



Intellectual
Property
Office

INVITATION TO TENDER
FOR THE PROVISION OF A NETWORK
REDESIGN PROJECT – LOW LEVEL
DESIGN SERVICE

IT-2018-138



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1. INTRODUCTION

1.1. Intellectual Property Office (IPO)

1.1.1. IPO (an operating name of the Patent Office) is an Executive Agency of the department of Business, Energy and Industrial Strategy (BEIS). It aims to stimulate innovation and enhance the international competitiveness of British industry and commerce. It offers customers an accessible, high quality, value for money system both nationally and internationally, for granting intellectual property rights.

1.1.2. The IPO is a highly successful organisation which, over its long history, has adapted its approach and services to meet changing demands. Its core business and products deliver high quality, cost effective Intellectual Property (IP) rights to customers and its success in these core areas is tied to a much wider range of activities, such as awareness-raising and enforcement. Its customers operate within both the UK and global economies. Further information about the IPO can be found on its website at: www.ipo.gov.uk

1.1.3. The number of people currently employed by the IPO is approximately 1,200. It is based at three sites: Newport, South Wales; a front office at Abbey Orchard Street, London and a file repository at Nine Mile Point, Cwmfelinfach, South Wales. It is primarily located at the following site.

1.2. Concept House

1.2.1. The headquarters of the IPO is located at Concept House, Cardiff Road, Newport, South Wales, NP10 8QQ. The office is approximately 3 km south-west of the city centre.

2. INSTRUCTIONS ON BIDDING PROCEDURES

2.1.1. These instructions are designed to ensure that all bidders are given equal and fair consideration. It is important therefore that you provide all the information requested in the format and order specified.

2.2. Procurement Information

2.2.1. All queries regarding this requirement must be submitted via e-mail to:-

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2.2.2. Under no circumstances should queries be directed to any other member of IPO staff.

2.3. Deadline for receipt of bids

2.3.1. You must email an electronic version of your quote (in Microsoft Word or PDF format) to [REDACTED]

2.3.2. The deadline for receipt of quotes is **12.00pm, Friday 06th April 2018.** IPO reserve the right not to accept tenders received after this deadline.

2.4. Incomplete bid

2.4.1. IPO may reject your quote if it does not provide the information requested.

2.4.2. IPO may reject your quote if it does not provide the information in the exact format requested.

2.5. Acceptance of bid

2.5.1. IPO does not bind itself to accept any bid and reserves the right not to accept a quote for part or all of the requirements.

2.6. Communications

2.6.1. Nothing herein or in any communications made on behalf of IPO shall be taken as constituting a contract, offer or representation between IPO and any party (save for a formal award of contract made in writing by or on behalf of IPO), nor shall they be taken as constituting a contract, offer or representation that a contract shall be offered in accordance herewith or at all.

3. PROCUREMENT REQUIREMENTS

3.1. Procurement Method

3.1.1. This procurement procedure may involve some or all of the following steps:

- i. issue of this Invitation To Tender (ITT);
- ii. receive and evaluate suppliers proposal(s);
- iii. discussions, site visits and bid clarification;
- iv. selection of preferred bidder;
- v. agreement of draft contract;
- vi. award of contract.

3.2. Procurement Timetable

3.2.1. The overall timetable for this procurement can be seen below:

Action	Date	Responsibility
Issue of this Invitation To Tender	Friday 16 th March 2018	IPO
Deadline for Receipt of Clarification Questions	12.00pm Thursday 29 th March 2018	Tenderer
Deadline for Response to Clarification Questions	5pm Tuesday 03 rd April 2018	IPO
Return of Tenderer's Proposals	12.00pm Friday 06 th April 2018	Tenderer
Evaluation of Proposals	Monday 09 th April 2018 – Friday 13 th April 2018	IPO
Contract Award	Monday 16 th April 2018	IPO
Contract start date	Monday 23 rd April 2018	Tenderer/IPO

Delivery of Final Report & Design	Friday 22 nd June 2018	Tenderer
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3.3. Tenderer's Clarification Meetings

- 3.3.1. If Tenderers require a clarification meeting after the issue of the ITT but before the responses are due then the IPO will host such a meeting.
- 3.3.2. If the suppliers wish to have this meeting via either video or telephone conference, the IPO is able to host such a meeting.
- 3.3.3. Such meetings will take place between **Friday 23rd March and Wednesday 28th March 2018.**
- 3.3.4. If Tenderers wish to attend/participate in such a meeting they must ensure they are available to do so during this period.

