / corrective action.
 - Number of call outs (**within core hours**) completed within 1 hour or before 6pm response time vs number completed outside 1 hour response time, reported by premises and location, equipment type with comments / corrective action.
 - (**Lot 1 only**) Number of call outs (**non-core hours**) completed within 1 hour response time vs number of call outs completed outside 1 hour response time, reported by premises and location, equipment type with comments / corrective action.
 - Number of call outs completed first time vs number of call outs requiring additional visit(s), reported by level of call out service, premises and location, and equipment type with comments. This will enable the successful supplier to advise and inform the Authority via email to the Authorised Manager(s) when equipment is beyond economical repair as stated also in 10 – General Information.
 - Number of reported aborted visits by premises and location, call type (PPM or call out) with reason why visit aborted and details of who within the Authority this was reported to.
 - Asset Management – the Authority will expect the successful supplier to be proactive in highlighting repeated call outs and will inform on options and cost for the best way forward in the asset life cycle.

16. Personnel (Lot 1 and Lot 2)

- 16.1. The successful supplier shall ensure that all personnel employed by them, whether direct or sub-contracted, hold current qualifications and competencies appropriate for the activity covered by the contract.
- 16.2. All personnel employed by the successful supplier whether direct or sub-contracted must be screened to protect the vulnerable client base i.e. Protection of Children & Rehabilitation of Offenders Act. The successful supplier must provide evidence upon request that all their personnel who visit client premises have satisfactorily completed an enhanced check through the Disclosure and Baring Service (DBS).
- 16.3. Records of relevant training received by the successful supplier's (and sub-contractors if applicable) personnel shall be made available to the Authority upon request.
- 16.4. The Authority may instruct the successful supplier (and sub-contractors if applicable) to remove any person employed in provision of the contracted services who breaches any of the conditions of contract and/or the policies and procedures. The successful supplier shall immediately comply with such an instruction from the Authority.

16.5. The successful supplier (and sub-contractors if applicable) shall provide a sufficient complement of supervisory personnel to ensure that all personnel engaged in the provision of the contracted services, are adequately supervised and properly perform their duties.

16.6. Appropriate PPE clothing to comply with Health & Safety will be expected from all successful suppliers' (and sub-contractors if applicable) personnel visiting premises and locations and whilst representing the Authority.

17. Identity Badges (Lot 1 and Lot 2)

17.1 Successful suppliers' (and sub-contractors if applicable) personnel will wear current photo identity badges at all times.

18. On-Site Attendance (Lot 1 and Lot 2)

18.1. The successful supplier (and sub-contractors if applicable) shall ensure that all personnel act in a responsible manner when on the Authority's premises and locations. The Authority reserves the right to reject any of the successful suppliers' personnel or sub-contractors if their actions are considered to be disruptive or detrimental to the operation on the Authority's premises and locations, or do not comply with the requirements of this contract.

18.2. All successful suppliers' (and sub-contractors if applicable) personnel attending on-site shall be required to wear uniforms to clearly identify the company.

18.3. The successful supplier's (and sub-contractors if applicable) representatives shall report to reception on entry to the Authority's premises and locations, and make an entry into the visitor's book, recording the time of entry and reason for visit. The time of exit shall also be recorded into the visitor's book upon leaving the premises.

18.4. Parking will be subject to local restrictions.

19. Waste (Lot 1 and Lot 2)

19.1. The successful supplier (and sub-contractors if applicable) will dispose of all associated parts and consumables generated resulting from any activity undertaken as part of the contracted services into their own waste-stream, in accordance with current regulations.

20. Authorised Manager (Lot 1 and Lot 2)

20.1. The Authority will nominate Authorised Manager(s) upon award of contract and will provide the successful supplier (and sub-contractors if applicable) with all relevant contact details.

21. Invoicing (Lot 1 and Lot 2)

21.1. A separate invoice shall be submitted on completion of each PPM on-site visit, clearly showing:

- Premises and location name
- Purchase order number
- Details of work carried out
- Breakdown of costs: The costs supplied by the successful supplier within Annex B3b Commercial Schedule for both lots will be used to provide the invoicing structure and must clearly be identified by the item number (row 2). When there is more than one cost attributed to a particular item number, we require the number of occurrences to that item.

