

**Request for Quotation – Framework CCS RM1045 Lot 1**

**Nacro Education Connectivity – July 2018**

**Issue Date:** w/c 23 July 2018

**Closing Date:** 5.00 pm 24 August 2018

**RFQ Contact:** [procurement@nacro.org.uk](mailto:procurement@nacro.org.uk)

Dear Sir / Madam:

We kindly request you to submit your submission to our Request for Quotation.

This period of engagement is subject to agreement but we expect this to be initially for 3 years following an implementation phase.

Your response should include the following completed documents:

1. PART B – Enquiry Schedule/Questionnaire
2. PART C – Pricing Schedule

Bidders should respond to each of the numbered elements above detailing how their solution will meet Nacro requirements. Bidder responses should be completed using a minimum font size of 10 and follow the numbering format provided.

**Proposals may be submitted on or before the 5.00pm on 24 August 2018 via E- Mail, to** [procurement@nacro.org.uk](mailto:procurement@nacro.org.uk)

It shall remain your responsibility to ensure that your response will reach the Nacro on or before the deadline. Responses received after the deadline indicated above, for whatever reason, may not be considered for evaluation.

Please take note of the following additional requirements and conditions pertaining to the supply of the above-mentioned good/s or services

|  |  |
| --- | --- |
| Method of RFQ Submission: | **RFQ – Nacro Education Connectivity – July 2018**  Submit your details and offer as an signed electronic file to [procurement@nacro.org.uk](mailto:procurement@nacro.org.uk) on or before the **5.00pm 24 August 2018** |
| Currency and tax | UK pound sterling net of VAT |
| Non-Disclosure | Contractor(s) will enter into a Confidentiality and Non-Disclosure agreement with Nacro as a condition of this Contract |
| Payment terms | 30 days of receipt of a valid invoice |
| Conditions for release of payment | Services as per Contract deliverables |
| Evaluation Criteria | As defined in this RFQ |

1. Services proposed shall be reviewed based on completeness and compliance of the quotation with the minimum specifications or as described in the in the document and/or any other annexes providing details of Nacro’s requirements
2. The quotation that complies with all of the specifications and requirements and offers the lowest price shall be selected. Any offer that does not meet the requirements shall be rejected.
3. Any Purchase Order / Contract that will be issued shall be subject to the General Terms and Conditions herein attached hereto.
4. Nacro is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with your preparation and submission of a quotation, regardless of the conduct or outcome of the selection process.
5. Nacro reserves the right to accept or reject any Proposal, to render any or all Proposals as non-responsive, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Proposer, or any obligation to inform the affected Proposer(s) of the grounds for Nacro ’s action. Nacro shall neither be obliged to award the contract to the lowest price offer.
6. Nacro implements a zero tolerance on fraud and corrupt practices, and is committed to preventing, identifying and addressing all such acts and practices against Nacro, as well as third parties involved in Nacro activities

Yours sincerely

Nacro

**PART A – SPECIFICATION AND REQUIREMENTS**

**Section A1 - Introduction**

Nacro, is a registered charity (Registered No. 226171) a company limited by guarantee (Registered No. 00203583) and a Registered Provider of Social Housing (Registered No. 4781)

Nacro, ‘the social justice charity’, is dedicated to reducing crime and reoffending in communities across England and Wales. We design and deliver programmes that equip people with the skills, advice, attitude and support they need to move their lives on and move away from crime. Our services include housing, education and training, substance misuse, offender management, a resettlement helpline and advice service and work with employers to help them recruit safely. We also work closely with government, public and private sector partners, using our experience on the ground to establish and pilot the best ways of reducing crime in local neighbourhoods, as well as using our knowledge of what works to reduce crime to help inform policy.

We design and deliver programmes that equip people with the knowledge, skills, advice, attitude and support they need to move their lives on and move away from crime. Our areas of work include:

* **Education:** we equip young people with the skills they need to get back into education, training or employment.
* **Housing:** we support young people, homeless people and offenders to find somewhere to live and to develop independent living skills.
* **Health:** we work with individuals and the community, offering interventions to people so they can not only recover from drug or alcohol dependence but also start to contribute actively and positively to the community.
* **Justice:** we work with offenders in the courts, in prisons and in the community, managing the offender journey in a way designed to minimise the risk of reoffending. We provide practical advice and support on resettlement matters to offenders, their families and practitioners; and offer advice, training and consultancy on assessing risk and managing the recruitment and retention of staff with criminal convictions.