3.4. Clarification Questions

- 3.4.1. Any subsequent clarifications or further information identified as a consequence of any meetings or questions will be made available to all Tenderers. Deadline for receipt of clarification questions is **12.00pm Thursday 29th March 2018.** Clarification questions and answers will be shared by **5.00pm Tuesday 03rd April 2018.**

4. RESPONSE TO THE INVITATION TO TENDER

4.1. Function and Format of Proposals

- 4.1.1. To participate in this competitive tendering exercise, you are required to submit a Tender which fully complies with the instructions in this document and in its attachments.
- 4.1.2. You are strongly advised to read through all documentation first to ensure understanding of how to submit a fully compliant Tender.
- 4.1.3. This Section describes the required format and content for responses to this ITT. Failure to conform may result in the response being rejected. Any information over and above that specifically requested must be included in a separate section in the response.
- 4.1.4. Tenderers responses must be clear and succinct in order that the IPO can properly evaluate them. Tenderers who fail to provide information in this manner may receive lower scores as result when their proposals are evaluated.
- 4.1.5. Requirements highlighted in blue font are expected to be addressed by either a statement of compliance or provision of information, depending on the nature of the requirement.

4.2. Tenderer's Guide To Submitting A Quality Proposal

- 4.2.1. The following document is intended to assist Tenderers in submitting a proposal that meets the required standards of the IPO and ensures the information provided by Tenderers is in a compliant format.
- 4.2.2. Tenderers should familiarise themselves with the content of this document before compiling their proposals. Failure to observe the points in the following document may lead to a lower score being received at evaluations, or proposals being rejected:



- 4.2.3. [Tenderer's Guide - Do's and Don'ts.docx](#)

4.3. Structure Of Proposals

- 4.3.1. The Tenderer is required to structure its proposal as follows:
 - i. **Section 1: Management Summary** - the Tenderer must provide a resume of the proposal;

- ████████████████████
- ii. **Section 2: Understanding of Requirements** - the Tenderer must confirm their understanding of the key requirements and scope of the services to be provided for the IPO;
 - iii. **Section 3: Requirements** - the Tenderer must address the requirements of the ITT. However, the detail on charges (Section 9 in this document) must feature separately as Section 4 of the Tenderer's proposal. In addition the Tenderer may highlight where a specific constraint might significantly impinge on their ability to provide a satisfactory level of service.
 - iv. **Section 4: Charges** - It is important that the IPO be able to form a clear view of the charges of Tenderer's proposals over the period of the contract. Tenderer must state the basis on which charges will be calculated and outline any policies in respect of varying charges in the light of modified usage of services:
 - All charges must be included or summarised in the Tenderer's response. Charges which appear elsewhere in the proposal, but are not summarised in this section, will be presumed to have been waived.
 - v. **Section 5: Any other information.** Any other information that the Tenderer wishes to add further to that already requested that they feel may further demonstrate their ability to meet the evaluation criteria listed at paragraph 4.7.1 below.

4.4. Incorrect Format of Proposals

- 4.4.1. The above format for proposals is intended to allow the IPO to more easily evaluate proposals on a like for like basis, and ensure each proposal is given fair and proper consideration.
- 4.4.2. Failure to supply the proposals in the above format may result in the proposal receiving lower scores at the evaluation stage, or the proposal being rejected.
- 4.4.3. Tenderer must confirm they have read and understood this requirement.

