



Wem Town Council CCTV Maintenance Contract 2025-26

Wem Town Council are currently in the process of awarding the contract for the repair and routine maintenance of the Town Councils CCTV network for the next year.

Wem Town Council is responsible for the 13 cameras outlined below

CAMERA LOCATIONS

	Site	Actual Location of Camera	Purchased/ Upgraded
1	Butler Sports Centre	PTZ Camera fixed to lamppost adjacent to entrance gates.	2009
2	Wem Recreation Ground	PTZ Camera fixed to special lamppost adjacent to Skateboard Park.	2018
3	Wem Rail Station	PTZ On lamppost by entrance to station car park opposite entrance to recreation ground	2018
4	White Lion Public House, High Street	PTZ Camera on corner of building covering road junction of High Street/New Street/car park entrance.	2009
5	Jubilee Square (x 2)	Hikvision DS-2SE4C425MWG-E(14F0) 4 MP 25 × IR Network Speed Dome On Jubilee Square monitoring public toilets and shed	2024
6	Leek Street	Fixed On Wem Youth Club	2021
7	19/21 High Street	PTZ Camera on front of building facing Noble Street junction.	2019
8	Wem Town Hall	PTZ On Town Hall (Original recreation ground camera moved to location in 2018)	
9	Chapel Street	Fixed camera (very poor facing fixed spot)	2009
10	40 High Street (Crown Street)	PTZ Camera on side of building looking down Crown Street	2009
11	50 High Street (Church)	PTZ Camera on front of building facing High Street/Mill Street junction	2009
12	Lamppost Z 35 High Street	Camera on Lamppost opposite junction of High Street with Noble Street	2023

Additional Infrastructure included as part of the contract

- CCTV Recorder at Wem Swimming and Lifestyle Centre
 - Monitoring equipment Wem Town Council Office currently with a 30 day recording capacity
 - Aerial at The Thomas Adams School, Lowe Hill Road, Wem
 - Aerial, cameras and radio link equipment at Wem Town Hall, High Street, Wem
 - CCTV Signage
 - Various radio links at locations around Wem
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Contract Specification

Overall Purpose

To undertake routine maintenance and reactive maintenance of CCTV Cameras in the town of Wem under the control of Wem Town Council to ensure that the camera network remains operational, safe and are well maintained.

Contract Length

1 year commencing on 1.9.25 – 31.8.26. the Town Council reserves the right to review and if necessary extend the contract after 1 year.

Service's to be provided as part of the contract

- Emergency call-out
- Maintenance of existing network
- Online remote system maintenance / repairs;
- Technical assistance via telephone;

As well as maintenance outlined above on an annual basis the contract will be required to carry out the following preventative maintenance to the CCTV equipment on a 6 monthly basis.

1. Camera Housing

- Clean housing glass of camera units Replace where necessary
- Visual inspect, check weatherproof gasket for seal, rectify where necessary.
- Check internal housing for moisture, rectify where necessary
- Check external joints and re-seal where necessary.
- Check validity of all brackets & mechanisms.

2. Pan / Tilt Mechanisms

- Check operation of pan tilt mechanism and operation
- Re-set limits and 'dead spot' where necessary.
- Check gear box, bearings etc. Adjust or replace where necessary
- Check pan tilt controller for ingress of moisture.
- Replace seal where necessary.
- Replace electronic units where necessary.
- Check validity of all brackets & mechanisms.

3. Bracket Mounts/Poles

- Check for instability in columns and brackets.
- Check validity of any locking mechanisms.
- Replace or temporarily make safe any unstable columns or brackets.
- Check all relevant electrical and earth connections.
- Check for any cable damage, corrosion.
- Check bracket mounts/poles for corrosion and produce written report for Wem Town Council.
- Advise Wem Town Council of any damage to unit.

4. Camera and Lens

26.6.25

- Inspect for moisture, seal failure.
- Rectify or replace where necessary.
- Clean optical lens with proprietary soft lens cloth and refit.
- Check operation of auto iris & zoom Adjust where necessary
- Re-set camera to manufacturer's specification. Adjust camera settings as necessary.
- Check all relevant camera performance.