Nacro operates with an elected Council of Trustees who oversee and provide strategic direction. The Chief Executive officer leads an Executive Leadership Team (ELT) consisting of a Director of Finance and Corporate services, a Director of Housing, a Director of Human Resources and Organisational Development, Director of Health & Justice, and a Director of Education/Education Principal.

**Section A2 - Specification**

**2.1 Overview**

Nacro is currently looking for a Provider to deliver a planned managed WAN upgrade to its core education network environment that serves currently 20 educational centres. This is partly due to the current environment failing to meet business requirements and user experience, and partly because of the growth of digital work / curriculum within educational delivery.

Our current environment is based on mixture of ADSL, EFM, FTTC connections from a mixture of existing providers with some sites using MPLS. The business requirement is for a robust and centralised connectivity infrastructure with some flexibility to increase / decrease our site list as business requirements change over time.

The proposed solution will need to be accompanied with a detailed implementation plan that offers the supply and installation of all network connectivity. The solution will need to be managed and monitored by the Provider, including central firewall management and professional services to monitor and manage the infrastructure proposed, and connectivity reporting on usage and bandwidth monitoring, as well as loss of connectivity, escalation and alerting.

The solution will need to include the following options FTTP, Leased Line (minimum 50 Mbps), FTTC (80 Mbps down & 20 Mbps up) for primary connections and secondary / backup options of FTTC / ADSL as an alternative. Nacro will be seeking to utilise the current cabling and WIFI infrastructure at the sites

* 1. **Current Environment**

Nacro’s entire server infrastructure is hosted at 6 Degrees Managed Data with MPLS connections, the current education network is made up of around 20 sites and is a mixture of ADSL, EFM and FTTC. Guest internet access is supplied by several suppliers and uses Cisco Meraki cloud managed access points.

The current network delivery connectivity supports both Nacro and Education domains, end user devices consists of Window PC’s, Laptops, Tablets, Chrome devices, but also facilitating network access for clients’ own devices (BOYD) and to our Citrix desktop(s). The profile of devices will remain with the further investment into the Chrome environment. All users are and will continue to utilise the current print solution (MFD / photocopiers) on the network using UniPrint Infinity - VPAD for secure print.

The current onsite infrastructure includes Cisco, HP and TP Link switches (consisting of 24 / 48 ports).

Wireless services are currently provided by Cisco Meraki devices and a mixture of TP-LINK access points.

* 1. **Requirements**

Greater connectivity speed is required wherever possible, and the flexibility to allow BOYD whilst allowing Nacro the flexibility to manage and monitor the security and content available via the network.

The site list is divided into three types described as follows:

Small sites: 0 - 10

Medium sites: 11 - 25

Large sites: 26 - 70

Majority of the Education centres are medium and large therefore each will require bespoke solution with assured service availability. The number of users within centres are increasing annually, flexibility to increase connectivity speeds will be essential.

The proposed routers will need to be installed to the current on-site infrastructure, where required Nacro will upgrade the hardware i.e. switches to ensure compatibility, maximise performance and quality of service. Nacro have recently installed the following TL-SG3452 -JetStream 48-Port Gigabit L2 Managed (Switch with 4 SFP Slots) across some sites which is the preferred option.

* 1. **Speed**

Nacro’s education preferred option is to include (FTTP) point-to-point circuits from the Provider’s datacentre direct to the learning centre sites. If point-to-point circuit is not available or is not cost effective then Leased Line / FTTC should be utilised where possible, cost for all options will need to be provided. Any other connectivity options needs further discussions within the procurement stage.

|  |  |  |  |
| --- | --- | --- | --- |
| **Site Type** | **No. of Users [logged on concurrently]** | **Primary**  **Connection** | **Backup Connection** |
| Small | 0 - 10 | FTTC | FTTC / alternative |
| Medium | 11 - 25 | FTTC | FTTC / alternative |
| Large | 26 - 70 | FTTP / Leased Line (50 Mbps) | FTTC / alternative |

Users are accessing / using the following applications,

* Internet (Data & Voice)
* Office 365, G-suite
* Gateway Access to Citrix platform & apps
* Social Media e.g. Facebook
* YouTube, Vimeo
* Streaming
* Interactive solutions
* Education teaching & learning, on-line assessments, e-portfolios resources

Nacro education expects the digital learning to grow over the coming years.