4.5. Terms and conditions for submission of proposals

- 4.5.1. The Tenderer must meet all requirements relating to the service(s) for which they bid. Any Tenderer not complying with these requirements may not be considered further.

Whilst every endeavour has been made to give Tenderers an accurate description of the requirements, Tenderers should form their own





conclusions about the methods and resources needed to meet those requirements. The IPO cannot accept responsibility for a Tenderer's assessment of the systems or services.

5. OBJECTIVES OF THIS PROCUREMENT

5.1. Introduction

5.1.1. Currently the IPO has separate air gapped networks for wired and wireless LANs. We are undertaking a project to merge these networks at IPO sites whilst also implementing stronger access control providing authentication, authorisation and posturing using Cisco ISE. Single method for wired, wireless and remote connectivity.

6. REQUIREMENTS

6.1. Description

6.1.1. The IPO Network team are looking for a Cisco Gold Partner and ISE Authorised Technology Provider to take our existing high level design and provide a detailed low level design service with implementation plan and skilled resource to help deliver this.

6.1.2. To break this down we require:

- i. Detailed Low Level Design – specifically around Cisco ISE and upgrades to existing Wireless provision
- ii. Build Plan and Pilot Test
- iii. Assurance around elements of the project that are being carried out by IPO staff
- iv. Assistance to deploy – specifically around Cisco ISE and upgrades to existing wireless provision.

6.1.3. This will provide assurance to the IPO and support the wider implementation minimising risk and impact to service.

6.1.4. It also needs to be considered that there is a phase 2 to this project which includes replacing our core network [REDACTED]. The low level design needs to ensure it is compatible and compliments the high level design shown in the phase 2 diagram.

6.1.5. IPO staff role is to carry out the work around building the aggregation switches – we have purchased 2 x Cisco 9500-40X-A which will be in a Stackwise Virtual configuration. IPO staff will be responsible for the merging of the wired and wireless Access switch stacks. IPO staff will also be responsible for any other LAN changes and firewall requirements.

6.2. Breakdown of Tasks

6.2.1. LAN:

- i. IPO staff will carry out the work to merge existing wireless and wired access switch stacks () – currently separated provision to provide wired and wireless connections for users (IPO in-house task).
- ii. IPO staff will carry out the work to implement additional Aggregation switches to merge wired and wireless LAN.
- iii. The provider should assure the model and advise on the necessary configuration to communicate with ISE.

6.2.2. Wi-Fi:

- i. Work with IPO staff to ensure knowledge transfer
- ii. Integrate with ISE
- iii. Implement Flex connect for more efficient AP/data management.
- iv. In addition to existing 5508 WLC's implement an Anchor wireless controller for Guest Internet.

6.2.3. Cisco ISE:

- i. Work with IPO staff to ensure knowledge transfer
- ii. Develop and configure existing ISE environment.
- iii. User connects to network: wired, wireless, remote.
- iv. Authenticates end user devices:-
 - 802.1x using device certs; if fail provide internet access only.
 - Posture check – e.g. running latest AV? If not quarantine until upgraded.
 - Authenticate and authorise user – via AD – if approved allow access – Security Group Tagging (SGT) applied which governs users access rights.
- v. Remote Network connectivity – User connects via **Cisco AnyConnect** VPN to External ASA firewall – Authentication/authorisation passed through Internal ASA to ISE and AD.

6.2.4. Cisco AnyConnect:

- i. Review set-up; advise on any necessary re-configurations, provide assurance on implementation.

6.3. Timescales

6.3.1. Phase 1

- i. Design, test and planning work is expected to take place from 23rd April 2018 – 22nd June 2018.
- ii. Delivery of final report 22nd June 2018
- iii. Implementation in Q4 2018 (Oct-Dec).

6.3.2. Phase 2

- i. Just for information Q1-Q4 2019 – not in scope for this proposal but is a critical phase 1 design consideration.

6.4. Diagrams

- 6.4.1. Diagrams showing the IPO's existing wired and wifi networks and the proposed wired and wifi networks for Phase 1 and Phase 2 are shown in Annex A-C.

