

CRFCA

MSP & WAN Services Outsource

Invitation to Tender Clarifications

06.02.2019 (Final set of Responses)

Invitation to Tender Clarifications	Draft Document 06.02.2019
Official	Page: 1 of 11

Clarification areas regarding the CRFCA ITT are shown below.

ID #	Question	Lot	Answer
1.	In 3.2 of the ITT, the final date for submission of questions is stated as 21/01/2019 in the table, but 21/2/2019 in the text below. Which is correct?	Both	The text below the table is in error and should state "21.01.2019". This is the final date for submission of clarification questions. However, following further questions from suppliers (see #8 below), we are extending the date for clarifications questions – these must now be submitted by 5pm on Thursday 31st January.
2.	The wan diagram shows a lot of sites with varying connectivity and yet the site list only details 20 sites (including data centre). Is the site list exhaustive for the ITT or are there more sites?	Lot 2 - WAN	The list of sites is for those on leased lines; other sites connect via broadband connections.
3.	The wan diagram shows central connectivity as the 'internet'. Does this indicate that only internet services are required here at each site or that internet access is required from each site, whilst connectivity could be using MPLS for example?	Lot 2 - WAN	The internet breakout for PH2 and PH2E is from the data centres via the main internet facing firewalls, although each firewall connected has an internet port used for local web browsing outside of the PH2 and PH2E environment for local standalone machines.
4.	The questionnaire asks for details around VM and BT WAN roll outs. Is it mandatory to have a Virgin Media or BT WAN or would you accept a solution based on a supplier's own WAN, using third party tails?	Lot 2 - WAN	There is no definitive need to use Virgin Media or BT for the WANs, but any supplier must be able to confirm the origin of any company used, including compliance with CSSRA restrictions and other requirements.

5.	Mandatory Service Requirements, Section 4.1: Q23 – is the Fujitsu ‘expert partner’ status mandatory, implying a pass/fail question	Lot 1 - MSP	It is mandatory for the MSP to have Fujitsu partner status as listed in the ITT. However, it would be acceptable for a Tenderer to bid on the basis of a firm and demonstrable plan to achieve this status prior to the start of service delivery.
6.	Mandatory Service Requirements, Section 4.1: Q25 – is the Apple Reseller status mandatory, as a pass/fail question?	Lot 1 - MSP	It is mandatory for the MSP to have Apple Reseller status as listed in the ITT. However, it would be acceptable for a Tenderer to bid on the basis of a firm and demonstrable plan to achieve this status prior to the start of service delivery.
7.	The download for Attachment F (last 12 months call statistics) seems to be a replicate of Appendix I in error.	Lot 1 - MSP	Apologies, the correct Appendix F attachment is now available for download.
8.	Can the period for clarification questions be extended?	Both	Yes – the deadline for submission of clarification questions is now 5pm on Thursday 31 st January.
9.	Can you clarify the potential contract value, which is stated on Contracts Finder at £1m	Both	The “contract value” figure quoted on Contracts Finder is indicative only. Typical <u>annual</u> spend on the contract is typically between £1m and £3m depending on the amount of project work.
10.	What does the existing IT function look like? Is it in house, how many people, what skills, where based?	MSP	The internal IT function consists of a full time CIO and a deputy, both of whom are based in the CRFCA Headquarters in London. The RFCAs do have Regional System Administrators (RSAs) who provide what is essentially a “smart hands” service at the remote locations, but these are not formally CRFCA IT staff. All other functions and IT support is provided by the outsourced MSP service provider.

11.	There is no inventory given for network hardware (switches, WiFi hardware, routers, firewalls, load balancers etc). Can we please have one?	WAN	<p>Tenderers are referred to the network diagram in Appendix J, part 2, to give some indication of the scale and scope of the network.</p> <p>There are approximately:</p> <ul style="list-style-type: none"> 100 switches 75 firewalls (including some with integral WAN interfaces) 16 routers 4 load balancers 2 Wi-Fi controllers and 30 Access Points <p>These numbers may increase before contract start date.</p>
12.	There is no inventory given for the desktop estate (PCs, laptops, printers etc). Can we have one please?	MSP	<p>There are approximately 600 desktop devices and approximately 400 laptop devices. Most of these are Fujitsu devices, with some Microsoft surface laptops. There are approximately 200 printers and MFDs on the network, from a variety of manufacturers.</p> <p>There will also be approximately 50 Apple iPads by contract start date.</p>
13.	There is no inventory given for the mobile estate (phones, tablets etc as well as service provider). Can we have one please?	MSP	<p>There are approximately 420 mobile devices in use. RFCAs manage the airtime contracts directly. The MSP will administer the MDM part of the device along with the mobile VPN.</p>
14.	Are CRFCA looking for MPLS IPVPN or Internet connected WAN in relation to the leased line sites?	Lot 2 - WAN	<p>For the leased line sites an internet connected WAN would be sufficient, all sites are connected via a BOVPN from the firewalls on site. CRFCA require the ongoing support and maintenance for the existing BOVPN (Branch Office Virtual Private Network).</p>