* 1. **Resiliency & SLAs**

Whilst backup / secondary connections may not be required to all sites, the Provider must consider and propose suitable back up to medium and large sites in their proposal. The Provider must also provide fail over and fall back testing and work with Nacro to create documentation and test plan for the IP address fail over, as well as the fall back plan. Testing must be conducted on an annual basis.

Provider shall provide monthly reporting on utilisation, latency, errors, uptime, incidents, SLAs, billing etc. Nacro will require access to an online service monitoring portal with ability to monitor connectivity in real time. The Provider shall supply WAN and Internet lines with SLAs no less than 99.9% availability and packet loss > 0.05%. It is expected the Provider to proactively manage the network and notify Nacro of planned and unplanned events. Where there is critical events and impact on services, it is expected the Provider to notify the issue to Nacro by both telephone and email.

Expected network fix times for primary lines:

24x7x365 service availability

Service engineer support within 2 hr response

Service restoration within 4 hrs

The Provider shall supply two lines to the sites, these lines should be geographically diverse where possible, so that they do not cross or rely on common infrastructure (e.g. exchanges, building entry conduits) for the end-to-end route of the data. Providers must identify alternative carriers to ensure resilience and true back. If geographical diversity is not possible, it should be described in the providers solution which sites will not have geographic diversity.

Any hardware resilience is not a requirement other than at the datacentre’s core network.

We would require 24x7x365 hardware support service that facilitates replacement should a fault occur and support available to make moves, additions and changes to the core and endpoint network devices, as well as administering the core security devices.

The topology of the network needs to be designed to provide a single point of central connectivity to ensure control over what content is delivered across the network. This will need to include network segregation into VLANS for Nacro educational network and guest (BYOD) network, and to accommodate separate SSID’s for wireless connectivity. Router configuration and installation setup guidance will need to be provided.

The proposed solution will need to be a fully managed and the web filtering administration shall be retained by Nacro.

* 1. **Web filtering**

Nacro are seeking to procure a pair of Smoothwall virtual appliances, to provide content filtering and web security services to the Education sites. The solution will be deployed on a pair of virtual appliances with the option to include dedicated reporting functionality. This will need to be hosted as a virtual machine at a datacentre by the Provider.

It is proposed that the Smoothwall solution is deployed in a resilient configuration in the core of the network. The solution will be virtualised and deployed on two separate hosts to offer resilience, in the case of failure of either one node of the Smoothwall solution or one of the hosts.

To ensure Smoothwall will work with the proposed Provider solution, further dialogue is recommended with Smoothwall’s Sales Manager.

The contact details for Jack Smith (sales manager) are as follows:-

**Office Telephone**: (+44) 113 205 9721

**Email**: [jack.smith@smoothwall.net](mailto:jack.smith@smoothwall.net)

The Smoothwall product would need to sit in line between the proposed networks and managed firewalls, will be solely managed by Nacro. For perimeter security, the Provider would need to deploy a standard managed firewall product.

The following high-level network diagram details Smoothwall solution.



* 1. **Wireless**

The proposed network should be designed in such a fashion that it can integrate with the existing Cisco Meraki access points to provide security and manage the SSID’s. There are 60+ Cisco Meraki access points installed across the education sites, a typical centre may have between 1 - 4 access points installed.

In the future, there is a desire to simplify this to using simpler wireless access points which will provide different SSID's for secure network and BYOD, and pass these through to relevant VLAN’s configured at each site.

* 1. **Deployment/Installations**

Nacro education would seek a fast deployment for the Managed WAN network, the provider is expected to produce a project plan for installation across 20 sites and detail lead times for primary and backup. It would be advantageous to test the proposed solution at one site, this will eliminate any issues to support the wider deployment and ensure quality.

* 1. **Future Expansion**

The core network needs to be ready for the possibility of taking on the Nacro corporate network in the future. Capacity should be considered to enable expansion of the number of connected sites, and devices should be of a specification to allow growth.

* 1. **Support**

The core network needs to be ready for the possibility of taking on the Nacro corporate network in the future (up to 50 sites). Capacity should be considered to enable expansion of the number of connected sites and devices should be of a specification to allow future growth.