7. GENERAL REQUIREMENTS

7.1. Information Required

7.1.1. The IPO has a high level plan to merge our wired and wireless networks, and to provide secure access for users whether at the office (wired and wireless) or working remotely. The requirement is for you to translate this into a detailed plan (including resources (days) and timescales) and to provide assurance around the design. Please provide details of approach in undertaking this work.

7.1.2. You should also address the following:

- i. The IPO intends to use Cisco ISE to authenticate and authorise users and their devices whether in the office (wired and wireless) or working remotely. Please provide details of your approach to build, test and deploy this system.
- ii. Wireless is a critical aspect of the IPO's plans. Please provide details of your approach to integrate the existing Cisco wireless infrastructure with Cisco ISE in authenticating and authorising users and their devices.
- iii. Cisco AnyConnect is currently the IPO's chosen VPN. The current configuration needs to be assessed and improvements identified. Please provide details of your approach.

7.2. Bid Preparation

7.2.1. Given the short timescales allowed for response to this ITQ and the relatively straightforward nature of the requirements, Suppliers should note that the IPO are not expecting excessively large proposals in response to this ITT.

8. CHARGES

8.1. Purpose

8.1.1. The purpose of this Section is to define the information that Suppliers must supply in respect of their proposed charges.

8.2. Composition

8.2.1. Charges must be detailed for the requirement specified in Section 6 above.

8.2.2. These charges must be provided as follows:

- i. Daily rates in respect of every grade of personnel you foresee would be involved in the provision of the Design, Build Plan, Testing and Deployment of this Requirement;
- ii. The number of days required detailed by each individual grade to complete the requirements detailed in Section 6 above;
- iii. Any other costs you foresee arising;
- iv. An overall fixed price cost for Design, Build Plan, Testing and Deployment of this Requirement.

8.3. Instructions

8.3.1. Expenses, if any, should be detailed at IPO standard rates, shown in section 6.4.

8.3.2. To avoid doubt, all costs not listed within your bid will be deemed to have been waived.

8.3.3. Any improvements you propose that are additional to our stated requirements, and any additional service options being offered, must be separately costed if applicable.

8.3.4. You must confirm that all charges submitted are exclusive of VAT.

8.3.5. You must confirm that all charges submitted will be held firm for a period of 30 days commencing from the quote return date

8.4. Expenses

8.4.1. SUPPLIERS must detail what travel and accommodation expenses you would apply to a contract (if any).

8.4.2. For the avoidance of doubt, any expenses paid under the contract must only be reasonably and necessarily incurred as a result of carrying out

the contracted services, with due regard to economy. They will only be paid on proof of occurrence and will be paid at the IPO's standard rates which are as follows:-

- i. Overnight accommodation: London – maximum £150.00 (inc. VAT) per night, B&B. Elsewhere maximum £85.00 (incl. VAT) per night B&B;
- i. Car mileage rates at 0.45p per mile. This is for round trips of up to 150 miles. Journeys in excess of that must be undertaken by public transport;
- ii. Rail fare at standard (or advanced or off-peak) fares;
- iii. Flights at economy class;
- iv. Taxi fares will only be reimbursed where public transport or use of a private car is unsuitable or inappropriate;
- v. Parking fees / and toll charges, necessarily incurred may be claimed where supported by a valid receipt;
- vi. No other form of expenses will be payable by the IPO.

9. TERMS AND CONDITIONS

9.1. Contractual Conditions

9.1.1. Any agreement arising from this procurement will be based on the terms and conditions of Crown Commercial Services Framework Network Services RM1045 – Lot 2.

i. <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1045>

9.1.2. Any terms and conditions agreed as part of any subsequent document will be based on the following document. No other terms and conditions will apply.

9.1.3. Tenderers must confirm their acceptance of the above as part of their proposal.

9.2. Intellectual Property Rights

9.2.1. Subject to any pre-existing rights of third parties and of the Tenderer, the Intellectual Property Rights (other than copyright) in all reports, documents and other materials which are generated or acquired by the Tenderer (or any of its sub-contractors or agents) in the performance of the Services shall belong to and be vested automatically in the IPO.

