

● **Has a decision been made yet on whether the contract are being either extended or renewed?**

Renewed

● **Please provide the names, Email addresses and works contact phone numbers of the following: Estates Director/Manager, Capital Manager, Sustainability Manager, Energy Manager, Procurement lead, Head of Security and Senior officer (responsible for this contract).**

Stephen Roberts, Estates Director/Manager
Anna Pretious, Sustainability & Energy Manager
Richard Jones, ANPR Manager
Patricia Strong, Head Of Procurement

For 'contact us' information please see the North Wales Police website. Any correspondence can be made 'F.A.O' the individual/department you wish you contact:

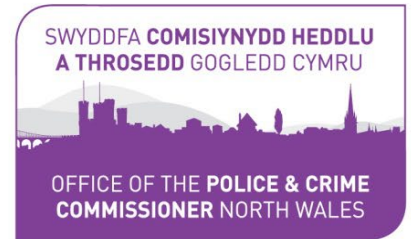
[Contact us | North Wales Police](#)

We don't have positions for the other job titles.

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**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**



COMMERCIAL

SPECIFICATION AND METHOD STATEMENTS

FOR THE SUPPLY AND DELIVERY OF

ANPR Maintenance & Support

TO

**THE POLICE AND CRIME COMMISSIONER
FOR NORTH WALES**

CONTRACT REFERENCE: 38849

SECTION 2

Please note that this document and all your responses are subject to Freedom of Information disclosure.

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1. SPECIFICATION

Background - For Information

North Wales Police (NWP) are in the process of implementing the National ANPR Service (NAS) through a collaborative agreement with South Wales and Gwent Police for a hosted solution HAMS (Hosted ANPR Management Service) provided by NDI and their cloud partner UK Fast.

Additional to the aforementioned HAMS solution, North Wales Police are seeking a single supplier who will offer both an onsite and offsite reactive support/repair of the Force area ANPR camera infrastructure as detailed below, as well as performing an onsite annual proactive PM (preventative maintenance) requirement for the North Wales Police sites and cameras as detailed below. There will be a requirement to proactively and reactively manage the QRO Middleware server applications (CSGS and CheckIT interfaces) and associated SQL database, also liaising with NWP's existing ICT support providers.

The single supplier should also be in a position if required into the future, to recommend, supply and implement replacement camera hardware.

The contract will be for an initial period of 2 years, with the option to extend for a further 3 years in multiples of no more than 12 months. The likely start date will be 1st December 2020, although this may change dependant on North Wales Police current contractual notice period.

The Contractor shall provide service, configuration and support of the existing application element of NWP's ANPR QRO Middleware server and its associated interface services for a minimum 12 month period, until all NWP's camera infrastructure (fixed and mobile) is configured to connect directly to the All Wales HAMS.

The Contractor shall provide servicing, support, configuration and repair across a range of ANPR cameras (CA Traffic Evo8 and MAV Rapier 250), or any future NWP procured or adopted ANPR camera device. This is to include an annual Preventative Maintenance Programme for all operationally active NWP Owned cameras in line with NASPLE recommendations.

NWP's estimated current camera infrastructure is as follows -

Total Number of Cameras, 91 active, 7 spares = 98

Total Number of Camera Sites (throughout the NWP area) = 46

Total Number of NWP Owned Cameras = 51

of which 44 are currently active and fully operational, made up of 33 CA Traffic Evo8 type cameras and 11 MAV Rapier 250 cameras, with 7 Spares (2 of which are classed as Event cameras)

Total Number of Welsh Government (WG) Owned Cameras = 47, a mix of CA Traffic Evo8 and Jenoptik Vector type cameras (all of which are in active operational service) – these are currently supported by the NMWTRA (North & Mid Wales Trunk Road Agency) and their contracted third-party.

The NMWTRA engineering contract of these WG owned cameras will expire April, 2021, with ownership of these cameras thereafter transferring to NWP, where it will be expected that the successful single supplier will fully manage these cameras in line with this Contract and its requirements (at additional cost to be agreed into the future – not to be included in the costs within the pricing schedule as part of the tender submission).

The detail above is for guidance only and may be subject to change and NWP will not accept responsibility for any error in the detail.

The Contractor must provide a named Service Delivery Manager who will work alongside NWP ICT Service Management to ensure that all maintenance and operational issues are resolved or the appropriate action taken within an acceptable time frame.

Suppliers should note that any staff employed on this contract must be vetted to NPPV Level 3, which will be undertaken prior to the contract commencement.

It has been identified that our current CA Traffic EVO 8 cameras are nearing end of their life and the Contractor will be expected against separate capital expenditure to recommend a suitable up to date replacement, including their supply, installation, configuration and support.

