



Health & Social Care
Information Centre

Health & Social Care Information Centre Invitation To Quote

Title: NetApp 100TB Storage Requirement

Reference: SIBU-0295

1 INSTRUCTION TO BIDDERS

1.1 *About these Instructions*

These instructions provide Contractors with the information necessary to produce and submit a Tender which may be evaluated and subsequently used to form a Contract. They are designed to ensure that all tenders are given equal and fair consideration. Therefore it is important that you provide all of the information requested in the format specified.

1.2 *General Tender Information*

Bidders should note that the Health & Social Care Information Centre (HSCIC) reserve the right to hold clarification meetings / presentations with a reduced number of bidders short listed following HSCIC's evaluation team scoring.

Bidders (you) are to complete all sections of this document. Any assumptions or caveats, etc. to the pricing, delivery timescales or any other aspect of your offer should also be stated.

You should indicate in your bid any competitive advantage or additional added value services that you can provide were HSCIC to award the whole requirement on a solus basis (inclusive of any further discount).

HSCIC does not guarantee to award any contract as a result of this competition and also reserves the right to make an award against only part of your bid or to make multiple awards.

1.3 *Process Time Table*

Project deadlines and milestones are as follows:

Tender responses due by **5pm, Friday 27th February 2015**

Appointment of supplier **Tuesday 3rd March 2015**

1.4 *Accompanying Documents*

Your Tender must be submitted in accordance with the following document:

- Instructions to Bidders
- Requirement

Your Tender response must be accompanied by:

- A signed copy of the Canvassing Certificate (as per Appendix 1), confirming that the Bidder/Contractor has not canvassed any member or official of the Authority
- A signed copy of the Certificate of Non-Collusive Tendering (as per Appendix 2) confirming that the Bidder/Contractor has not engaged in collusive tendering

- If the Bidder/Contractor is a subsidiary company, a parent company guarantee bond or other form of security may be required by the Authority on completion of contract documentation

All documents requiring a signature must be signed:

- Where the Bidder is an individual, by that individual
- Where the Bidder is a partnership, by two duly authorised partners
- Where the Bidder is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for that purpose
- Where the Bidder is a consortium of two or more organisations, by duly authorised representatives of each consortium member

Please ensure that you read and follow these instructions, as failure to comply with them may invalidate your tender.

Contractors should electronically sign, date and complete their Tender, inserting their responses in the appropriate places. Contractors must **NOT** amend any of the existing text in any way.

1.5 Decline to Tender

Should you decline our Invitation To Tender (ITT) this will not prohibit your participation in future tenders.

1.6 Tender Submission

You are requested to submit your bid electronic via the CCS website by **5pm, Friday 27th February 2015** as follows:

Bids must be headed:

Tender Ref: SIBU-0295

and addressed to:



Health & Social Care Information Centre

Please ensure that your bid is submitted as defined above. Note that for the purposes of this tender any other method of delivery is not acceptable and may invalidate your tender.

It is the Contractor's responsibility to ensure that tender documents are received in full no later than the tender deadline as specified. Health & Social Care Information Centre (HSCIC),

hereinafter referred to as “The Authority”, cannot be held responsible for the content of any responses that may be lost.

Tenders should be submitted in English and in MS Word using no less than font size 12pt.

1.7 Enquiries

All enquiries relating to the subject matter of this ITT must be submitted **via the CCS website only**.

Responses to **ALL** questions / queries will be sent **via the CCS website only**.

We aim to respond to all queries / questions raised within **2** working days of receipt.

Contractors should note that this document has been prepared in good faith but does not purport to be a comprehensive statement of all matters relevant to the requirement. The Authority and its advisers do not accept any liability or responsibility for its adequacy, accuracy or completeness, nor do they make any representation or warranty, expressed or implied, with respect to the information it contains.

1.8 Conditions Applying to the Tender

1.8.1 Variant Bids

Bidders must provide a tender which is fully compliant with any specified mandatory or minimum requirements. Bidders may submit an alternative bid, but this must be clearly marked as such and must clearly demonstrate added value. If you have innovative ideas which enhance quality and/or reduce cost then these would be welcome and should be addressed in a separate paper at the end of the tender and referred to in the covering letter of your response. The Authority will certainly consider, but may or may not be able to take up innovative ideas.

1.8.2 Tender Documents

Your tender must be submitted in the format out-lined and be delivered by the deadline stipulated.

All responses will be treated as Commercial-in-Confidence.

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We will acknowledge receipt of all tenders received, following the deadline date.

