**Invitation to Tender for**

**The Provision of**

**The cutover from N3 to HSCN for the**

**New Royal Papworth Hospital (Cambridge Biomedical Campus)**

**Short Form Further Competition**

**Network Services Framework RM1045**

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**Project Reference: PAPD201809**

**Framework: RM1045 Lot 1**

**Date Issued: 21st September 2018**

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Contents

[Tables of Figures 3](#_Toc525500376)

[1 Introduction 4](#_Toc525500377)

[*1.1* The Trust 4](#_Toc525500378)

[*1.2* *The New Royal Papworth Hospital* 4](#_Toc525500379)

[*1.3* *Cutover from N3 to HSCN* 4](#_Toc525500380)

[2 Summary of Requirements 5](#_Toc525500381)

[*2.1* *Existing Provision* 5](#_Toc525500382)

[*2.2* *Project Planning, Installation and Testing* 6](#_Toc525500383)

[*2.3* *Delivery and Insurance* 6](#_Toc525500384)

[*2.4* *Documentation Required* 6](#_Toc525500385)

[*2.5* *Support and Warranty* 6](#_Toc525500386)

[3 Cutover of N3 to HSCN 8](#_Toc525500387)

[*3.1* Overview 8](#_Toc525500388)

[*3.2* Technical Requirements 8](#_Toc525500389)

[3.2.1 Core Requirements 8](#_Toc525500390)

[3.2.2 Management Software Requirements 8](#_Toc525500391)

[*3.3* Design Requirements 9](#_Toc525500392)

[*3.4* Support and Professional Service 9](#_Toc525500393)

[*3.5* Scheduling 9](#_Toc525500394)

[4 Instructions for Submission 11](#_Toc525500395)

[*4.1* *Short Form Further Competition (SFFC) Order Form* 12](#_Toc525500396)

[*4.2* *Technical and Programme Requirements* 12](#_Toc525500397)

[*4.3* *Submission* 12](#_Toc525500398)

[4.3.1 Clarification Questions 12](#_Toc525500399)

[4.3.2 Site visits 12](#_Toc525500400)

[5 Timetable for submission 13](#_Toc525500401)

[*5.1* *Tender Award* 13](#_Toc525500402)

[5.1.1 Appointment 13](#_Toc525500403)

[5.1.2 Right to Decline Tenders 13](#_Toc525500404)

[6 Evaluation Criteria 15](#_Toc525500405)

[7 Invitation to Tender Response 16](#_Toc525500406)

[*7.1* Project Mobilisation 16](#_Toc525500407)

[*7.2* Technical 17](#_Toc525500408)

[*7.3* Service Management 17](#_Toc525500409)

[*7.4* Financial 18](#_Toc525500410)

[*7.5* Commercial 18](#_Toc525500411)

[Appendix 1 – Pricing Form 19](#_Toc525500412)

[Appendix 2 - Form of Tender 20](#_Toc525500413)

[Appendix 3 – Certificate of Bona Fide Tendering 22](#_Toc525500414)

[Appendix 4 – Checklist for Submission 23](#_Toc525500415)

[Appendix 5 - Short Form 24](#_Toc525500416)

[Appendix 6 – ITT Mark Scheme 25](#_Toc525500417)

[Appendix 7 – Service levels 26](#_Toc525500418)

# Tables of Figures

[Figure 1 Current Configuration 6](#_Toc525300594)

[Figure 2 Project Schedule 10](#_Toc525300595)

[Figure 3 Document List 12](#_Toc525300596)

[Figure 4 Submission Timetable 13](#_Toc525300597)

[Figure 5 Service Level Requirements 24](#_Toc525300598)

# Introduction

## The Trust

Papworth Hospital is one of the largest specialist cardiothoracic (heart and lung) hospitals in Europe and includes the country's main heart and lung transplant centre.

The Trust employs over 1800 staff and each year treats more than 24,400 inpatients and day cases and sees more than 73,600 outpatients from across the UK.

Papworth Hospital’s services are internationally recognised and include cardiology, respiratory medicine, sleep medicine, cardiac surgery, thoracic surgery and heart & lung transplantation.

## *The New Royal Papworth Hospital*

To meet the increasing demands for it’s services and to remain at the forefront of cardiothoracic services in the UK and beyond, Papworth Hospital is building a new 310-bed, purpose-built hospital on the Cambridge Biomedical Campus, approximately 16 miles from the current site.

The new hospital is being constructed by Skanska Construction. The Trust is due to move in April 2019.

Facilities in the new hospital will include:

* 310 beds with virtually all single rooms;
* 46-bed Critical Care Area, including Cardiac Recovery Unit and Cardiac High Dependency Unit;
* 7 state-of-the-art theatres and 5 catheter labs;
* 6 Inpatient wards, which will have sub-specialities within them;
* Centrally located outpatient unit to incorporate a wide range of diagnostic and treatment facilities;
* A day ward.