SCOPE

1. Fixed and Re-Deployable ANPR Cameras

Response Times

A 24/7 Service is required against the existing QRO Middleware server applications (CSGS and CheckIT interfaces) and associated SQL database, which will require a remote 4 hour response and 8 hour resolution time.

Furthermore the cameras should have a 4hr response time, and an onsite resolution within 2 working days (within a Monday to Friday, 0800 – 1800hrs service window, which excludes UK Bank Holidays).

The resolution of a camera within the agreed SLA requirement will be dependent on agreed lane closure requests being suitably authorised by the relevant Highways Agency (5 sites currently require Traffic Management lane closures).

The Contractor will however be required to provide a suitable MEWP (Mobile Elevation Works Platform) where necessary to meet this agreed SLA resolution time (24 sites currently require the use of a MEWP).

Support

The Contractor will support the following for both of the existing QRO Middleware server applications (CSGS and CheckIT interfaces), its associated SQL database, and cameras:

- Initial diagnosis
- Remote response and further diagnosis
- Remote repair and recovery
- Remote restoration
- Onsite response and further diagnosis
- Onsite repair and recovery
- Onsite restoration
- Incident Management inclusive of a 24/7 Service Desk facility
- Change Management
- Problem Management
- Asset Management including the management of a replacement spares pool of cameras
- To form an end to end service relationship with NDI and their third-party contracts, in relation to the All Wales HAMS Hosted ANPR Service
- To form an end to end service relationship with NWP's current or future primary ICT Managed Service Provider, in relation to the NWP ANPR Middleware Server. This is a virtualised server which is managed by NWP's current provider against their overall Hyper-V infrastructure
- To be the SPOC single point of contact for all ANPR cameras; the Contractor will be required on behalf of NWP to report issues associated with all WG

- owned cameras with the relevant WG camera support contractor and to seek status and expectations against all such open incidents or problems
- To keep NWP's primary ICT Service Desk fully informed and updated on all open incidents or problems related to ANPR
 - The Contractor should include as part of the service an annual preventative maintenance exercise to all NWP active sites and cameras
 - The Contractor if and when required will be expected to complete NASPLE testing at a particular site or camera, to agreed National Standards; in accordance with a new installation or a replacement requirement (and costed on a per camera basis)
 - The Contractor must provide names and contact details of all resources who will support and manage requirements in relation to this contract, for NPPV Level 3 vetting clearance requirements
 - The Contractor will provide details of a contact telephone number and email address for reporting all maintenance and operational issues (Service Desk)
 - The Contractor must provide a monthly service report in relation to incidents, problems and changes, including scheduled future works such as annual preventative maintenance visits
 - The Contractor must arrange Monthly or Quarterly Service Review meetings, and provide a dedicated Service Delivery Manager
 - All the Contractor staff must have received the appropriate training for the equipment they are to work on, and to carry appropriate photo identification when working at NWP sites
 - Remote access provision if and when required will be granted to the Contractor's vetted staff through a SSL VPN portal monitored and managed by NWP's primary ICT Service Desk
 - Engineering onsite camera incidents were approx. 57 per annum
 - When work on site is undertaken, all signage utilised must be bilingual.

Networks

All camera network communications such as ADSL, Fibre or Mobile Network 3G/4G/LTE, to allow connectivity through to NWP's ANPR QRO Middleware Server (and onwards to All Wales HAMS and NAS), will be commissioned and provided by NWP; the Contractor will however be expected to connect NWP's cameras to these provided services, and liaise on behalf of NWP with such providers, if and when required.

Standards

The Contractor must follow all current and future British Standards as well as any EU Standards in force at the time, in addition to all Manufacturers' Standards for installation and maintenance.

Stock/Equipment

The Contractor will keep locally a stock of standard parts and tools as recommended by the manufacturers or following analysis of equipment failure on the sites. The

Contractor must be able to access to or be able to hire a MEWP immediately in order to meet required response timeframes.

Contact Detail & Reporting

- The Contractor must provide names and contact details of all resources who will support and manage requirements in relation to this contract, for NPPV Level 3 vetting clearance requirements
- The Contractor will provide details of a contact telephone number and email address for reporting all maintenance and operational issues (Service Desk)
- The Contractor must provide a monthly service report in relation to incidents, problems and changes, including scheduled future works such as annual preventative maintenance visits
- The Contractor must arrange Monthly or Quarterly Service Review meetings, and provide a dedicated Service Delivery Manager
- All the Contractor staff must have received the appropriate training for the equipment they are to work on, and to carry appropriate photo identification when working at NWP sites
- Remote access provision if and when required will be granted to the Contractor's vetted staff through a SSL VPN portal monitored and managed by NWP's primary ICT Service Desk

2. Purchase of ANPR equipment and associated services - to include, but not limited to cameras, ICT hardware and ancillaries

This is defined as the purchase of new camera(s) and/or ANPR devices for fixed or mobile use, which may be required during the contract period.