Contractors must demonstrate an ability to provide, administer and manage the requirement in accordance with current and known future legislation, codes of practice, best practice and other guidelines and to the standards, or exceed the standard, and requirements identified in the requirement and proposed contract documentation.

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Contractors must clearly state which services are to be provided from in-house resources and any that are to be subcontracted.

1.8.5 Period for Which Tenders will Remain Valid

Unless otherwise stated by the Contractor, tenders shall remain valid for **90** days from the closing date for the receipt of tenders.

1.8.6 Copyright

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1.8.7 Amendments to the ITT Documents

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1.8.10 Confidentiality

Operating equitable tendering procedures relies on complete confidentiality of costing structures and any other information that may have a direct bearing on the tender outcome. It is therefore mandatory that such information is not disclosed to any third party before the contract is awarded and Contractors are notified.

It is also mandatory that no discussion, canvassing or soliciting of the Authority staff takes place, which may be deemed to have a bearing on the construction of a tender response.

Any breach of this confidentiality may render the tender invalid, except where essential information to cover the requirements of either insurance companies/brokers or financial planning requirements is requested by the Authority, prior to the official tendering process being carried out.

All information supplied by the Authority to you must be treated in confidence and not disclosed to third parties except insofar as this is necessary to obtain sureties or quotations for the purpose of submitting the tender. All information supplied by you to the Authority will similarly be treated in confidence except for the disclosure of such information with regard to the outcome or the procurement process.

1.8.11 Evaluation

The tender process will be conducted so as to ensure that tenders are evaluated fairly and equally. Any contract awarded will be awarded on the basis of the offer which is the most economically advantageous from the point of view of the Authority. You may formally request a debriefing from the Authority if you are not successful in acquiring the contract award.

1.8.12 Contracts

Any Contract awarded will be subject to OGC Terms and Conditions of Contract relevant to this framework agreement.

The Authority reserves the right to amend the draft contract during this exercise. Contractors will be required to signify agreement in principle to the final Contract determined by the Authority.

In addition, the Authority reserves the right to cancel this tender exercise without the need for explanation where circumstances arise that would make this necessary.

The Authority expressly reserves the right:

- (i) Not to award any contract as a result of the current procurement process; and
- (ii) To make any changes which it may see fit to the content or structure of the procurement process.

1.8.13 Canvassing

Any Contractor who;

- a) Directly or indirectly attempts to obtain information from any member, employee, agent or contractor of the Authority concerning the process leading to the award of the Contractor; or
- b) Directly or indirectly attempts to obtain information from any member, employee, agent or contractor of the Authority concerning any other Contractor or proposed Contractor; or
- c) Directly or indirectly canvasses any member, employee, agent or contractor of the Authority concerning the award of the contract;

may to be disqualified from the tender process by the Authority.

1.8.14 Transparency

The parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential Information. The Authority shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA. Notwithstanding any other term of this Contract, the Contractor hereby gives his consent for the Authority to publish the Contract in its entirety, (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted) including from time to time agreed changes to the contract, to the general public.

The Authority may consult with the Contractor to inform its decision regarding any redactions but the Authority shall have the final decision in its absolute discretion.

The Contractor shall assist and cooperate with the Authority to enable the Authority to publish this Contract.

2 Requirement

Please could you provide a quote and lead time(s) / delivery timescale(s) for the following **infrastructure hardware requirement** using the above reference number.

All bids must be attached to the ITQ registered on the CCS website.

2.1 Overview

The Health and Social Care Information Centre is a ground-breaking data, information and technology resource for health and care system and plays a fundamental role in driving better care, better services and better outcomes for patients.

We collect, analyse and publish national data and statistical information. We deliver national IT systems and services to support the health and care system.

This document is for the provision of **NetApp hardware** and the associated support.

The proposed contract will be let by Health & Social Care Information Centre, hereafter termed as HSCIC or the Authority.

2.2 Fitness for Purpose Including Quality

HSCIC require the following **NetApp hardware to increase capacity at one of our Datacentres**.

2.2.1 Product Requirement

DS2246 – Hardware, OS & Services		
Part Number	Product Description	Quantity
X800-42U-R6	Power Cable,In-Cabinet,C13-C14	10
X5526A-R6	Rackmount Kit,4-Post,Universal,R6	5
X6558-R6	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,2m	10
X6561-R6	Cable,Ethernet,2m RJ45 CAT6	10
DS2246-28.8TB-QSR6	DSK SHLF,24x1.2TB,10K,6G,QS OS Performance (TB): 144	5
OS-ONTAPCAP2-0P-QS	OS Enable,Per-0.1TB,ONTAP,Perf-Stor,0P,QS	1440
CS-O2-4HRVA	SupportEdge Premium 4hr Onsite,VA, 36 Months	5
Additional Items		
Part Number	Product Description	Quantity
X2065A-R6	HBA SAS 4-Port Copper 3/6 Gb QSFP PCIe	2
	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,20m	4
	Cable,Ethernet ACP,20m RJ45 CAT6	4

2.2.2 Maintenance and Support

As per Section 2.2.1, HSCIC requires the following support for the DS2246 portion of the requirement.