21.2 A separate invoice shall be submitted on completion of each ad-hoc planned and unplanned call-out service and quoted repairs (including parts), clearly showing:

- Premises and location name
- Purchase order number
- Details of work carried out

- Breakdown of costs: The costs supplied by the successful supplier within Annex B3b Commercial Schedule for both lots will be used to provide the invoicing structure and must clearly be identified by the item number (row 2). When there is more than one cost attributed to a particular item number, we require the number of occurrences to that item.
- 21.3 A separate invoice shall be submitted annually for the annual fees per premises and locations, clearly showing:
- Premises and location name
 - Purchase order number
 - Breakdown of costs: The costs supplied by the successful supplier within Annex B3b Commercial Schedule for both lots will be used to provide the invoicing structure and must clearly be identified by the item number (row 2).
- 21.4 Planned and unplanned locks and unlocks to be invoiced monthly in the following format:
- Premises and location name
 - Purchase order number
 - Breakdown of costs: The costs supplied by the successful supplier within Annex B3b Commercial Schedule for both lots will be used to provide the invoicing structure and must clearly be identified by the item number (row 2). When there is more than one cost attributed to a particular item number, we require the number of occurrences to that item.
- 21.5. Invoices shall be submitted to:
- Kent Community Health NHS Foundation Trust, Accounts Payable, Trust Offices, Kent & Canterbury Hospital, Ethelbert Road, Canterbury, Kent CT1 3NG.
- Email: ekfc.payables-ryy@nhs.net

PAYMENT OF INVOICE WILL BE AUTHORISED ONLY WHEN RECONCILED AGAINST COMPLETED SERVICE RECORDS BY THE AUTHORITY'S AUTHORISED MANAGER. ALL INVOICES MUST COME FROM THE SUCCESSFUL SUPPLIER; ANY SUBCONTRACTED ELEMENTS WILL BE RESPONSIBILITY OF THE SUCCESSFUL SUPPLIER TO RECHARGE.

ANNEX B2

TENDER RESPONSE DOCUMENT

Note to Bidders: Your response to this Annex B2 will be included in Schedule 5 (Specification and Tender Response Document) of the contract. As such, it will form part of your contractual obligations to the Authority if you are awarded a contract.

1 TECHNICAL AND QUALITY QUESTIONS AND METHOD STATEMENTS

Overview

- 1.1 Please provide a concise summary highlighting the key aspects of the proposal. (This response is not evaluated and should be used to contextualise your detailed responses).

Response (maximum number of words 500)

Confirmation of full compliance with Specification

- 1.2 See Annex B1, which you must complete.

1.3 Method statement questions : Non-financial Criteria = 40% (each Lot)

- 1.3.1 Bidders are required to answer all questions in the response box provided (for each Lot they are bidding for) concisely and by using no more than an **A4 sheet** per question. You may attach separate sheets, but these must be clearly identified/numbered.

- Total Number of marks available for Lot 1 = 176
- Total Number of marks available for Lot 2 = 176

- 1.3.3 Bidder's response to each question will be evaluated and scored in line with the scoring table below. The total score for each question will be calculated as follows:

Weighting (allotted to the question) x Score (evaluated response)
As an example : weighting of 5 x score of 4 = 20 points

- 1.3.4 The following table refers to the weighting criteria that will be applied to the method statement questions for evaluation purposes.

Grade label	Grade	Definition of Grade
Unacceptable	0	The proposal completely fails to meet the required standard or does not provide an answer
Weak	1	The proposal significantly fails to meet the standards required, contains significant shortcomings or is inconsistent with other aspects of the Tender
Satisfactory	2	The proposal meets the required standard in most material respects, but is lacking or inconsistent in others
Good	3	The proposal meets the required standard in all material respects
Excellent	4	The proposal meets the required standard in all material respects and exceeds some or all of the major requirements

Weighting against criteria is as follows;	
Description	Weighting
Least Desirable aspects	1
Desirable aspects	2
Strong desirable aspects or criteria	3
Essential aspects or criteria only	4
Most Critical / Essential aspects to service requirements	5

