**Q&A Record**

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| **Question** | **Response** | **Date** |
| The number of Planned Preventive Maintenance (PPM) days required annually are per site, or a total of 12 days / year for both Chichester Campus and Bognor Regis Campus? | A total of 12 days per year for both Chichester and Bognor Campus | 15/07/25 |
| Any additional services or support functions you are seeking beyond standard BMS maintenance (Remote Support, On Site Training, Cloud sub)? | Only reactive call outs should there be any issues with the System outside of the contracted maintenance visits | 15/07/25 |
| Any other relevant documentation or information that would support our preparation? | No. All relevant documents have been disclosed and are available on Find a Tender and our Help Site. <https://help.chi.ac.uk/tenders> | 15/07/25 |
| Would it be possible to obtain a copy of the Trend SET files for the Trend BMS control asset across the Chichester University BOC & BRC Campuses? | The SET files are on the IQVISION server which will be made available to the awarded contractor | 29/07/25 |
| Appendix 3 highlights a Trend 963& TOPS plus Trend IQVision installed onsite at BOC; can you confirm that the central platform is utilised for the control/monitoring of both the BOC and BRC campuses? | Yes, the central platform is utilised for both BOC & BRC campuses. | 29/07/25 |
| Do the Central platforms reside on the Chichester university I.T. network with outbound ports configured for remote communications? | The BMS management servers are hosted internally and can be managed remotely via a third-party RDP gateway. Access can only be granted to a static IP or range and the awarded contractor will have an internal University of Chichester account created for access to said gateway.  The endpoints themselves are on a LAN which does not have internet access, with some exceptions which have individual firewall rules to access required internet monitoring servers. | 29/07/25 |