15.	If an MPLS IPVPN is required is an encryption overlay required to be supplied by the WAN operator? If so, can you clarify to what standards?	Lot 2 - WAN	No encryption is required, please see the response to question 14 above regarding BOVPN, which is used to encrypt the data from site to site.
16.	Are CRFCA looking for single circuits or fully resilient services to each of the leased line sites?	Lot 2 - WAN	Tenders should be based upon single circuits. Funding may be available in the future for additional resilience, though this is not in current scope.
17.	Are CRFCA able to comment on the levels of QoS per site? How much bandwidth is to be assigned to EF, AF, BE for example?	Lot 2 - WAN	EF and AF will be required, the allocated bandwidth will be decided during the design phase.
18.	Can we still submit a response even if we haven't advised you as it was just a request?	Both	Yes.
19.	Is question 4.14 (publish gender pay gap information) applicable to companies with 250 employees or less?	Both	If the size of your organisation is such that that there is no duty to publish annual information relating to pay, CRFCA have no expectation that this information will be provided. However, please confirm the reason for not providing data, for example, by stating that 'our organisation is an SME with 100 employees'. There are no negative consequences within the evaluation for tenderers who do not share such information because they have no duty to publish this information in the first instance.
20.	Can we bid for only one of the Lots? (Lot 1 or Lot 2)	Both	Yes.

21.	<p>Section 4.2 Requirement 3 - "the service must provide CoS and QoS marking in line with industry best practice"</p> <p>Does this refer to the LAN or the VPN based Intranet? BT Net internet service doesn't support CoS / QoS as standard and it cannot manage the traffic internal to VPN.</p> <p>Would the customer prefer a private IP based network between sites with the corresponding cost and flexibility implications?</p>	Lot 2 - WAN	<p>Both LAN and WAN, with the increase in SiP traffic and S4B use it will be a requirement.</p> <p>A private IP based network is not part of the requirement. However, if you wish to propose this as a separately costed option you may do so, though this will not form part of the evaluation.</p>
22.	<p>Are the Broadbands used at smaller sites included in this contract? If so, what are the speed requirements? What is the SLA requirement?</p>	Lot 2 - WAN	<p>Yes, the broadband should be provisioned at the best speed available to the particular site.</p> <p>Some of the locations are quite remote and it is known that speeds will be slow. Though not in scope, CRFCA may look to the provider in the future to supply multiple lines and bundle them together to deliver increased bandwidth. This will be reviewed on a location by location basis, and separately costed, post contract, if required.</p>
23.	<p>Is there a requirement for SIP functionality? If so, does it need to work within the existing communication infrastructure?</p>	Lot 2 - WAN	Yes.
24.	<p>The list of sites in Appendix E doesn't match the diagram in Appendix J - Can you please provide addresses for all sites to be included.</p>	Lot 2 - WAN	The list of RFCAs and ACFs in Appendix E is correct.

25.	Appendix J doesn't show connections between London/Aldershot or between support office and data centres - how is this achieved?	Lot 2 - WAN	There is a 1 Gb leased lines between the London/Aldershot data centres and between the support office and the Aldershot data centre.
26.	Please confirm whether the current IPs used at ALL sites are transferable as this would impact cost of migration to a new ISP.	Lot 2 – WAN	<p>Any costs of transferring the current IPs will be underwritten by CRFCA.</p> <p>Current detail:</p> <p>81.145.45.32-81.145.45.63</p> <p>multi-resource</p> <p>inetnum 81.145.45.32/27</p> <p>netname CRFCA</p> <p>descr FTIP003080863 Council of Reserve Forces</p> <p>descr and Cadet Assoc</p> <p>Country GB</p> <p>status ASSIGNED PA</p> <p>mnt-by BTNET-MNT</p> <p>source RIPE</p>