Lot 1 only – Security Services

Methodology Quality Questions : Weighting 40%

Maximum 1 A4 sheet per question (max)	Relevant Lot	Weighting
Question 1 : Provide a detailed explanation of how the contract is to be performance managed and include management structure to support this. Please include how you will manage the equipment in terms of asset life cycle and work with the Authority to create opportunities for whole life contract savings.	1	5
Response:		
Question 2 : For the supply of each service you are bidding for, please provide details of previous experience of working within NHS environments including patient occupied areas i.e. Hospitals and Clinics.	1	4

Response:		
Question 3 : Please provide a detailed explanation of how you propose each service you are bidding for within the specification requirements will be delivered and fulfilled. Include evidence of scheduling processes you will implement to achieve the required response times specified.	1	5
Response:		
Question 4 : Please provide a list of the number of technically qualified personnel, including their up to date qualifications and experience within the area of operation for KCHFT. Evidence will be requested from the winning bidder at the conditional award stage and within the 10 day standstill period. Failure to provide evidence will result in the award being revoked and the 2 nd ranked supplier being awarded the contract under the same conditions.	1	4
Response:		
Question 5 : Please provide the location(s) of field service engineering team(s) in relation to the geographical area of the sites detailed within the specification. If you do not have presence within any of the locations listed, please confirm how you propose to meet the call-out response times as detailed in the specification.	1	4
Response:		
Question 6 : Provide details of your contingency plan on how you would meet the needs of the contract in the event of adverse conditions i.e. pandemic, terrorism, extremes of weather and Brexit.	1	4
Response:		

Question 7 : Please explain when installing new systems how you would configure door controllers/cameras/recorders. Please comment specifically on the network topology and addressing. A diagram is acceptable.	1	5
Response:		
Question 8 : If you were requested to provide security guard presence at an existing Authority's premises and location, please provide any reasons or circumstances where you would not be able to fulfil this requirement?	1	5
Response:		
Question 9 : Please provide examples of prior knowledge of using the Net2 system software	1	4
Response:		
Question 10 : Please provide examples of the reports you will provide to KCHFT based on the KPI's that are stipulated within the specification.	1	5
Response:		
Lot 2 only - CCTV		
Methodology Quality Questions : Weighting 40%		
Maximum 1 A4 sheet per question (max)	Relevant Lot	Weighting
Question 1 : Provide a detailed explanation of how the contract is to be performance managed and include management structure to support this. Please include how you will manage the equipment in terms of asset life cycle and work with the Authority to create opportunities for whole life contract savings.	2	5
Response:		
Question 2 : For the supply of each service you are bidding for, please provide details of previous	2	4

experience of working within NHS environments including patient occupied areas i.e. Hospitals and Clinics.		
Response:		
Question 3 : Please provide a detailed explanation of how you propose each service you are bidding for within the specification requirements will be delivered and fulfilled. Include evidence of scheduling processes you will implement to achieve the required response times specified.	2	5
Response:		
Question 4 : Please provide a list of the number of technically qualified personnel, including their up to date qualifications and experience within the area of operation for KCHFT. Evidence will be requested from the winning bidder at the conditional award stage and within the 10 day standstill period. Failure to provide evidence will result in the award being revoked and the 2 nd ranked supplier being awarded the contract under the same conditions.	2	4
Response:		
Question 5 : Please provide the location(s) of field service engineering team(s) in relation to the geographical area of the sites detailed within the specification. If you do not have presence within any of the locations listed, please confirm how you propose to meet the call-out response times as detailed in the specification.	2	4
Response:		
Question 6 : Please provide details of contracts and contact details where your organisation has provided services within the last 3 years which demonstrates your knowledge of CCTV legislation in a patient environment, i.e. within a hospital or clinical setting	2	4
Response:		

Question 7 : CCTV Maintenance - the successful supplier will be required to use Milestone System Software which provides remote access to all cameras. It would be beneficial for bidders to be Milestone Preferred Partners. If any bidder cannot meet this requirement, then they must confirm that they are able to provide the requirements for PPM activity for Milestone System Software and confirm how this will be achieved	2	5
Response:		
Question 8 : Provide details of your contingency plan on how you would meet the needs of the contract in the event of adverse conditions i.e. pandemic, terrorism, extremes of weather and Brexit.	2	4
Response:		
Question 9 : Please explain when installing new systems how you would configure door controllers/cameras/recorders. Please comment specifically on the network topology and addressing. A diagram is acceptable.	2	5
Response:		
Question 10 : Please provide examples of the reports you will provide to KCHFT based on the KPI's that are stipulated within the specification.	2	5
Response:		

