**Q&A Record**

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| **Question** | **Response** |
| What are the insurances mentioned? | We anticipate that candidates may wish to identify what insurance (Employer, Public and Professional indemnity) they have in place – as we are required to review proofs of these in pre-contracting. Further, candidates may wish to describe what operational assurance their proposal can offer – in terms of resilience, reliability and responsiveness to any issues of the locks in operation, and the business continuity arrangements surrounding the core governance system. |
| Is a site visit available? | As we have included the detail of our estate, we have not, at this time, envisaged undertaking a supplier briefing day. Please note where we do undertake these, they would most likely be an open day and not a one to one with any single candidate. |
| What is the price/quality criteria split? | This is set out on Page 4 of the tender document. |
| Contract length (Is this simply supply and install? Or will there be a maintenance side to the contract? | We anticipate that candidates will offer a contract that enable the supply of locks, of a compatible standard that is as future proof as possible, and which we might continue to buy for 5-10 years and potentially longer if the product remains relevant and cost effective. As set out in the tender, we aim to have a relationship that includes installation. Candidates may wish to share their perspective of maintenance and warranty. Most governance systems we are aware of, consist of licensing, and models for support, whether direct with the proprietor or through resellers. We anticipate that candidates may wish to identify their pricing model for the maintenance and licensing and any other attendant costs of the operating system, potentially, in multi-year illustrations.  (i.e. Cost of supplying and installing, cost of maintenance of physical aspect, and cost of software support) |
| Is there an estimated value for this project? | We do not currently have a set budget for the project.  Within the assessment of bids, we will be looking at price to value so pricing should be competitive. |
| Can you make any drawings of the buildings available? | The residential plans.zip has been uploaded to our [tenders help site](https://help.chi.ac.uk/tenders) to show examples of our residential buildings. However please note that this does not necessarily cover all doors requiring locks nor do all doors on the plan necessarily require locks. The plans should only be used as a rough guide. We do have maps of both campuses available at <https://maps.chi.ac.uk/> You can also see the various rooms within each building. |
| How long do you expect pricing to be held? Our normal terms are 90 days and in some cases 6 months, depending on suppliers. | Assessing what is the most advantageous tender is a process of reviewing each candidates’ submissions on an equal basis. Different candidates may have different pricing strategies, however, we might, for example anticipate that each candidate’s, per lock and installation price, core system licensing and maintenance to inflate at no more than CPI and maintain competitiveness against other solutions. Any other price mechanisms will be assessed against those in others, using consistent scenarios across what a contract might look like. |
| What is expected to start on September 1st 2024? Is this the planning phase? | We have set out in the tender that we anticipate commencing transition for the obsolete (but operational) locks, after detailed planning with the candidate that provides the most advantageous tender. Assuming there are no unforeseen impediments, it is likely this will be achieved early in the late summer / early autumn, and that the plan can begin to be actioned soon thereafter. With a significant number of locks to update, we anticipate that the replacement and transition programme may well be shaped by our, and the supplier’s logistics, and by the avoidance of disruption to our students. |
| Do you currently have a breakdown of the 7-year timescale?  What is expected over 7 years? | The plan over time, will be subject to the planning referred to above, however, we anticipate that this might consist of the bulk of lock replacements over 1-2 years, possibly longer if logistics prove challenging. Subsequently, as mentioned in the tender, the University has planning consent for new buildings to consider, whereby these projects would involve unoccupied rooms and hence easier planning for their bulk installations.  There would therefore be a taper of greater reliance on the (potentially new) core system, and any maintenance proposal, as the proportion of old to new changes. |
| Do you want the system to be hosted locally or cloud-based? | Subject to the security, performance and reliability of the end to end aspects of the system, we have no preference. |
| Do you want us to quote for the entry and exit doors for the buildings? If so, how many are there?  Do you want access control per floor? | This will depend on the capabilities of the systems put forward by candidates. As set out in the tender, we are ultimately seeking a ubiquitous solution (in terms of card or other access mechanism). For Student Accommodation, (including for conference guests etc) access is at a building level (for students resident in that building), and at an individual level per student room. The buildings are listed in the Tender. We do not currently aim to have per floor access controls.    Locks are on front, flat and individual doors also ancillary doors such as kitchens so keys need to be programmable for multiple doors |
| If we offer a cardless option for the accommodation access control, would this still need to be integrated with the University’s Tribal Student ID system? | Candidates may offer what they believe to be the best methods, however, any such method must be secure, and correlate to a valid, current approved person, whether that person is staff, student of guest. |
| The tender document, under submission details on page 3, says to sign section 4 but I cannot see where this is on the document? Can you please advise? | Please ignore this request as it is an error on the tender document. |
| Please can we request an asset condition report on the existing assets on site? | The tender sets out the locations, type and condition of the existing estate. As this says, we have around 800 rooms /doors with magnetic stripe locks, manufactured by Onity. These, whilst functioning well, will become end of life, as within the next 12 months there will be no (supported) core management system that corresponds to this generation of locks.  Although we have confidence that the core system and locks dependent on it will remain operational (without support and updates) for some time, as the locks are not compliant with supported core management systems, they are in effect becoming obsolete. It is prudent, therefore, to commence the replacement of locks, to minimise the risks of a system failure. |
