

# Invitation to Tender

## **Design, delivery and on-going support of multi-site CCTV systems for West London Waste Authority (WLWA) and London Borough of Hounslow (LBH).**

West London Waste Authority (WLWA) and London Borough of Hounslow (LBH)

invites you to submit a tender for the services detailed above.

Your tender must:

- Be valid for a period of no less than 120 days.
- Fully address the specification as described.
- Provide full details of the services you are offering including **responses to questions** and method statements where requested.
- Provide the lead-time for each item.
- Identify all-inclusive charges and show any discounts applicable.

Please submit your tender via email to [procurement@westlondonwaste.gov.uk](mailto:procurement@westlondonwaste.gov.uk) by **18:00 hrs Friday 28<sup>th</sup> January 2022**. Tenders received after the deadline shall not be considered.

If you have any clarifications regarding this exercise, please submit your questions to Roger St Paul at [procurement@westlondonwaste.gov.uk](mailto:procurement@westlondonwaste.gov.uk) by **18:00 hrs on Friday 14<sup>th</sup> January 2022**.

The system is expected to be installed and fully operational by **Friday 18<sup>th</sup> March 2022**.

**All bidders are required to submit 2 references as part their proposal submission.**

WLWA and LBH reserve the right to invite bidders for an interview/demonstration as part of the evaluation process.

WLWA and LBH are not obliged to accept the lowest or any offer made; does not bind itself to complete this exercise and will not be liable for any losses or expenses incurred by an applicant as a result of a decision not to proceed. In the event that WLWA or LBH receives no response which it deems satisfactory; it reserves the right to terminate the procurement.



## Tender Timescales

<b>Event</b>	<b>Description</b>	<b>Date</b>
Publication of Tender	Tender officially released	Wednesday 15 <sup>th</sup> Dec 2021 at 10:00 hrs
Site surveys	If you require a site survey, please book one of the available dates and confirm which of the sites you would like to visit.	Site surveys are reserved for 21 <sup>st</sup> and 22 <sup>nd</sup> Dec 2021 and 11 <sup>th</sup> and 12 <sup>th</sup> January 2022 only.
Deadline for Bidder Clarification Questions	Cut-off time for questions to be submitted.	Friday 14 <sup>th</sup> January 2022 at 18:00 hrs
Deadline for Tender Responses	Tender proposals to be emailed to <a href="mailto:procurement@westlondonwaste.gov.uk">procurement@westlondonwaste.gov.uk</a> . Proposals received after the deadline will not be accepted.	<b>Friday 28<sup>th</sup> January 2022 at 18:00 hrs</b>
Provisional bidder interviews	WLWA or LBH reserves the right to invite bidders for an interview/demonstration as part of the evaluation process.	Interviews to be held between 7 <sup>th</sup> – 11 <sup>th</sup> February 2022 (if required)
Notification of Award	Each bidder will be informed via email of proposal outcome.	Tuesday 15 <sup>th</sup> February 2022 by 18:00 hrs
Mobilisation meeting	Successful bidder to outline schedule of works to final stage completion.	Thursday 17 <sup>th</sup> February 2022
Deadline for first stage completion	The system should be installed and in test mode by this date. The following period up to the final stage completion date is to address any outstanding issues and feedback from each site.	<b>Friday 4<sup>th</sup> March 2022</b>
Deadline for final stage completion	System live date. This is the final date by which WLWA and LBH should assume control of the CCTV and associated systems.	<b>Friday 18<sup>th</sup> March 2022</b>



## 1. Introduction

West London Waste Authority (WLWA) is a statutory Waste Disposal Authority (WDA), responsible for disposing of waste collected by the London Boroughs of Brent, Ealing, Harrow, Hillingdon, Hounslow and Richmond upon Thames. Approximately 1.7 million people live in this area, which covers 38,000 hectares.

As part of an overall multi-site security and operational improvement programme, there is a need to upgrade/install CCTV at 4 site locations where waste operations are based. These sites are -

- Abbey Road HRRC (Household Reuse & Recycling Centre) and WTS (Waste Transfer Station) – NW10 7TJ
- Transport Avenue WTS – TW8 9HF
- Victoria Road WTS – HA4 0YS
- Space Way HRRC – TW14 0TH

**Abbey Road** - This site has a CCTV system that is currently around 15 years old. Upgrade limitations to the current system and the need to increase compliance regarding health & safety, site security, fire prevention and waste material monitoring means that the current CCTV system is not fit for purpose and needs to be replaced.

**Transport Avenue & Victoria Road** - To improve access, security and operations at both sites, there is also a need to install a CCTV and ANPR system for coverage of the access roads leading to both sites. Both depots are run and operated by WLWA's waste contractor Suez who have their own CCTV system within the sites. There is no existing CCTV coverage or ANPR in place on the access roads at either site.