2 SUBCONTRACTING

- 2.1 Please specify any areas or elements for which you wish to use a subcontractor and provide the following details:
- 2.1.1 which subcontractor you wish to use and for what elements;
 - 2.1.2 what reasons you have for such subcontracting;
 - 2.1.3 why particular third parties would be chosen;
 - 2.1.4 any existing relationship with each such subcontractor; and
 - 2.1.5 how you would ensure that appropriate management controls would be put in place.

- 2.2 Please explain what contractual arrangements you have (if any) with subcontractor(s) to ensure that your obligations to the Authority will adequately flow down to the subcontractor(s).

Response

ANNEX B3a

COMMERCIAL SCHEDULE

Financial criteria 60%

1 GENERAL INSTRUCTIONS

- 1.1 All pricing should be in pound sterling (£GBP). If applicable please convert you currency into UK sterling using the rate published by the European Central Bank on the date you submit your Tender.
- 1.2 Costs should be quoted **exclusive of VAT**. Please confirm this in below and within your Commercial Schedule Annex 3b, and indicate if the project will attract VAT and at what rate.
- 1.3 If your proposal includes costs for sub-contractors these costs must be identified and shown inclusive of any VAT they will charge you.

2 PRICING MODEL AND CONNECTED QUESTIONS

- 2.1 Please complete the Excel Spreadsheet which has been provided as a separate attachment, and include this document as part of your bid : Annex B3b Commercial Schedule.
- 2.2 Please also see the attachments B7 Call-out Activity – Lot 1 Security Services, B8a Site Equipment Schedule Lot 1 Security Services, and B8b Site Equipment Schedule Lot 2 CCTV.
- 2.3 Please provide your total contract bid cost below (3 year contract term). Prices to be fixed for contract term and any renewal periods.

Lot 1 – Security Services and Maintenance	
Total bid cost for PPM for the contract for 3 YEARS, based on 2 visits per year	£

Lot 1 – Security Services and Maintenance	
Total bid cost for Ad-hoc call-out based on previous 3 year activity	£

Lot 2 – CCTV Maintenance	
Total bid cost for PPM for the contract for 3 YEARS, based on 1 visit per year	£

2.4 Materials

It is anticipated that to calculate the cost of materials, a "cost plus percentage" model will be used. The material price used shall be trade price as invoiced by the supplier. The computation of the on-cost percentage shall take into account the cost of carriage, handling etc.

Percentage % addition on materials Net invoice cost	%
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ANNEX B4

CONFIDENTIAL AND COMMERCIALY SENSITIVE INFORMATION

1 INFORMATION SUPPLIED BY THE AUTHORITY

- 1.1 All the information that the Authority supplies as part of this contract may be regarded as Confidential Information as defined in Schedule 4 of the NHS Terms and Conditions.

2 INFORMATION THAT THE BIDDER CONSIDERS TO BE EXEMPT FROM DISCLOSURE

- 2.1 The Bidder considers that the type of information listed below is exempt from disclosure under the Freedom of Information Act 2000 ("**FOIA**") and/or the Environmental Information Regulations 2004 ("**EIR**") for the reasons given below.

Information considered exempt from disclosure (include page/paragraph reference)	Reason for FOIA/EIR exemption	Period exemption is sought

ANNEX B5

ADMINISTRATIVE INSTRUCTIONS

Note to Bidders: Please complete this Annex. If you are awarded a contract, the details you provide here will be copied into Schedule 1 of the contract (Key Provisions).