Support Requirements

- The purchase, installation and configuration of ANPR fixed cameras
- The purchase, installation and configuration of mobile cameras
- The purchase, installation and configuration of re-deployable cameras which will be able to be deployed at short notice in a wide variety of deployments
- The purchase, installation and configuration of future ANPR Application interface software, if required in the foreseeable future
- To provide a product warranty of at least 24 months for all equipment purchased
- The purchase, installation and configuration of in-vehicle ANPR application software
- The provision of an ordering mechanism to obtain goods and associated services
- The purchase of spare parts for all types of ANPR cameras, fixed, re-deployable and mobile used with NWP
- The Contractor to be the SPOC for all new NWP commissioning requirements, in relation to liaising with Local Authorities and third party suppliers
- Testing inclusive of NASPLE performance testing if and when required
- To provide Training for both their own engineers, and NWP staff where relevant
- Any other support as detailed in Section 1.

It has been identified that our current CA Traffic EVO 8 cameras are nearing end of their life and the Contractor will be expected against separate capital expenditure to recommend a suitable up to date replacement, including their supply, installation, configuration and support.

The minimum specification for replacement cameras will include –

- an ip68 waterproof rating
- low power consumption aligned to the Elexon un-metered supply power table
- zoom lens capable of reading a single lane or two or three dividable lanes of traffic from either an overhead location or at the side of the carriageway, travelling towards or away from the camera (i.e. front and / or rear plates)
- capability to connect to Fibre, ADSL or mobile network (i.e. 2G / 3G / 4G via the PCC's APN) and securely transfer the captured data using the UTMC Version 1.1 or above protocol
- The camera will be required to capture registration plates using infra-red and colour camera technology when required, with associated high resolution

daytime colour overview images. It is preferable, but not essential, for the camera to be able to capture night time overview images in areas of low light. The camera should also be configurable to send text, plate patch and overview as a fetch option (or combination thereof)

- The general performance of the camera including capture and read accuracy, associated data standards, image size, GPS location and security, must be capable of meeting all criteria in the version of the National ANPR Standards for Policing and Law Enforcement (NASPLE)
- The camera must be capable of achieving time synchronisation through GPS and network time protocols (e.g. SNTP)
- The camera must be suitable for installation on various structures, such as (but not limited to) street lighting columns, CCTV columns, Bridge parapet railing, gantry
- In the event of loss of communication, the camera must be able to store captured data (meta data, plate patch and overview) for a minimum of 72 hours

The camera will be required to have the ability to capture and store streamed video to facilitate night and day NASPLE performance testing.

3. ANPR Associated Works and Infrastructure including but not limited to electrical and civil works

These works would be required where new cameras are required and possible to rectify any issues which may arise with current cameras where works are required to rectify.

To arrange for all civil works as required for the proposed solution. To include contacting the Highways Agency, Local Council Authorities and the customer's Electricity Suppliers.

Requirements

- Site evaluation and survey where necessary
- Liaison with NWP's Electricity Suppliers for a particular area
- Liaison with NWP's Highways Agencies for a particular area
- Liaison with NWP's Local Council Authorities for a particular area
- Access to appropriate equipment to conduct civil works (MEWP)
- The Contractor must follow all current and future British Standards as well as any EU Standards in force at the time, in addition to all Manufacturers' Standards for installation and maintenance
- To document all correspondence on behalf of NWP
- Provision of Electric Works (to connect cameras to approved locations)
- Civil Works to include digging and filling holes, cabinet installation
- Installation of camera fixtures, fittings and poles

Staffing

- The Contractor must provide names and contact details of all resources who will support and manage requirements in relation to this contract, for NPPV Level 3 vetting clearance requirements
- All the Contractor staff must have received the appropriate training for the equipment they are to work on, and to carry appropriate photo identification when working at NWP sites

4. Mobile - a range of ANPR cameras including but not limited to in-car

This is defined as a complete system that is intended to be permanently positioned in a vehicle (car/motorbike) or positioned temporarily at the roadside. It is a system primarily intended to be used on the move. The system will either be integrated into a vehicle with an existing driver behaviour camera system (e.g. speed enforcement equipment) or installed in a vehicle or at the roadside which is not equipped as such. In the case of integration, the system will either take the camera input from the existing source or from a separate camera input capable of providing images suitable for ANPR reading.

There are currently approximately 40 vehicles that have ANPR capability.