**Space Way** – This site is run and operated by LBH. There is no existing CCTV system on the site except for one external camera linked directly to Hounslow's ARC Control Station. As part of this site's improvement plans, a new CCTV system needs to be added to increase compliance around health & safety, site security, fire prevention and waste material monitoring. All cameras for the newly proposed solution will also have to feed directly into Hounslow's existing ARC Control Station.

## 2. Scope, Aims & Objectives

### 2.1 Scope

The scope of the agreement will centre on the agreed supplier offering a suitable digital CCTV solution and other complementary technologies at the sites as part of an agreed contract. The agreement will cover equipment supply, installation, repair and maintenance across all specified locations.



## 2.1 Aims & Objectives

The proposed solutions must be able to provide a modern, scalable digital CCTV system able to provide high quality coverage within and around busy operational waste sites. The solution must be able to provide the following core requirements below.

### Core Requirements - All sites

- Coverage of all the required areas identified at each of the 4 sites
- High quality digital site monitoring 24 hours a day
- Secure remote online access to live feeds/recordings for designated staff
- ANPR cameras at required locations on site
- Thermal cameras at designated locations
- Annual maintenance and support options

In addition to all core requirements outlined above, the following items are site specific -

### Abbey Road

- Data storage solution housed at Abbey Road
- Cameras from Transport Avenue & Victoria Road to feed into Abbey Road site
- Remote monitoring/access service during non-operational hours
- Storage and backup for minimum 60 days

### Transport Avenue & Victoria Road

- CCTV & ANPR coverage of access roads leading to site

### Space Waye

- All on site cameras to feed into existing ARC control Station

## 3. Contract Milestones and Duration

The length of contract with WLWA shall be an initial term of 1 year with the option to extend for a further 12 months, and then the option to extend after this period by another 12 months, for a maximum of 3 years.

The proposed solution needs to be installed and running by the **first stage completion** date of Friday 4<sup>th</sup> **March 2022**.

The period up until the **final stage completion** date of **Friday 18<sup>th</sup> March 2022** will be used for training, commissioning and attending to any outstanding issues or site-specific adjustments.



## 4. System Specifications & Requirements

### 4.1 Site Requirements

#### **Brent HRRC & WTS – Abbey Road, London, NW10 7TJ**



- Coverage of all required areas indicated above - HRRC, WTS, waste material bays, weighbridge, car park, access road and front entrance gates
- Secure data storage solution on site and consumables e.g. monitors, hard drives, cabling, cabinets etc
- Remote monitoring and secure remote access
- Thermal cameras (fire detection)
- Site intrusion detection
- Annual maintenance & support options including out of hours monitoring

#### **Transport Avenue WTS – Transport Avenue, Brentford, TW8 9HF**



- Coverage (CCTV & ANPR) of access road leading up to site entrance
- Annual maintenance & support





**Victoria Road WTS - Civic Way, off Victoria Road, Ruislip, HA4 0YS**



- Coverage (CCTV & ANPR) of access road leading up to site entrance
- Annual maintenance & support

**Space Waye HRRC – Pier Road, North Feltham Trading Estate, Feltham TW14 0TH**





- Site wide coverage as required
- Monitoring on site and remotely via Hounslow's ARC Control Station
- Secure lockable storage on site unit and consumables e.g. monitors, hard drives, cabling, cabinets etc
- Site intrusion detection
- ANPR cameras/system at public & trade main gates
- Thermal cameras (fire detection)
- Annual maintenance & support

## **5. Quality Criteria & Method Statements**

Each proposal must meet all the items listed as **essential criteria** under each of the four categories to achieve a pass during evaluation scoring. Any items listed as **non-essential criteria** will not be scored but will be taken into consideration as part of the overall bid. In your tender bid, please confirm and provide evidence where appropriate, that your product/service is able to meet these.

### **Site Coverage**

#### Essential Criteria

- Coverage of all identified areas for each specified location
- High quality digital streams – cameras must be able to provide quality streams day and night
- Site intrusion detection – particularly during non-working hours
- Fire detection for material recycling bays e.g. plastic, garden, cardboard etc.
- Scalable – system must be capable of adding more cameras and sites
- Vehicle license plate recognition – applicable to all sites
- Vehicle tipping monitoring – to monitor and identify where and how waste is deposited on site
- Equipment suitability to varying conditions – dust, cold, heat, moisture etc.