9.2.2. Tenderers must confirm their acceptance of the above as part of their proposal.

10. ACHIEVING TRANSPARENCY OF PUBLIC SECTOR PROCUREMENT

10.1. Requirement to Publish Contractual Information

- 10.1.1. Government has set out the need for greater transparency across its operations to enable the public to hold public bodies and politicians to account. This includes commitments relating to public expenditure, intended to help achieve better value for money.
- 10.1.2. As part of the transparency agenda, Government has made the following commitments with regard to procurement and contracting:
- i. All new central government ICT contracts over the value of £10,000 to be published in full online from July 2010;
 - ii. All new central government tender documents for contracts over £10,000 to be published on a single website from September 2010, with this information to be made available to the public free of charge;
 - iii. New items of central government spending over £25,000 to be published online from November 2010;
 - iv. All new central government contracts to be published in full from January 2011.
- 10.1.3. Suppliers and those organisations looking to bid for public sector contracts should be aware that if they are awarded a new government contract, the resulting contract between the supplier and government will be published. In some circumstances, limited redactions will be made to some contracts before they are published in order to comply with existing law and for the protection of national security.
- 10.1.4. With the above in mind Tenderers must confirm that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of any subsequent Contract is not Confidential Information.
- 10.1.5. The IPO 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 the Contract, the Tenderer hereby gives consent for the IPO 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.

- 10.1.6. The IPO may consult with the successful Tenderer to inform its decision regarding any exemptions but the IPO shall have the final decision in its absolute discretion.
- 10.1.7. The successful Tenderer shall assist and cooperate with the IPO to enable the IPO to publish this Agreement.
- 10.1.8. Tenderers must confirm their acceptance of the above or their bid may not be considered further.

11. INFORMATION SHARING IN GOVERNMENT PROCUREMENT

EXERCISES

11.1. Government As a Single Customer

11.1.1. With the increasing shift towards the Government operating as a single intelligent customer, there is an increasing need for Central Government Departments including their Executive Agencies and Non Departmental Public Bodies to share procurement information (i.e. information provided during the procurement process and prior to entering into contract) which may historically have been considered as confidential (e.g. pricing) or may be expressly designated as confidential by suppliers.

11.1.2. All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

11.1.3. For these purposes, the Authority may disclose within Government any of the Contractor's documentation/information (including any that the Contractor considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Contractor to the Authority during this Procurement. The information will not be disclosed outside Government. Contractors taking part in this competition consent to these terms as part of the competition process.

11.2. Disclosure of Information

11.2.1. With the above in mind the IPO may disclose the Confidential Information of the Supplier:

- i. on a confidential basis to any Central Government Body for any proper purpose of the Authority or of the relevant Central Government Body;
- ii. to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
- iii. to the extent that the IPO (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
- iv. on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described

in Clause (i) (including any benchmarking organisation) for any purpose relating to or connected with this Agreement;

- v. on a confidential basis for the purpose of the exercise of its rights under this Agreement, including the Audit Rights;
- vi. on a confidential basis to a proposed Successor Body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Agreement,