Part Number	Product Description	Quantity
CS-O2-4HRVA	SupportEdge Premium 4hr Onsite,VA, 36 Months	5

2.3 Delivery

2.3.1 Delivery

Delivery should be made within **3 weeks of the purchase order being issued.**

Delivery will need to be made to **one of our Datacentres** [REDACTED] Where licences are required and will be delivered electronically, they should be sent to [REDACTED]

2.3.2 Implementation

No implementation services are required.

2.3.3 Asseting

Hardware: Each separate hardware item will require an asset label which will be applied prior to - or at the time of delivery, by the supplier.

This will include:

- Workstations
- Each separately rackable component of a system
- Phones

Labelling will not be required for:

- Cables
- Small peripherals or components (i.e. GBICs, Serial adapters)

Asset labels will need to be applied to the devices in a clearly visible position on the front of the device.

Where devices are being installed in racks that do not have sufficient space on the front for a label to be applied, pull-out label tags - if available on the device, should be used.

Where neither of the former is possible HSCIC should be contacted for assistance.

The asset label number applied to each device will be sent to HSCIC with the following details:

- Asset number
- Serial number
- Manufacturer
- Model
- Location
- Price (including all components, i.e. installed disks etc)
- Delivery Date

HSCIC will provide assistance, Asset labels and templates where required.

Software Licenses

Each separate software license will require a record for asset management.

For each license purchased, the following should be sent to HSCIC:

- Proof of license – i.e. license certificate
- Manufacturer
- Entitlement details:
 - o Product Entitlement(s)
 - o Edition Entitlement(s)
 - o Version Entitlement(s)
 - o License Type – e.g. Per User, Per Device, Concurrent, Node-locked etc.
 - o Start and End Dates for Entitlements, if applicable
- Part Code / Product SKU (if available)
- Serial number / License Identification Numbers
- Associated agreement numbers
- Licence key
- Price (excluding maintenance)
- Delivery Date
- Maintenance costs
- Maintenance start and end dates

Where the license price is not able to be separated from the first period of maintenance, please indicate if the maintenance is free, or advise of the equivalent cost of maintenance for the same period, if purchased separately.

2.4 Environmental

The supply of the requested products must be compliant with EC Green Public Procurement (GPP) regulations. Further details are available [here](#).

Any additional environmental added value which can be demonstrated will be considered in evaluating proposals put forward.

2.5 Lifecycle Costs

The Authority will be evaluating the proposed solution on affordability and value for money. As such, costs for the following should be outlined as a minimum:

- Initial outlay
- Delivery services – including asseting and implementation
- On-going support and maintenance

3 Responses

Please could you provide responses to the below for this or another similar solution. All bids must be attached to the ITQ registered on the GPS website.

3.1 ***Fitness for purpose including quality***

3.1.1 **Product Requirement**

Please demonstrate the functionalities of the solution proposed which will deliver the benefits outlined above:

Response:

3.1.2 **Fitness for purpose – Maintenance and Support**

Please demonstrate how the proposed solution addresses the non-functional Maintenance and Support requirements outlined above:

Response:

3.2 ***Delivery***

3.2.1 **Delivery**

Please detail how other delivery requirements would be met by the proposed solution:

Response:

3.2.2 **Implementation**

Please detail how other delivery requirements would be met by the proposed solution:

Response: **N/A**

3.2.3 **Asseting**

Please detail how asseting requirements would be met by the proposed solution:

Response:

3.3 ***Environmental Benefits***

3.3.1 **Environmental Benefits**

Please demonstrate here any environmental benefits which can be offered as part of the delivery of the items:

Response:

3.4 ***Lifecycle costs***

3.4.1 **Lifecycle Costs**

Please outline lifecycle costs of the solution including, but not limited to:

- Initial outlay
- Implementation costs
- On-going support and maintenance costs

Response:

Please apply any NHS discounts applicable to this vendor and/or these products.

