



Wem Town Council CCTV Maintenance Contract

Wem Town Council is seeking quotes for the repair and maintenance of the Town Council's CCTV System.

Contract Specification

Wem Town Council is responsible for the 13 cameras outlined below

CAMERA LOCATION

Number	Site	Actual Location of Camera	type	Purchased/ Upgraded
1	Butler Sports Centre	Camera fixed to lamppost adjacent to entrance gates.		2009
2	Wem Recreation Ground	Camera fixed to special lamppost adjacent to Skateboard Park.	PTZ HD IP CCTV dome camera	2018
3	Drayton Gate	On lamppost by entrance to station car park opposite entrance to recreation ground	PTZ HD IP CCTV dome camera	2018
4	White Lion Public House, High Street	Camera on corner of building covering road junction of High Street/New Street/car park entrance.		2009
5	Jubilee Square	On pole in Jubilee Square monitoring public toilets	PTZ HD IP CCTV dome camera	Upgraded 2015
6	United Services Club Leek Street, Wem	Camera fixed to gable wall of club building overlooking main car park.	PTZ HD IP CCTV dome camera	Upgraded 2020 to be relected 2021
7	Noble Street	Behind Town Hall	Fixed	2009
8	19/21 High Street (Camera on front of building facing Noble Street junction.		2019
9	Wem Town Hall	On Town Hall		Original recreation ground camera moved to location in 2018

10	Chapel Street		Fixed camera	2009
11	40 High Street (Crown Street)	Camera on side of building looking down Crown Street		2009
12	50 High Street (Church)	Camera on front of building facing High Street/Mill Street junction		2009
13	Lampost Z 35 High Street (owned by Shropshire Council)	Camera on Lamppost opposite junction of High Street with Noble Street		2009

Additional Equipment included as part of the contract

- Monitoring equipment Wem Town Council Office currently with a 30 day recording capacity
- Aerial at The Thomas Adams School, Lowe Hill Road, Wem
- Aerial at Edinburgh House, New Street, Wem (Shropshire Council)
- Aerial, cameras and radio link equipment at Wem Town Hall, High Street, Wem
- Software upgraded 2015 and 2019

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**

- 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.

Data Protection

Contract must be able to demonstrate that they are able to operate in compliance with the ICO Code of Practice 2014, in regards to maintenance of cameras and assessment reports that are undertaken [cctv-code-of-practice.pdf \(ico.org.uk\)](#)

Health & Safety:-

- Contractors will be expected to provide fully trained operatives and provide the Council with copies of its risk assessments associated with this work.
- During servicing and maintenance the Contractor is responsible for ensuring validity of all equipment and compliance with safety regulations.

Insurance:-

Employers and Public Liability must be held and produced to the council by the Contractor on commencement of any contract.

Contract Length:-

A 3 year contract will be awarded after consideration of quotes at an Wem Town Council Meeting the Town Council reserves the right to review the contract after 1 year.

Contract Payments:-

The contract value will be paid annually over the length of contract upon receipt of invoices unless otherwise negotiated.



**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 labour charges and 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		

This is a three 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, Edinburgh House, New Street,
Wem SY45DB or via email info@wem.gov.uk by 16.00 on 28.7.21