* 1. **Illustrative examples**

The diagrams below demonstrates ‘Core Network and Managed WAN’ example

**Core Network and Managed WAN Example**



‘**Large Site**’ Overview example



‘**Medium Site**’ Overview example



**‘Small Site’ Overview example:**



**Section – A3 Procurement Timetable**

|  |  |
| --- | --- |
| **Event** | **Date** |
| Issue RFQ | w/c 23 July 2018 |
| Deadline for receipt of clarification requests | 5.00pm 20 August 2018 |
| Target date for responses to clarifications | 5.00pm 22 August 2018 |
| Deadline for receipt of RFQ responses | 5.00 pm 24 August 2018 |
| Evaluation of RFQ responses (proposed) | w/c 27 August 2018 |
| Notification of preferred supplier (proposed) | w/c 3 September |
| Implementation start | TBC |

**Please complete:**

**PART B – Enquiry Schedule/Questionnaire**

**PART C – Pricing Schedule**

**All Responses must be received by e-mail no later than 5:00pm on 24 August 2018.**

**PART B – ENQUIRY SCHEDULE/QUESTIONNAIRE**

**Questionnaire Responses**

Only information provided as a direct response to the questionnaire will be evaluated. Provider should respond to the questionnaire on the basis that Nacro has no prior knowledge of their organisation. Information and detail which forms part of general company literature or promotional brochures etc. will not form part of the evaluation process. Marketing material should not be included.

Supplementary documentation may be attached to the questionnaire where Providers have been directed to do so. Such material must be clearly marked with the name of the organisation and the question to which it relates. Please note that Nacro may require clarification of the answers provided or ask for additional information.

The response should be submitted by an individual of the organisation, company or partnership who has authority to answer on behalf of that organisation, company or partnership.

Providers should be aware that erroneous or incorrect responses may result in their removal from the tender list(s). In the event that this is only discovered once invitations to tender have been issued, the Providers may be required to return the tender documents which will be deemed void. In the case where the error or misrepresentation is not discovered until after the contract is awarded, Nacro reserves the right to terminate the contract and all costs incurred by us as a result of the termination shall be recoverable from the provider under the contract.

**Section B1: Provider details – background information**

|  |  |  |
| --- | --- | --- |
|  | **Name of Organisation:**  (Organisation either tendering or acting as lead contact where a consortium bid is being submitted) |  |
|  | **Address for all correspondence**: (Including town/city and postcode) |  |
|  | **Contact details for enquiries:** (Contact name and title) |  |
|  | **Telephone Number:**  (Including Dialling Code) |  |
|  | **E-mail address of the contact:** |  |
|  | **Website address:**  (if applicable) |  |
|  | **Address of Registered Office:** (Property name, street, town, country, postcode if applicable) |  |
|  | **Nature of Organisation:**  (E.g. PLC, Partnership etc.) |  |
|  | **Group**: If the Provider is a member of a group of companies, please give the name and address and any company registration number of the immediate parent company and ultimate parent company if applicable: |  |
|  | If the Provider is a division or subsidiary, what is the relationship with the parent company? |  |
|  | Provide a brief history of the Provider organisation, including details of any parent and associated companies and any changes of ownership over the last 5 years including details of significant pending developments, changes in financial structure or ownership, prospective take-over bids, buy-outs and closures, etc. which are currently in the public domain. |  |
|  | VAT Registration Number |  |
|  | In relation to provision of the service will your organisation be bidding as a consortium, joint venture or other arrangement? | Yes  No |

|  |  |  |
| --- | --- | --- |
|  | **If you have answered "Yes" to the question above** then please provide the following information: -   Consortium lead name, the name and address of each proposed member of the consortium;  if the consortium is legally constituted, details of the constitution of, and percentage interests of each member of, the consortium; and the role which each member of the consortium (whether or not the consortium is legally constituted) will perform and their estimated percentage involvement in delivery of the Nacro's requirements. |  |
|  | Will you be using sub-contractors to meet sections of this requirement? | Yes  No |
|  | **If you have answered "Yes" to the above question** please provide details for each key sub-contractors with particular regards to the goods and service they will provide and the percentage of their contribution in relation to the overall contract. |  |