4 Evaluation Criteria

Any award decision will be made based on the most economically advantageous bid using the following weightings:

Requirement	Requirement Heading	Requirement Category	Requirement Title	% of Category	Category Weight	% of overall score
3.1.1	Fitness for Purpose including Quality	Product Requirement		70%	35%	25%
3.1.2		Maintenance and Support		30%		10%
3.2.1	Delivery	Delivery		50%	10%	5%
3.2.2		Implementation		0%		0%
3.2.3		Asseting		50%		5%
3.3	Environmental	Environmental		100%	5%	5%
3.4	Lifecycle Costs	Lifecycle Costs		100%	50%	50%

Please post any questions regarding this ITQ on the CCS website. In the event of any queries, we will endeavour to answer these within two working days of receipt.

Please note that on all licensing registrations should be completed using [REDACTED] as the registration address.



APPENDIX 1

CANVASSING CERTIFICATE

We hereby certify that we have not canvassed any member, employee, agent or contractor of the Authority in connection with the award of the contract for the Deliverables or any other proposed contract for the Deliverables and that no person employed by us or acting on our behalf has done any such act.

We further hereby undertake that we will not in the future canvass or solicit any member, employee, agent or contractor of the Authority in connection with the award of the contract for the Deliverables or any proposed contract for the Deliverables and that no person employed by us or acting on my/our behalf will do any such act.

Signed:

Position:

For and on behalf of:

Dated:

Signed:

Position:

For and on behalf of:

Dated:

APPENDIX 2

CERTIFICATE OF NON-COLLUSIVE TENDERING

The essence of the tendering process is that the Authority shall receive bona fide competitive tenders from all Tenderers. We, the undersigned, hereby certify that this is a bona fide tender and we have not;

1. entered into any agreement with any other person with the aim of preventing tenders being made or as to the fixing or adjusting of the amount of any tender or the conditions on which any tender is made; or
2. informed any other person, other than the person calling for this tender, of the amount or the approximate amount of our tender except where the disclosure, in confidence, of the approximate amount of our tender was necessary to obtain quotations necessary for the preparation of our tender, for insurance purposes, for performance bonds and/or parent company guarantees or for professional advice required for the preparation of our tender; or
3. caused or induced any person to enter into such an agreement as is mentioned in paragraph (1) above or to inform us of the amount or the approximate amount of any rival tender for the Deliverables; or
4. committed any offence under the Prevention of Corruption Acts 1889 to 1916; or
5. offered or agreed to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the Deliverables any act or omission; or
6. canvassed any person referred to in paragraph 1 above in connection with the Deliverables.

We also undertake that we shall not procure the doing of any of the acts mentioned in paragraphs 1 to 6 above before the hour and date specified for the return of the tender nor shall we do so:

- (1) before the contract award is announced; or
- (2) in the event of our tender being accepted or our being appointed preferred bidder, prior to completion of a contract between us and the Authority.

In this certificate, the word “person” includes any person, body or association, corporate or unincorporated and “agreement” includes any arrangement whether formal or informal and whether legally binding or not.

We acknowledge that if we have acted or act in contravention of this Certificate of Non-Collusive Tendering then the Authority shall be entitled to reject our tender, or after award of any contract pursuant to this process that contract may be rescinded, and that if such rejection or rescission occurs we will indemnify the Authority against all loss and expense arising out of or in connection with



such rejection or rescission.

Signed:

Position:

For and on behalf of:

Dated:

Signed:

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For and on behalf of:

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Health & Social Care
Information Centre

Health & Social Care Information Centre Invitation To Quote

Title: NetApp 100TB Storage Requirement

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1 INSTRUCTION TO BIDDERS

1.1 *About these Instructions*

These instructions provide Contractors with the information necessary to produce and submit a Tender which may be evaluated and subsequently used to form a Contract. They are designed to ensure that all tenders are given equal and fair consideration. Therefore it is important that you provide all of the information requested in the format specified.

Kelway have utilised the HSCIC ITQ document for ease of evaluation and confirm none of the tender text has been amended or changed in any way. The sections below mirror the sequencing and sections of the whole ITQ and provides either a comment of 'noted and understood', as a direct response to the question/statement, or indicates where in this document the response has been provided. Any supporting information, or Appendices, have been named within their section and question number to match the RFI. Our responses herein are in blue text throughout these sections.

1.2 *General Tender Information*

Bidders should note that the Health & Social Care Information Centre (HSCIC) reserve the right to hold clarification meetings / presentations with a reduced number of bidders short listed following HSCIC's evaluation team scoring.

Noted and Understood

Bidders (you) are to complete all sections of this document. Any assumptions or caveats, etc. to the pricing, delivery timescales or any other aspect of your offer should also be stated.