11.2.2. And for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Authority under this Clause 21.

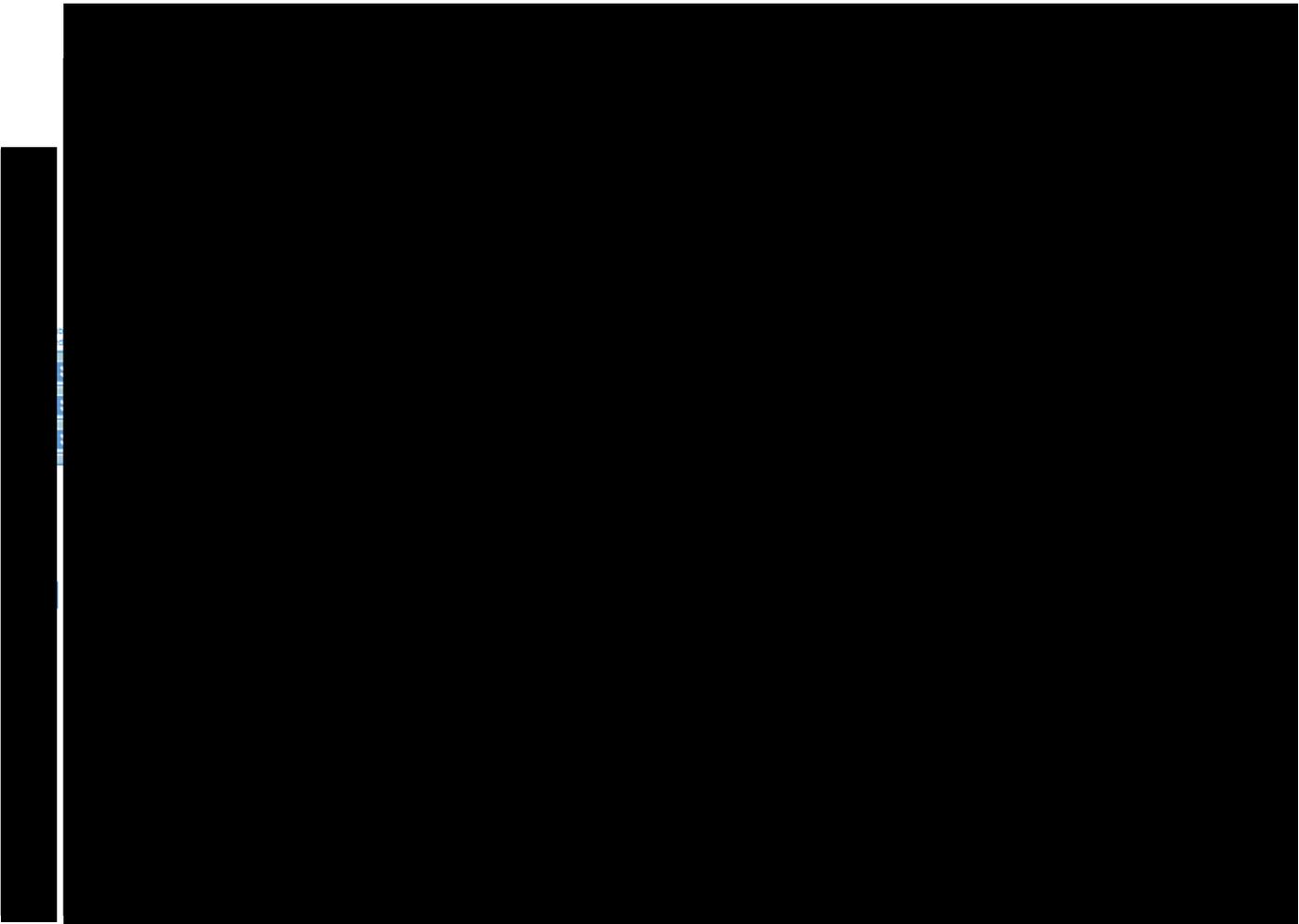
11.2.3. As such, as part of their proposals Tenderers must agree that the IPO may disclose the Tenderer's information/documentation (submitted to the IPO during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.