1 CONTRACT MANAGERS

- 1.1 For the Supplier, the Contract Manager at the commencement of the contract will be as follows (see clause 3):

Name	[Insert name]
Contact details	[Insert address, e-mail address]
Role	[Insert details]

2 NOTICES

- 2.1 Any notices served on the Supplier under the contract are to be delivered to (see clause 4):

Name	[Insert name]
Address	[Insert address]
Role	[Insert details]

3 MANAGEMENT LEVELS FOR DISPUTE RESOLUTION

- 3.1 The management levels at which a dispute will be dealt with are as follows (see clause 5):

Level	Supplier representative
1	[Contract manager], Insert role
[2]	
[3]	

ANNEX B6

FORM OF TENDER

DECLARATIONS BY THE BIDDER (TO BE SIGNED AND RETURNED BY THE BIDDER)

NON-COLLUSION, CONFLICTS OF INTEREST AND ANTI-CANVASSING

DECLARATIONS

TO: Kent Community Health NHS Foundation Trust

PROPOSAL TO PROVIDE :

Lot 1 : Security Services; Planned Preventative Maintenance (PPM) and ad-hoc call-out for Access control, PPM, ad-hoc and response for Intruder Alarm, Key holding, Locks and unlocks, Ad-hoc Mobile patrol and Static Guard

Lot 2 : CCTV; Planned Preventative Maintenance (PPM), Ad-hoc call-out

REFERENCE NUMBER: OJEU contract notice tba as not available at time of publication

Form of Tender

We have examined the invitation to tender ("ITT") dated 27th April 2020 and all accompanying annexes and schedules. This Tender is made subject to the terms of the ITT, including but not limited to the instructions to Bidders.

We declare that (except as notified to the Authority in writing on the date of this Tender – *tick here if applicable and provide written details in a separate letter.* {.....}) the information provided in our response to the pre-qualification questionnaire (the "SQ") has not materially changed. We tender against the requirements, and offer to enter into a contract with the Authority comprising the following:

- the NHS Terms and Conditions (Annex A1 of the ITT);
- the Specification (Annex B1 of the ITT) (*including our response to the Specification*);
- our responses to the Tender Response Document (Annex B2 of the ITT); and
- our response to the Commercial Schedule (Annex B3a and B3b of the ITT).

Accordingly, this Tender is a contractual offer capable of acceptance by the Authority. If the Authority accepts this Tender, we will execute any agreement that the Authority produces to record in one place the offer and acceptance.

We undertake to keep the Tender open for acceptance by the Authority for a period of one hundred and twenty 120 days from the deadline for receipt of Tenders.

We understand that you are not bound to accept the lowest priced, or any, Tender.

Non-collusive tendering

In recognition of the principle that the essence of tendering is that the Authority shall receive bona fide competitive Tenders from all those tendering, we certify that this Tender is a bona fide Tender that is intended to be competitive.

We have not fixed or adjusted the amount of this Tender under, or in accordance with, any agreement or arrangement with any other person.

We have not done, and we undertake that, we will not do at any time before the hour specified for the return of the Tender any of the following acts:

- communicate to a person other than the Authority the amount or approximate amount of the proposed Tender (except where the disclosure, in confidence, of the approximate amount of the Tender was essential to obtain insurance premium quotations required for the preparation of the Tender);
- agree with any person that they shall refrain from tendering or as to the amount of any Tender to be submitted; and
- offer to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender any act or thing of the sort described above.

Conflicts of interest

We acknowledge that we are responsible for ensuring that no conflicts of interest exist between us (and our advisers) and the Authority.

So far as any possible conflict of interest has arisen, we have notified the Authority promptly in writing of that potential conflict of interest and have taken any steps agreed with the Authority to avoid the conflict.

We acknowledge that if we fail to comply with this requirement, we may be disqualified from the procurement at the discretion of the Authority.

Anti-canvassing confirmation

We have not canvassed or solicited any member, officer or employee of the Authority, in connection with the proposed contract award and to the best of our knowledge and belief nor has any person employed by us or acting on our behalf done any such act.

We further undertake that we will not in the future canvass or solicit any member, officer or employee of the Authority, in connection with the proposed contract and that no person employed by us or acting on our behalf will do any such act.

Name of person duly authorised to sign tenders:

Date:

Name:

in the capacity of:

duly authorised to sign tenders for and on behalf of:

.....

By completing this Form of Tender and submitting your Tender you have agreed that the statements in this Form of Tender are correct and that you have complied, and will continue to comply, with the Authority's policies on non-collusion, conflicts of interest and anti-canvassing.