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You should indicate in your bid any competitive advantage or additional added value services that you can provide were HSCIC to award the whole requirement on a solus basis (inclusive of any further discount).

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1.3 *Process Time Table*

Project deadlines and milestones are as follows:

Tender responses due by **5pm, Friday 27th February 2015**

Appointment of supplier **Tuesday 3rd March 2015**

Kelway have read and understood the submission deadline and will ensure submission is carried out in accordance with the instructions and deadline above.

1.4 *Accompanying Documents*

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- Instructions to Bidders
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Contractors should electronically sign, date and complete their Tender, inserting their responses in the appropriate places. Contractors must **NOT** amend any of the existing text in any way.

Kelway have read and understood and will ensure submission is carried out in accordance with the instructions and deadline stated. As requested, the submission is dated and signed by two of Kelway's Company Directors in the appendices section of this response document.

1.5 Decline to Tender

Should you decline our Invitation To Tender (ITT) this will not prohibit your participation in future tenders.

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[Noted and Understood](#)

1.8.12 Contracts

Any Contract awarded will be subject to OGC Terms and Conditions of Contract relevant to this framework agreement.

The Authority reserves the right to amend the draft contract during this exercise. Contractors will be required to signify agreement in principle to the final Contract determined by the Authority.

In addition, the Authority reserves the right to cancel this tender exercise without the need for explanation where circumstances arise that would make this necessary.

The Authority expressly reserves the right:

- (i) Not to award any contract as a result of the current procurement process; and
- (ii) To make any changes which it may see fit to the content or structure of the procurement process.

[Noted and Understood](#)

1.8.13 Canvassing

Any Contractor who;

- a) Directly or indirectly attempts to obtain information from any member, employee, agent or contractor of the Authority concerning the process leading to the award of the Contractor; or
- b) Directly or indirectly attempts to obtain information from any member, employee, agent or contractor of the Authority concerning any other Contractor or proposed Contractor; or
- c) Directly or indirectly canvasses any member, employee, agent or contractor of the Authority concerning the award of the contract;

may to be disqualified from the tender process by the Authority.

[Noted and Understood](#)

1.8.14 Transparency

The parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential Information. The Authority shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA. Notwithstanding any other term of this Contract, the Contractor hereby gives his consent for the Authority to publish the Contract in its entirety, (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted) including from time to time agreed changes to the contract, to the general public.

The Authority may consult with the Contractor to inform its decision regarding any redactions but the Authority shall have the final decision in its absolute discretion.

The Contractor shall assist and cooperate with the Authority to enable the Authority to publish this Contract.

[Noted and Understood](#)

Requirement

Please could you provide a quote and lead time(s) / delivery timescale(s) for the following **infrastructure hardware requirement** using the above reference number.

All bids must be attached to the ITQ registered on the CCS website.

Noted and Understood

1.9 Overview

The Health and Social Care Information Centre is a ground-breaking data, information and technology resource for health and care system and plays a fundamental role in driving better care, better services and better outcomes for patients.

We collect, analyse and publish national data and statistical information. We deliver national IT systems and services to support the health and care system.

This document is for the provision of **NetApp hardware** and the associated support.

The proposed contract will be let by Health & Social Care Information Centre, hereafter termed as HSCIC or the Authority.

Noted and Understood

1.10 Fitness for Purpose Including Quality

HSCIC require the following **NetApp hardware to increase capacity at one of our Datacentres**.

1.10.1 Product Requirement

DS2246 – Hardware, OS & Services		
Part Number	Product Description	Quantity
X800-42U-R6	Power Cable,In-Cabinet,C13-C14	10
X5526A-R6	Rackmount Kit,4-Post,Universal,R6	5
X6558-R6	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,2m	10
X6561-R6	Cable,Ethernet,2m RJ45 CAT6	10
DS2246-28.8TB-QSR6	DSK SHLF,24x1.2TB,10K,6G,QS OS Performance (TB): 144	5
OS-ONTAPCAP2-0P-QS	OS Enable,Per-0.1TB,ONTAP,Perf-Stor,0P,QS	1440
CS-O2-4HRVA	SupportEdge Premium 4hr Onsite,VA, 36 Months	5
Additional Items		
Part Number	Product Description	Quantity
X2065A-R6	HBA SAS 4-Port Copper 3/6 Gb QSFP PCIe	2
	Cable,SAS Cntlr-Shelf/Shelf-Shelf/HA,20m	4
	Cable,Ethernet ACP,20m RJ45 CAT6	4

1.10.2 Maintenance and Support

As per Section 2.2.1, HSCIC requires the following support for the DS2246 portion of the requirement.