**Section B2: Technical or professional capability**

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| --- | --- | --- |
|  | Please provide a statement of the professional and technical skills available within your organisation, or, where relevant, consortium members and / or named sub-contractors in relation the subject matter of this procurement exercise.  **Guidance**  Nacro will use the information you provide to evaluate whether your organisation consortium members and / or named sub-contractors have the required professional and technical skills to deliver the requirement. |  |
|  | Please provide a statement of the technical resources such as the tools, plant, facilities and technical equipment available to your organisation, or, where relevant, consortium members and / or named sub-contractors in relation to the delivery of this contract.  **Guidance**  Nacro will use the information you provide to evaluate whether your organisation, consortium members and / or named sub-contractors have the required technical resources to deliver the requirement. |  |
|  | Please confirm whether or not your organisation, consortium members have:  - defaulted on the delivery of a contract within the last 3 years (goods and services)?  - had a contract cancelled, or not renewed, for failure to perform within the last 3 years (goods and services)?  If any of the above applies please provide an explanation of the action you have taken to prevent a re-occurrence.  **Guidance**  Nacro will use the information to determine whether you have a successful record of delivery. |  |
|  | **System Network Solution and Design**  Provider should describe in detail the solution being proposed. A diagram outlining the various components of the proposed system should be included as part of the response  The preference is for an infrastructure that is standard based and for a solution that can be easily managed thereby facilitating a speedy response to organisational moves and changes. | Provider to provide detailed design and network infrastructure as attachment |
|  | **Smoothwall (Web-Filtering)**  The Smoothwall is desired solution, the provider must confirm that full consideration has been given to the application and any implication on the system design has been fully reviewed.  Provider must confirm if Smoothwall product will be compatible with proposed solution and be included in the overall design. |  |
|  | **Experience**  The Provider should state experience in  delivery of similar solutions  Provider should include details of delivering systems based on the products being proposed in this tender.  Experience delivering in similar charity and/or public sector Environments  User base of the products being proposed should be provided.  2 reference sites should be provided. |  |
|  | **Reference visit**  Nacro may need to conduct a reference visit, please can you identify a suitable instance |  |
|  | **Pricing Schedule**  Provider should complete the pricing schedule and provide individual pricing for core elements  This should include, but not be limited to:   * Primary Connectivity (FTTP, Leased Line and FTTC) * Back Up * Router * Speeds * SLA’s * Professional services * other   Provider should also provide a detailed quote including any licenses. | **NOTE for completion of Pricing Schedule** |
|  | **Connectivity Speeds**  Where appropriate, the provider must indicate if speeds can be increased and provide any associated costs. Please describe |  |
|  | **Security**  Supply details of the proposed security model, including methods, detail firewall components and hardware  Explain which facilities are available to prevent a breach in security |  |
|  | **Audit**  Where applicable the Provider must describe the system audit capability of the proposed solution and systems. |  |
|  | **System Performance**  Provider must specify the minimum performance criteria in the WAN environment required for the optimum performance of their proposed solution. |  |
|  | **Future Growth**  The proposed system design should be flexible and should allow for the addition of Nacro sites in the future  Please indicate if the proposed solution can be expanded to meet up to 50 sites |  |
|  | **Current Infrastructure**  Provider to confirm if the proposed solution is compatible with our current on-site infrastructure, specifically the TL-SG3452 -JetStream 48-Port Gigabit L2 Managed switch, if not please indicate alternative hardware options.  Proposed solution must be compatible with Cisco Meraki wireless access points |  |
|  | **Resilience**  Provider should describe the level of resilience included in their solution design and must explain how this resilience will work in practice.  A diagram showing how this functionality will be achieved must be provided. |  |
|  | **SLAs**  Provider to provide SLAs for all connectivity for service availability and network.  Please define SLAs including clear escalation process.  Describe how outages and other technical issues and risks will be reported to Nacro. | Provide a copy of standard Service Level Agreement (SLA) to Nacro that should, as a minimum, detail:   * service /system availability targets * system performance targets * standard hours of availability of support * out of hours support * response times to bugs / fixes and escalation issues * upgrades and patch releases * recovery times for Disaster Recovery * Business Continuity plans   The Supplier should confirm that terms and conditions in their SLA are open to negotiations where Nacro deems necessary. |
|  | **Invoicing**  We require a consolidated monthly or quarterly service invoice, to cover all the connections and any additional installed at a later date | Please confirm and provide details:  Yes / No |
|  | Nacro would also like a minimum 10% flexibility of cancelling connections before the end of the contract, thus cancelling connections without penalty/no liability in terms of rental or service contract if this is applied.  Also provide detail of End Of Agreement Options such as, contract extensions, router leasing/purchase |  |
|  | **Contract Length**  The preferred contract will be a maximum of 36 months.  If any devices are added at a later stage please confirm whether these can be added to the existing contract term (i.e. 36 months) so that the added devices co-terminate with the main contract.  If not, please explain alternative option. |  |
|  | **Account Management**  Nacro expect a quarterly Account Management Review meeting part of the contract. | Please confirm and provide details:  Yes / No  Please confirm if this is chargeable |
|  | **Support**  Provider should supply details of the availability of support staff and their locations for any products being specified in this tender.  This should include First, Second and Third Line support and field engineering. | Provider should provide details of how the system would be supported, including any SLAs.  Any mandatory support components should be included.  Provider should provide details of support staff. An indication of lead times on field engineering and support staff availability should be included. |
|  | **Moves and Changes**  The nature of education contracts may require a lift and shift to new locations, or closure, the provider to detail the process and typical costs of moving the connectivity (line shift) to new locations.  Provide details on process for increasing connectivity capacity including lead times.  Provider to describe process for connecting additional sites to the WAN and indicate costs. |  |
|  | **Monitoring & Control**  Provide details of how the connectivity and performance will be monitored by your organisation and how issues will be reported to Nacro.  What monitoring tools will be available to Nacro i.e. Portal Access and clarify features / functionality   * Manage tickets * Request changes * View performance * View invoices, ability to view locations, add department cost codes to the invoice and invoices to be sent with separate of devices in spreadsheet format * Monitor service levels and that they adhere to the SLA. * View & download all reports per connection. |  |
|  | **Network Access**  **Control**  Provider to detail their and customer responsibility for ‘Network Access Control’ |  |
|  | **Bandwidth Management**  The system should use efficient network protocols to minimise bandwidth.  Provider should state the supported protocols and bandwidth requirements.  Provider should state how the bandwidth management will be maintained & monitored. |  |
|  | **Maintenance**  For all products proposed in this submission, indicative costs for hardware and software support should be included.  Provider should describe the options available for the maintenance of the proposed and describe in detail what each option provides in terms of hardware and software support. Details of the warranty with the system should also be provided. |  |
|  | **Additional Functionality**  For any functionality not covered in the minimum requirements of this proposal, Provider should provide details of additional functionality, provided in the proposed solution, which would benefit Nacro | Provider should provide details |
|  | Specify any third party software, which will be required in addition to the proposed solution to meet Nacro’s requirements, for example any 3rd party reporting tool, etc. | For any such 3rd party components do you propose to supply them as part of the solution or would Nacro have to make its own arrangements?  Details of any hardware, licenses and costs for these should be supplied. Cost information should be recorded in the enquiry schedule as another tab or attached separately. |
|  | **Change control**  Provide details of change control processes and systems with regard to patching, upgrades and faults.  Explain how planned change will be communicated to Nacro? |  |
|  | **Technical Documentation**  The Provider must provide comprehensive and appropriate user and ICT operations / technical documentation on all aspects of the solution  The materials must be in electronic form.  Any training documentation must be intuitive, clear and easy to understand with screen shots / diagrams  Where applicable, supply Technical Documentation including system schemas / flow charts together with a full systems specification, mainly for the use of ICT.  Include an example of the technical system material you give to customer |  |