12. Annex A - Existing Network Layout

12.1. Existing IPO Wired & WiFi Network

12.1.1. The following diagram shows the IPO's existing wired and wifi networks

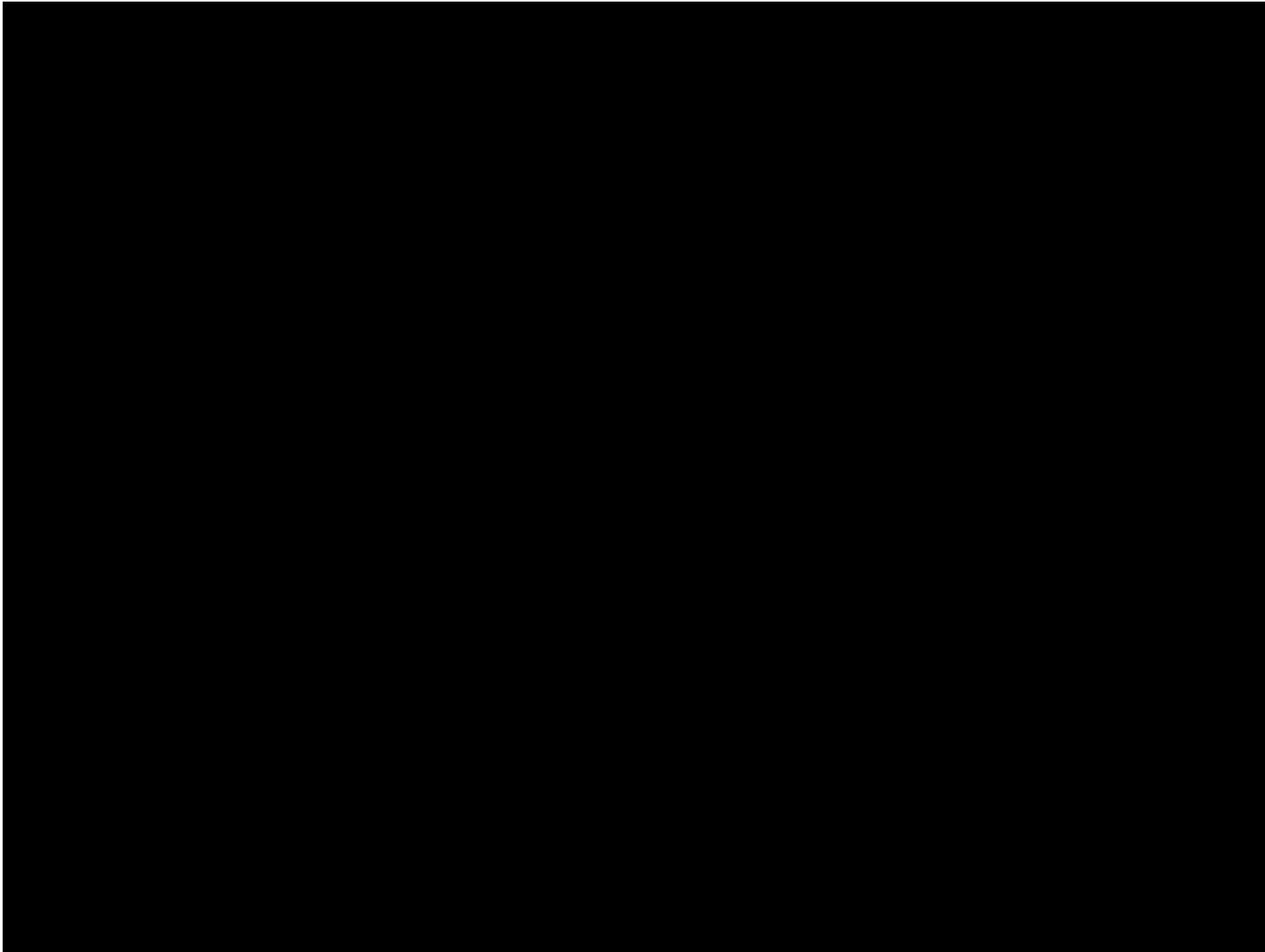




13. Annex B - Proposed Network Layout (Phase 1)

13.1. The Proposed Wired and Wi-fi Network (Phase 1)

13.1.1. The following diagram shows the IPO's proposed wired and wi-fi network during Phase 1.





14. Annex C – Proposed Network Layout (Phase 2)

14.1. The Proposed Wired and Wifi Networks (Phase 2)

14.1.1. The following diagram shows the IPO's proposed wired and wi-fi network during Phase 2.