Part Number	Product Description	Quantity
CS-O2-4HRVA	SupportEdge Premium 4hr Onsite,VA, 36 Months	5

Noted and Understood

1.11 Delivery

1.11.1 Delivery

Delivery should be made within **3 weeks of the purchase order being issued.**

Delivery will need to be made to **one of our Datacentres in the** [REDACTED]. Where licences are required and will be delivered electronically, they should be sent to [REDACTED]

Noted and Understood

1.11.2 Implementation

No implementation services are required.

Noted and Understood

1.11.3 Asseting

Hardware: Each separate hardware item will require an asset label which will be applied prior to - or at the time of delivery, by the supplier.

This will include:

- Workstations
- Each separately rackable component of a system
- Phones

Labelling will not be required for:

- Cables
- Small peripherals or components (i.e. GBICs, Serial adapters)

Asset labels will need to be applied to the devices in a clearly visible position on the front of the device.

Where devices are being installed in racks that do not have sufficient space on the front for a label to be applied, pull-out label tags - if available on the device, should be used.

Where neither of the former is possible HSCIC should be contacted for assistance.

The asset label number applied to each device will be sent to HSCIC with the following details:

- Asset number
- Serial number
- Manufacturer
- Model
- Location

- Price (including all components, i.e. installed disks etc)
- Delivery Date

HSCIC will provide assistance, Asset labels and templates where required.

[Noted and Understood](#)

Software Licenses

Each separate software license will require a record for asset management.

For each license purchased, the following should be sent to HSCIC:

- Proof of license – i.e. license certificate
- Manufacturer
- Entitlement details:
 - o Product Entitlement(s)
 - o Edition Entitlement(s)
 - o Version Entitlement(s)
 - o License Type – e.g. Per User, Per Device, Concurrent, Node-locked etc.
 - o Start and End Dates for Entitlements, if applicable
- Part Code / Product SKU (if available)
- Serial number / License Identification Numbers
- Associated agreement numbers
- Licence key
- Price (excluding maintenance)
- Delivery Date
- Maintenance costs
- Maintenance start and end dates

Where the license price is not able to be separated from the first period of maintenance, please indicate if the maintenance is free, or advise of the equivalent cost of maintenance for the same period, if purchased separately.

[Noted and Understood](#)

1.12 Environmental

The supply of the requested products must be compliant with EC Green Public Procurement (GPP) regulations. Further details are available [here](#).

Any additional environmental added value which can be demonstrated will be considered in evaluating proposals put forward.

[Noted and Understood](#)

1.13 Lifecycle Costs

The Authority will be evaluating the proposed solution on affordability and value for money. As such, costs for the following should be outlined as a minimum:

- Initial outlay
- Delivery services – including asseting and implementation
- On-going support and maintenance [Noted and Understood](#)

2 Responses

Please could you provide responses to the below for this or another similar solution. All bids must be attached to the ITQ registered on the GPS website

[Noted and Understood](#)

2.1 *Fitness for purpose including quality*

2.1.1 Product Requirement

Please demonstrate the functionalities of the solution proposed which will deliver the benefits outlined above:

Response: [The kit provided by Kelway Ltd will fully deliver the benefits that HSCIC have agreed with NetApp in regards to the increased performance requirements necessary on the existing infrastructure at both Data Centres.](#)

2.1.2 Fitness for purpose – Maintenance and Support

Please demonstrate how the proposed solution addresses the non-functional Maintenance and Support requirements outlined above:

Response: [We have quoted for the NetApp SupportEdge Premium Service that HSCIC currently take use of to ensure the same level of service experienced today is delivered moving forwards.](#)

2.2 *Delivery*

2.2.1 Delivery

Please detail how other delivery requirements would be met by the proposed solution:

Response: [Kelway Ltd will be ordering directly with NetApp as one of their limited number of Star Partners within the UK. This will ensure the quickest delivery time for the goods to be sent to site as the goods will be shipped directly from NetApp's own warehouse by a Company called Lupprians. Lupprians are a specialist logistics company who will require a contact within HSCIC to co-ordinate all of the deliveries with for the two separate Data Centres. They will detail the number, size and weight of each box that will be delivered to each separate site as part of this service. They will also agree on a particular day the delivery will take place with a reasonably accurate time slot as well.](#)

2.2.2 Implementation

Please detail how other delivery requirements would be met by the proposed solution:

Response: [N/A](#)

2.2.3 Asseting

Please detail how asseting requirements would be met by the proposed solution:

Response: [Historically, this service has been undertaken by HSCIC staff.](#)

Kelway Ltd can carry this service out on behalf of HSCIC, however, we would require access for a member of our staff to the sites to attach the asset tag and record the relevant requested information. We would also need HSCIC to provide Kelway Ltd with a sufficient quantity of asset tags, with some further guidance on where you would like the labels to be secured. We would also need to know the location of the Data Centres, and what security clearance is required, if any, to ensure that the appropriate member of staff is aligned to carry this work out. Once we have all of this information we can provide an accurate costing for this service being carried out, however, we can't envisage this service costing more than £150.00 excl VAT.