**Section B3: Transition and project management**

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| --- | --- | --- |
|  | **Project Management**  Is a Project Manager appointed during the implementation?  Nacro will require the provider to work with us with a professional and structured approach to Project Management and Implementation.  Provider to describe in detail of any previous experience of managing projects with a similar solution and footprint to Nacro?  Provider to produce a project plan including for lead times? |  |
|  | **Support**  What kind of support will be available to Nacro’s technical team up to and during and post transition |  |
|  | **Risk Management**  The Providers must explain their approach to risk management and demonstrate where their proposal reduces the overall levels of project and organisational risk. |  |
|  | **Feasibility Test**  Upon signing the contract, it would be advantageous to test the proposed solution at one site, this will eliminate any issues to support the wider deployment and ensure quality.  Provider to confirm if this is can be achieved. |  |
|  | **User Acceptance Testing**  Providers must explain their approach to user acceptance testing (UAT) and/or training within the context of this project and describe how they would propose to deliver an appropriate range of UAT/training to Nacro, which will provide sufficient skills and knowledge for them to operate and manage the proposed solution in a production environment.  As a minimum, UAT / training should be provided for the following areas:   * Super User * System Administrators * Technical   Attach a copy of the UAT and Training Plan. |  |

**PART C – PRICING SCHEDULE**

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**PART D - TERMS AND CONDITIONS**

RM1045 Network Services Framework Agreement PUBLISHED v3.0 20.02.2017