The ANPR in-vehicle or roadside provision will be configured to supply ANPR plate patches and overview images to NAS through NWP's current ANPR QRO Middleware server applications (CSGS and CheckIT interfaces) and its associated SQL database and onwards to HAMS.

The Contractor will potentially be required to include this service provision into the foreseeable future, in monitoring, managing, configuring and supporting/repairing the current mobile infrastructure (at an additional cost). This may include the recommendation of a new replacement in-vehicle and temporary roadside ANPR solution.

There is however an expectation to manage the current vehicle configuration requirements against the current NWP ANPR QRO Middleware server CheckIT application interface and its associated SQL database.

5. ANPR - Provide strategic, broad based advice across a wide range of ANPR disciplines and functions

This is defined as provision of strategic advice on the best way of achieving the client's objectives, in relation to ANPR services.

- The Contractor will provide a detailed study of the clients ANPR system to identify any cost saving opportunities, particularly where utilisation of existing infrastructure can be used to achieve the client's objectives.
- The Contractor shall provide to the client a full Project Plan which include outputs and milestones, and shall provide at least weekly updates on milestone delivery, risks and issues to the client.
- Delivery of cashable savings through competitive rates, which offer significant reductions against existing rates.
- Provide advice and guidance on the range of cameras and ANPR technology that is available on the market.
- Advise on the availability of networks, power, mobile communication methods, wireless and broadband connections etc.
- To have the ability to promote strategic relationships with suppliers between each of the clients to drive value for money and leverage of the collective buying power.
- The provision of technical advice including technical studies, prototyping and technical demonstrators, concept development, project and task based technical advice.
- Provide site assessments and surveys within client budgets.
- Provide advice on the positioning of cameras and produce architectural design documentation.
- To provide a range of consultants with Maximum Day Rates. Maximum Day Rates are to be based on a Working Day consisting of eight (8) hours (excluding breaks).
- Maximum Day Rates shall be inclusive of travel and related expenses to the Base Location. Any additional travel and related expenses shall only be payable to the Supplier where any entitlement is specified in the individual customers requirements.
- The Contractor shall ensure that knowledge acquired during the framework term is transferred to the client, along with their performance data gathered which allows for the client to improve awareness of strategic approaches and market intelligence; and to further share the learnings to internal and external stakeholders. Number of faults reported over a 12 month period requiring an engineer to site was approximately 58.

2. METHOD STATEMENTS

MS1 – Experience

Please describe how you will fully manage the ANPR QRO Middleware server applications (CSGS and CheckIT interfaces) used at NWP for the future provision of all NWP ANPR data traffic through HAMS (Hosted ANPR Management Service) to NAS.

- Experience of managing this product specifically in monitoring, managing, configuring and supporting such requirements (CSGS, CheckIT and its associated SQL Database)
- Examples of current Police Contracts purely in an ANPR service provision of a local ANPR Middleware or Management server (not the hardware and operating system element, but application and associated database elements)
- Examples of recent ANPR specific implementations (back-office and cameras including in-vehicle)
- Expertise of staff / industry qualifications / standards within an ANPR specific Middleware/Management application server environment

MS2 – Product Knowledge

Please describe how you would manage NWP's current camera infrastructure (CA Traffic EVO8/MAV Rapier) both remotely and onsite at each camera site, against the response and resolution times specified.

- Experience of current products used within NWP including examples within an ANPR and Policing environment
- Relationships with NWP's product manufacturers and others within the ANPR environment
- Expertise of staff / industry qualifications / standards within an ANPR specific camera environment

MS3 - Response

Please detail where your ANPR experienced resources are located, for Service Desk, Application Support (ANPR Middleware/Management Server) and Camera Engineering capability and how you will respond to application server and camera related incidents, both remotely and onsite against their specific coverage periods and within the specified Response and Resolution times identified

- Location of each ANPR Support Depot and its primary function
- Number of staff resources within each support area by location, and how many in each area have relevant police vetting
- Staff experience and knowledge of the North Wales geographic area and road infrastructure

MS4 – Social Value

NWPCC and NWP are committed to the Public Services (Social Value) Act 2012, the Well-being of Future Generations Act (Wales) 2015 and the Modern Slavery Act 2015, ensuring that social, economical, environmental and cultural issues are considered at all stages of our commissioning and procuring process, and as part of the whole life cost of a contract.

Tenderers are asked to articulate how they will support NWPCC and NWP in achieving its priorities and any social benefits you can bring to this Contract. In context of the Public Services (Social Value) Act 2012, tenderers shall describe how they shall ensure wider social, economic, environmental and cultural benefits on behalf of NWP and/or NWPCC during the performance of the contract.