2.3 Environmental Benefits

2.3.1 Environmental Benefits

Please demonstrate here any environmental benefits which can be offered as part of the delivery of the items:

Response: To minimise the amount of travel involved for this kit to be delivered to site, Kelway Ltd have arranged for the kit to be shipped straight from NetApp's own warehouse, by Lupprians. This will avoid any unnecessary mileage for goods being delivered into Kelway's warehouse, in Rugby, and then onto the two separate data centres. Lupprians, the specialist logistics company, follows the ECO5 principles, is CO2 managed, and will even be carbon neutral by 2016.

Kelway Environmental

ISO 14001 Environmental Management System

- Certificate No: EMS 546095
- Original Approval: 29th April 2009
- Current Certificate: 1st October 2012



The scope of the Environmental Management System (EMS) applies to the sourcing and supply of IT products and support services, including software solutions, licensing, resource management, programme and project management, infrastructure services, maintenance and provision of training services.

Kelway seeks to improve our impact on the environment, taking into account individual business activities and taking guidance from current and pending environmental legislation as well as our customer's wants and needs. We consider the business to be fairly low impact and the risks associated with the services we provide are typical of those within our industry.

Despite this, Kelway's policy is to manage its activities so as to avoid causing unnecessary or unacceptable risks to employees, contractors, customers and

members of the public and to reduce adverse effects on the environment.

Kelway accepts responsibility for the harmful effects its operations have on both the local and global environment and is committed to preventing pollution. We promise to:

- Maintain an Environmental Management System (EMS) to aid our commitment to continual improvement;
- Maintain and develop environmental management policies appropriate to the nature, scale and environmental impacts of our activities, products and services and within the scope of our EMS;
- Comply with all applicable legal requirements and any further requirements we subscribe to from interested parties that relate to our environmental aspects;
- Make this policy available to the public on request.

Kelway continually improve the company's activities by establishing and reviewing IMS objectives, which are set on an annual basis, in support of the company's business, IT service, environmental and information security strategy. Performance in relation to these objectives is reviewed during management reviews of the IMS.

2.4 Lifecycle costs

2.4.1 Lifecycle Costs

Please outline lifecycle costs of the solution including, but not limited to:

- Initial outlay
- Implementation costs
- On-going support and maintenance costs

Response: The initial outlay for all of the hardware to is as per the attached PDF, total cost of £102,304.15 excluding VAT. This includes delivery to site of all of the hardware. The only other cost will be for asseting the kit at the two data centres, which still needs a final cost to be determined, as per the above response in section 3.2.2. The 3-year costs for support and maintenance are built into the initial outlay costs, as per the requirement stipulated in sections 1.10.1 and 1.10.2 (£34,624.20 excluding VAT).



Kelway Ltd/NetApp would also like to offer HSCIC an additional on-site Consultancy service, free of charge, to ensure that all of the NetApp kit is delivering maximum efficiency, optimum performance and is utilising all of the other benefits that NetApp's existing software package can bring to this environment to ensure comprehensive customer satisfaction. It will also enable HSCIC to soundboard any queries/questions that you may have with a dedicated NetApp SE. If this service isn't taken up there will be no difference



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[in cost from the attached PDF.](#)

Please apply any NHS discounts applicable to this vendor and/or these products.

3 Evaluation Criteria

Any award decision will be made based on the most economically advantageous bid using the following weightings:

Requirement	Requirement Heading	Requirement Category	Requirement Title	% of Category	Category Weight	% of overall score
3.1.1	Fitness for Purpose including Quality	Product Requirement		70%	35%	25%
3.1.2		Maintenance and Support		30%		10%
3.2.1	Delivery	Delivery		50%	10%	5%
3.2.2		Implementation		0%		0%
3.2.3		Asseting		50%		5%
3.3	Environmental	Environmental		100%	5%	5%
3.4	Lifecycle Costs	Lifecycle Costs		100%	50%	50%

Please post any questions regarding this ITQ on the CCS website. In the event of any queries, we will endeavour to answer these within two working days of receipt.