| Please can we confirm if we only quoting student accommodation at this stage (what we have drawings for)? | As set out in the tender, we are looking to establish a flexible relationship within which we can extend (without having to go back out to tender) beyond the scale of (the proportion of the student accommodation with the soon to be out of support) Onity locks.  Potentially, having replaced the Onity Student Accommodation locks building by building, this means developing projects to replace locks in our remaining Student Accommodation with other types of locks, (which is also the off-campus accommodation) and potentially to converge our on-campus learning and administration buildings (Net2Paxton) systems and locks into a single system. |
| Please can we confirm around the programme of works? Are you looking for us to set a programme for us to complete this works, or do you have a programme in mind? In which case, please could have a copy? | We do not have a fixed schedule – we anticipate that candidates can offer a phased programme in consultation with the University, that allows for replacing a range of numbers of locks over time (within minimal disruption), with a corresponding flexibility in the core management system, and any down-stream maintenance costs etc. We have asked for a per-lock cost (installed) and appreciate that there may be bulk discounts that candidate suppliers may wish to mention. As set out in the tender, the University’s buildings are of various sizes, and we have included the number of student rooms in each Halls of Residence. In addition, we have identified (within the total numbers) that there are 1 or 2 external locks per hall of residence, and typically an elocked common/kitchen room for every 10 or so rooms. |
| Please can you confirm if there is an additional pricing document to be attached? Within most tenders, there is typically a lot more to quote and complete. For example, we note there is no space to quote for maintenance, however question 8 alludes to maintenance requirements. | Please use the opportunity in Section 3 to give itemised costs (per lock) and illustration based on aggregating numbers over time – we had anticipated that candidates might use the ‘any other fees’ to demonstrate relative to the number of locks what such maintenance etc might be. You can adapt the table, of add your own but please bear in mind, we need to be able to make comparisons between candidates. Question 8, and the other questions should enable candidates to expend the context. |
| In point 5, recognised standards, refers to the PCIDSS accreditation. Please can you confirm if this accreditation is mandatory to this tender? | PCIDSS is not a mandatory requirement for this tender. |
| Are any of the flat doors fire rated? if so, what rating? | Yes, they are rated to 30 minutes. |
| Do you have a quantity available for entry/exit and communal doors that are required? There is a difference of 168 doors from the figure provided in section 0.1 (1300 doors) compared to the count in Appendix 4A & 4B (1132 doors). | This is why we initially decided not to issue building plans.   This reflects the relative number of student rooms, plus the external entry doors (1-2 per building) and internal doors to communal rooms and kitchens. We would anticipate that candidates might suggest a per lock cost and recognise that the supply/install will be in (as the tender says) building by building projects. As set out in other Q&As we suggest that the best prevailing pricing is used to indicate what might be forecast, and that future price certainty might be explored in the candidates notes.  In total we are talking circa 800 locks and roughly 35-40 front doors |
| Are you expecting flat doors to be online (i.e. live audit log, battery life etc.) or can these be offline handle sets? | The existing Onity locks are off-line, and we are interested in what candidate’s propose that the best low-maintenance, high reliability scenarios might be. Please note the buildings have structured cabling and wifi, but for student rooms there is not currently a dedicated cable to each lock. |
| How is the current Onity system setup? (i.e. online or offline) | Offline |
| If site visits are not feasible to tender bidders, can you please provide photos of existing doors, lock casings and measurements? | Please see images of a typical student room’s (Currently Onity) Lock |
| If additional carpentry works are required, will this need to be provided as part of the tender return? | Please see pictured lock, we believe replacements would be able to be installed without additional carpentry. |
| For online door proposals, will network ports be provided at the locations or will we need to allow cabling back to the secure communications cabinets mentioned in Section 0.1? | We do not currently have communications or power cabling to individual room locks (they are off-line). It is something we can arrange, including the additional cabinet capacity, but we anticipate that candidates may wish to offer various architectures (on-line, or off-line) and we expect that the candidate will add notes in the tender to help us understand why their proposal would offer more or less advantages in relation to its cost. |
| Same question applies for fire interface units & fuse spurs, will these be provided at online door locations? | As above |
| Will flat bedroom doors require thumb turns internally? | The current system allows residents to deadlock from the inside, but master keys override. We do not think changes to this are needed. |
| How many administrative users will be required to access the management software for the new proposed door system? | Currently we typically use two user log ins, one for each of our two campus accommodation offices. These at a ‘user’ level might be used by one of not more than around 6 staff (during high volume check-in weekends) and typically by just 1 per campus during most weeks of the year. Ideally, we would have a separate system administrator access, to allow for any more detailed configuration etc. We anticipate that the core system can be accessed remotely from the campus accommodation offices, or elsewhere, including that from time to time we may wish to relocate or add card printer/burner/encoders. |
| Can you confirm if you will be providing hardware for administrative locations? If so, how many will be required? | If by hardware you refer to PCs for staff, then yes, we provide this as part of our accommodation offices / or through staff Laptops access. However, depending on the system proposed there will be need for card printer/ burner/encoder - if these are not provided in your solution, we will need to know the model recommended. |
| Can you confirm if IT would be providing the server for the proposed system? | Yes, our existing system(s) use hardware hosted by the University’s IT team, and this can be provided for new systems. However, we are not averse to other suggestions such as cloud hosting. |