5. **Cables, Connectors & Connections**

- Check all cables for damage continuity etc.
- Check and replace if necessary all covers.
- Check all connections, plugs for damage, continuity, moisture ingress. Replace where necessary

Miscellaneous

- Check all housings not already noted for electrical isolation / earthing; ventilation and cleanliness. Rectify any issues as necessary.
- At the end of every quarter, the Contractor must provide the Client with a record of all maintenance visits and confirm action that has been activated or requires further involvement.

Contract Requirements

Contractors responsibility

It shall be the responsibility of the contractor to comply fully with the requirements of legislative Health and Safety Law and Regulations including CDM regulations.

The contractor will provide a Health & Safety statement, along with risk assessments and method statements prior to the commencement of any work.

The contractor must provide insurance details along with their application, to include public liability to a minimum of £10 million.

The contractor must provide all relevant qualification and accreditation information to allow operatives to carry out work on the Town Council's CCTV system with their application.

During servicing and maintenance the Contractor is responsible for ensuring validity of all equipment and compliance with safety regulations

Data Protection

The contractor must be able to demonstrate that they are able to operate in compliance with the ICO Surveillance Camera Code of Practice 2022, in regards to maintenance of cameras and assessment reports that are undertaken

Sub-contracting

The Council does not agree to any work being subcontracted by the appointed contractor.

Contract Payments

The specified routine maintenance part of the contract will be paid annually over the length of contract. Any other reactive maintenance work will be paid upon receipt of invoices unless otherwise negotiated.

Freedom of Information Act and Environmental Information Statement

The Council is subject to the **Freedom of Information Act 2000 (FOIA)** and the **Environmental Information Regulations 2004 (EIR)**.

This means the Council may be legally required to disclose information about this procurement process or the resulting contract if someone requests it.

If you, as a contractor, believe that any part of your submission is **commercially sensitive** (for example, if sharing it could harm your business interests), you must:

- Clearly label the information as **"Not for disclosure to third parties"**
- Provide written reasons why you believe the information should be kept confidential, and where possible, refer to the relevant exemptions under FOIA or EIR.

The Council will:

- Take reasonable steps to consult with you and consider your views before releasing any information you have marked as sensitive.
- However, the Council has the **final decision** on whether information should be disclosed, in line with its legal obligations under FOIA and EIR.

The Council will not accept responsibility for any loss or harm caused by disclosure if:

- The information was not clearly marked as confidential with valid supporting reasons.
- The information is not legally exempt under FOIA or EIR (for example, it is not a trade secret or does not pose a genuine risk to your commercial interests).
- The law requires disclosure in the public interest, even if you object.

If you would like more information, you can refer to the Council's Freedom of Information policy or the guidance provided by the Information Commissioner's Office at www.ico.org.uk.

Evaluation and awarding of contract

The Council shall make their decision based on a quantitative and qualitative assessment. This will be made up as follows:

90% Price

5% Health and Safety

As detailed above contractors must include a valid health and safety policy and Provide information pertaining to any previous enforcement action issued by the HSE in the last three years.

5% Previous Experience & References – Contractors must provide information relating to similar work undertaken within the last three years and supply details of two organisations who can provide a reference.

The Council reserve the right to carry out a credit check on the selected contractor.

**Wem Town Council
CCTV MAINTENANCE CONTRACT
QUOTATION**

	Cost if not included please stipulate travel fees	Response time
Emergency call-out charge		
On site repair of reported failures and issues with system please include <ul style="list-style-type: none"> • labour charges, • additional machinery fees • any call out fee 		
Online remote system maintenance / repairs;		
Technical assistance via telephone;		
Preventative maintenance works as per schedule - please indicate how many visits per year		
Replacement Camera (Please specify type)		

This is a one year contract which may be determined by either party with 6 months' notice in writing.

The selected contractor will be requested to supply insurance certification, risk assessments prior to the contract starting.

COMPANY NAME

ADDRESS

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CONTACT NAME

TELE. NUMBER

MOBILE**EMAIL**

Quotes to be returned to Wem Town Council, Wem Library, High Street, Wem SY45AA
or via email info@wem.gov.uk by 16.00 on 24.7.25