27.	Appendix E shows 4 X ACFs for West Midlands, Appendix J diagram shows 5 X WM** - Please clarify are there 4 sites or 5?	Lot 2 – WAN	West Midlands has 4 ACF sites and 1 RFCA site, a total of 5 sites.
28.	ITT v.1.2 4.2 (3) states that ‘The Service must provide COS and QOS markings in line with industry best practice’. We assume that the current intranet is established by using VPNs between sites. Does this statement expect the COS/QOS to be delivered inside the VPN because the BNet (or similar) service does not provide COS/QOS once the traffic leaves the site, or do you wish to use MPLS which won't require VPN and can deliver COS/QOS end to end, but at significantly higher cost?	Lot 2 – WAN	Please propose the most cost-effective solution/option.
29.	Would you accept two quotes for WAN? Including potentially from different sub-contractors using two different infrastructures, difference being quality and cost? This would be provided as an 'improved' solution as per options provided in other parts of the ITT.	Lot 2 – WAN	Any solution must meet the minimum requirements specified in the ITT. Assuming that the solution and quote achieves this, we would therefore prefer to see the lowest price, compliant solution and this should be identified as your “preferred” tender if you wish to also submit an alternative. You can submit an alternative, as long as this includes all relevant documents, including the cost model. Any additional benefits of such an alternative tender should be clearly identified.
30.	With changes to the date for these questions, please confirm if any other dates will change also?	Both	No – the dates for the rest of the procurement remain as stated in the ITT. E.g. Tenders to be submitted by 12 noon on 5 th March 2019.

31.	What format would you accept diagrams?	Both	Diagrams should be submitted in either Microsoft word or PDF. PDF is preferred.
32.	ITT expresses 75 sites, these cannot be correlated elsewhere in documents, please confirm exact number and locations?	Both	Please see answer to question 24, Appendix E contains the definitive list of physical sites in scope of the contract. Note that some locations will contain more than one organisational entity, hence the perceived discrepancy.
33.	Para 4.1 and elsewhere - Please define 'critical' issues and related Out of Hours definition for them?	Both	Critical events out of hours would be along the lines of, loss of either data centre, loss of more than one application or Symphony on its own as the main application, loss of WAN provision to more than one site, loss of more than one site due to failure of local network infrastructure, (i.e. firewalls), loss of VoIP telephony provided by MSP, VPN failure for remote users, and other serious failures of the infrastructure.
34.	ITT para 4.1 - 19 - please confirm what you expect in terms of supplier being compliance with JSP440 and JSP604. Our understanding is that these are compliances for systems, networks?	Both	These are documents complying with systems and networks. The MSP and WAN provider must make sure that all services, connectivity and functionality managed by them are compliant with both JSPs.
35.	SC Clearance - Please clarify requirements for support staff working on Lot 2?	Lot 2 - WAN	Any member of a support team who would have access to CRFCA / RFCA data must be SC cleared. This includes access to sniff packets of data traversing the WAN or VPN connections, where the data is not encrypted by the firewalls.
36.	Please clarify the requirements for JSP 440/JSP 604 compliance for Lot 2. How does it affect the supplier?	Lot 2 - WAN	These are documents complying with systems and networks, the MSP and WAN provider must make sure that all services, connectivity and functionality managed by them are compliant with both JSPs.

37.	Symphony - Please clarify what are the Level 1 support requirements?	Lot 1 - MSP	To provide full support for the servers the application and databases sit on, as this falls under the MSP contract, then to work with the application provider to provide fault resolution.
38.	Appendix D - Please clarify the exact number of max concurrent users required and number of total users for Virtual desktops?	Lot 1 – MSP	Currently, the maximum number of concurrent users is approximately 350 users. This will increase by approximately 100 users by the time the contract is live.
39.	Appendix F - CCF JPA. Please clarify what these stats refer to. Is this part of ITT?	Lot 1 – MSP	Appendix F provides call statistics for MSP support over a 12-month period. The row titled CCF JPA relates to a payroll service that is outside of the scope of the existing contract. However, this shall be included in the new contract and tenderers should include these calls within their Service.
40.	Appendix G - Please clarify meaning of ' Incident Resolution'?	Lot 1 – MSP	“Incident Resolution” means the resolution of an Incident reported through the support system, with agreement from the customer that the problem has now been resolved.
41.	Appendix G - Please clarify the MSP's role in (ITIL) problem management, change management, integration, implementation and Process Review.	Lot 1 – MSP	The MSP is responsible for all of the service delivery and service management elements stated in the question.
42.	Appendix J Part 1 - Please clarify if these are the ONLY sites to be considered for the WAN (Lot 2) solution, or should the other sites be also included? If yes, what is their WAN connectivity requirements?	Lot 2 – WAN	There are currently 70 links, plus an additional PTP link between Aldershot and London.

43.	What are the current arrangements with the WAN provider in terms of ending the contracts early?	Lot 2 – WAN	<p>There are no formal arrangements in place at present for ending WAN contracts early.</p> <p>This will be discussed at a later stage in the process and might include the need for co-terminus contracts and the need to migrate sites to the new contract as they expire.</p> <p>This will be explored to develop the most cost-effective option with the chosen supplier.</p>
44.	What are the contract end dates for each site for leased line or broadband connectivity?	Lot 2 – WAN	They will range from out of contract to 18 months left on the contract.
45.	Would you want all sites to migrate to new contract for their internet connectivity at the start of this contract, or when the current contracts end?	Lot 2 – WAN	See the response to question 43 above.