Please note that on all licensing registrations should be completed using [REDACTED] as the registration address.

APPENDIX 1

CANVASSING CERTIFICATE

We hereby certify that we have not canvassed any member, employee, agent or contractor of the Authority in connection with the award of the contract for the Deliverables or any other proposed contract for the Deliverables and that no person employed by us or acting on our behalf has done any such act.

We further hereby undertake that we will not in the future canvass or solicit any member, employee, agent or contractor of the Authority in connection with the award of the contract for the Deliverables or any proposed contract for the Deliverables and that no person employed by us or acting on my/our behalf will do any such act.



Signed: 

Position: 

For and on behalf of: Kelway Ltd

Dated: 27/02/2015



Signed: 

Position: 

For and on behalf of: Kelway Ltd

Dated: 27/02/2015

APPENDIX 2

CERTIFICATE OF NON-COLLUSIVE TENDERING

The essence of the tendering process is that the Authority shall receive bona fide competitive tenders from all Tenderers. We, the undersigned, hereby certify that this is a bona fide tender and we have not;

1. entered into any agreement with any other person with the aim of preventing tenders being made or as to the fixing or adjusting of the amount of any tender or the conditions on which any tender is made; or
2. informed any other person, other than the person calling for this tender, of the amount or the approximate amount of our tender except where the disclosure, in confidence, of the approximate amount of our tender was necessary to obtain quotations necessary for the preparation of our tender, for insurance purposes, for performance bonds and/or parent company guarantees or for professional advice required for the preparation of our tender; or
3. caused or induced any person to enter into such an agreement as is mentioned in paragraph (1) above or to inform us of the amount or the approximate amount of any rival tender for the Deliverables; or
4. committed any offence under the Prevention of Corruption Acts 1889 to 1916; or
5. offered or agreed to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the Deliverables any act or omission; or
6. canvassed any person referred to in paragraph 1 above in connection with the Deliverables.

We also undertake that we shall not procure the doing of any of the acts mentioned in paragraphs 1 to 6 above before the hour and date specified for the return of the tender nor shall we do so:

- (1) before the contract award is announced; or
- (2) in the event of our tender being accepted or our being appointed preferred bidder, prior to completion of a contract between us and the Authority.

In this certificate, the word “person” includes any person, body or association, corporate or unincorporated and “agreement” includes any arrangement whether formal or informal and whether legally binding or not.

We acknowledge that if we have acted or act in contravention of this Certificate of Non-Collusive Tendering then the Authority shall be entitled to reject our tender, or after award of any contract pursuant to this process that contract may be rescinded, and that if such rejection or rescission occurs we will indemnify the Authority against all loss and expense arising out of or in connection with



such rejection or rescission.



Signed: [Redacted]

Position: [Redacted]

For and on behalf of: Kelway Ltd

Dated: 27/02/2015



Signed: [Redacted]

Position: [Redacted]

For and on behalf of: Kelway Ltd

Dated: 27/02/2015



Health & Social Care
Information Centre

ICT Procurement
1 Trevelyan Square
Boar Lane
Leeds
LS1 6AE

Tel: [REDACTED]
26/05/2015

Kelway Ltd
FAO: [REDACTED]
10 Fleet Place
London
EC4M 7RB

Dear [REDACTED],

Opportunity Reference: SIBU-0295 - NetApp 100TB Storage Requirement

Further to Kelway Ltd's tender response for SIBU-0295 please take this letter as confirmation that the Health & Social Care Information Centre (HSCIC) wish to appoint Kelway Ltd as the supplier of the NetApp goods and support, as specified in opportunity SIBU-0295 for the period of 36 months.

In order to confirm that the terms and conditions of the Crown Commercial Services Technology Products framework will apply, please could sign and return two copies of this Letter.

Both copies should be signed by an authorised representative of your organisation in the appropriate place below and returned to myself at the address at the top of this letter within two days of receipt.

On receipt of these signed documents I will arrange for them to be countersigned. One document will then be sent to you and one will be kept on record by the HSCIC.

A Purchase Order, the reference number of which is to be quoted on all invoices related to the Contract, will be issued in due course once this is received.

Any amendment to this letter without prior written approval of the Authority will render the document void.

On behalf of:
Health & Social Care Information Centre

By:

On behalf of:
Kelway Ltd

By:

Full Name: [REDACTED]

Position: [REDACTED]

Date: 26/05/2015

Full Name: [REDACTED]

Position: [REDACTED]

Date: 26/05/2015

Yours sincerely,

[REDACTED]