#### Non-Essential Criteria

- None

### **Access & Integration**

#### Essential Criteria

- Multi-device remote access and monitoring e.g. mobile phones or tablets
- Remote monitoring service during non-operational hours – generally between 16:00 hrs to 06:00 hrs seven days a week (Abbey Road, Transport Ave and Victoria Road only).
- External system integration e.g. location specific booking and weighbridge systems
- Data to be downloadable to external storage media
- Integration with LBH ARC Control Station (Space Waye only)



#### Non-Essential Criteria

- None

### **Ancillary Services**

#### Essential Criteria

- ANPR (Automatic Number Plate Recognition) – to include all hardware and software necessary to operate the system at all locations
- Thermal cameras & fire detection system (Abbey Road and Space Waye only)
- Data storage and backup (Abbey Road only)
- Signage – includes all necessary signs to warn the public about recording

#### Non-Essential Criteria

- System analytics – this could include incident logs or false alarms notifications
- Site access control services – e.g. keypads, fobs etc.
- Other security services – e.g. security gates, alarms, lighting etc.

### **Maintenance & Support**

#### Essential Criteria

- Maintenance schedule – recommended frequency to be based on conditions, site and necessity
- System support and training
- Remote monitoring (excluding Space Waye)
- Incident response service – emergency services and dedicated staff depending on need (excluding Space Waye)
- In warranty & out of warranty support options
- Highlight all certifications and accreditations – relevant to the supply, installation, monitoring and incident response for all CCTV and accompanying services

#### Non-Essential Criteria

- None





## 6. Evaluation Criteria and Methodology

WLWA and LBH will evaluate the proposals received based on the following criteria:

CRITERIA	CATEGORIES	SCORING	WEIGHTING
<b>Quality</b>	Site Coverage	(40%)	<b>40%</b>
	System Access & Integration	(20%)	
	Ancillary Services	(20%)	
	Maintenance & Support	(20%)	
<b>Price</b>	Package cost	100%	<b>60%</b>

### 6.1 Quality Evaluations

Bidders must include with their tender, full method statements and details of their proposals on how they shall deliver the required services. If your proposal does not address **all** the essential criteria listed in section 5, your proposal will be considered non-compliant.

Marks for each category in the table above will be awarded in accordance with the scoring principles detailed below. The submitted proposal should be comprehensive and demonstrate that the supplier fully understands the requirements. Any specification listed as essential criteria will carry a pass/fail score.

### Scoring Principles

<b>Score 9 - 10</b>	The information submitted provides strong evidence that all the submission requirements or WLWA's requirements can be met, and the proposal exceeds expectation i.e. exemplary in the industry, provides full confidence and no concerns. <b>Outstanding</b>
<b>Score 7 - 8</b>	The information submitted provides good evidence that all the submission requirements or WLWA's requirements can be met. Full and robust response, any concerns are addressed so that the proposal gives confidence. <b>Very Good</b>
<b>Score 5 - 6</b>	The information submitted provides some good evidence to meet the relevant submission requirements or WLWA's requirements and is satisfactory in most respects and there are no major concerns. <b>Good</b>
<b>Score 3 - 4</b>	The information submitted has some minor omissions in respect of the relevant submission requirements or WLWA's requirements. The Tender satisfies the basic requirements in some respects but is unsatisfactory in other respects and raises some concerns. <b>Fair</b>
<b>Score 1 - 2</b>	The information submitted has insufficient evidence to demonstrate that the relevant submission requirements or WLWA's requirements can be met. Significant omissions, serious and/or many concerns. <b>Poor</b>
<b>Score 0</b>	The information required is either omitted or fundamentally fails to meet the relevant submission requirements or to address WLWA's requirements. Insufficient evidence to support the proposal to allow WLWA to evaluate. <b>Unacceptable</b>



## 6.2 Pricing Breakdown

In your submitted proposal, please provide your pricing breakdown, as indicated in the pricing breakdown table, of all costs for a 3-year inclusive contract (1+1+1). Please highlight any discounts offered and any additional features/add-on services that you think would be relevant or enhance the service offering. Proposals can include as many relevant add-ons as necessary however, they must be identified as a free or chargeable add-on

Price scoring and evaluation will be based on the total cost of your bid. Please note that any recommended add-ons will not be included in evaluation scoring.

Pricing Breakdown	Cost (exc. VAT)
Overall price of tender bid addressing all essential criteria and sites for a 3-year period (excluding chargeable add-ons)	£
<b>Abbey Road</b>	
All equipment & consumables	£
Labour and installation	£
Maintenance & support package (per year)	£
Additional annual costs (if applicable)	£
Discounts	£
Add-ons	£
<b>Transport Ave</b>	
All equipment & consumables	£
Labour and installation	£
Maintenance & support package (per year)	£
Additional annual costs (if applicable)	£
Discounts	£
Add-ons	£
<b>Victoria Road</b>	
All equipment & consumables	£
Labour and installation	£
Maintenance & support package (per year)	£
Additional annual costs (if applicable)	£
Discounts	£
Add-ons	£
<b>Space Waye</b>	
All equipment & consumables	£
Labour and installation	£
Maintenance & support package (per year)	£
Additional annual costs (if applicable)	£
Discounts	£
Add-ons	£