## *Cutover from N3 to HSCN*

The new Royal Papworth Hospital was due to open in February 2018, due to the original timeline N3 was installed. The Trust now has a requirement to migrate from it’s N3 service to the Health and Social Care Network (HSCN),whilst opening a new state of the art digitally advanced Hospital.

# Summary of Requirements

The Trust is looking to partner with a network supplier to migrate the Trust from N3 to HSCN in a swift and seamless project.

Only providers who have attained HSCN Stage 2 Compliance (CN-SPs) are permitted to undertake this work, therefore any supplier who is not on the approved list will be disqualified.

The service provided will be 24/7/365 and must have a 99.999% Uptime.

The solution must deliver excellence in reliability, analytics, resilience, and security. As a minimum, the solution must integrate seamlessly with all aspects of the technology and deliver the technical specification listed.

## *Existing Provision*

The Trust’s N3 service is provided by British Telecommunications PLC.

The Service Includes:

* 1 x New Ethernet 1Gb bearer, 100Mb CDR (end to end separation) from New Papworth Hospitals, Cambridge Biomedical Campus, Robinson Way, Cambridge (CB2 0SL) to the N3 Colindale Access PoP (NW9 6LD).
* 1 x New Ethernet 1Gb bearer, 100Mb CDR (end to end separation) from Cambridge University Hospital, Hills Road, Cambridge (CB2 0QQ) to the N3 Faraday Access PoP (EC4V 4AA).
* 2 x Cisco 4431 routers terminated to the new Primary and Secondary Service.(Max 250 Mb throughput).
* Services are configured as Active / Active.
* Maintenance of the circuits and routers.
* 24/7 Network Management Support.
* 24/7 Proactive Monitoring.



Figure 1 Current Configuration

## *Project Planning, Installation and Testing*

The Trust timescales are detailed below and are critical for services going live.

It is assumed that all necessary pre-staging work will be completed prior to site arrival, resulting in implementation beginning on day of arrival.

* The winning tenderer will need to pre-stage all equipment and deliver only the required units to fulfil the milestones as set out in the Trusts plans.
* **The supplier must be able to bring on line the Service during January 2019, with full cutover taking place at the beginning of February 2019.**

## *Delivery and Insurance*

|  |
| --- |
| All packaging will be removed as part of the delivery. |
| The winning bid must carry the risk of damage in transit and the Trust will not assume ownership until the equipment is installed and tested. |

## *Documentation Required*

|  |
| --- |
| Full document service handbook to be produced as part of the project. |
| Naming and labelling convention to be agreed and followed. |

## *Support and Warranty*

|  |
| --- |
| Any support and warranty agreement will start when the equipment is installed and all patching and configuration to be done off site so as not to delay deployment. |
| All equipment and software support must be included for the term of the contract a 24x7 365 4 hr. fix basis. |
|  |

.

# Cutover of N3 to HSCN

## Overview

The Trust is looking to partner with a network supplier to migrate the Trust from N3 to HSCN in a swift and seamless project.

Only providers who have attained HSCN Stage 2 Compliance (CN-SPs) are permitted to undertake this work; therefore any supplier who is not on the approved list will be disqualified.

The solution must deliver excellence in reliability, analytics, resilience, and security. As a minimum, the solution must integrate seamlessly with all aspects of the technology and deliver the technical specification listed.

## Technical Requirements

### Core Requirements

#### Pass/Fail elements (Essential criteria)

|  |
| --- |
| 1. 1 x Ethernet 1Gb bearer, minimum 100Mb CDR from New Royal Papworth Hospitals, Cambridge Biomedical Campus, Robinson Way, Cambridge (CB2 0SL) to HSCN, design must provide a future upgrade path. |
| 1. 1 x Ethernet 1Gb bearer, minimum 100Mb CDR from Cambridge University Hospital, Hills Road, Cambridge (CB2 0QQ) to HSCN , design must provide a future upgrade path. |
| 1. Both circuits must be in a live\live configuration with separate IP subnets. |
| 1. Both circuits must have end to end separation. |
| 1. Both circuits should be able to route the IP subnet from the other circuit in the event of a failure of that other circuit. |
| 1. Cutover of the current IP addressing, 10.46.80.0/21 (New Royal Papworth Hospital) and 10.46.88.0/21 (Cambridge University Hospital), to HSCN. |
| 1. The tender must be inclusive all project management installation. |
| 1. The tender must be inclusive of a commissioning pen test. |
| 1. Royal Papworth Hospital NHS Foundation Trust must retain full control of the network and management of firewall infrastructure on site. |

#### Optional Criteria

|  |
| --- |
| 1. Layer for Audio Visual Streaming. |
| 1. Reconfiguration of routing SHOULD be achieved by a dynamic routing protocol. |

### Management Software Requirements

#### Pass/Fail elements (Essential criteria)

|  |
| --- |
| 1. Online portal for current and historic bandwidth measurement. |
| 1. Alerting on fault conditions. |

#### Optional Criteria

|  |
| --- |
| 1. Generation of automated management reports. |
| 1. Visualisation tools for data flow. |

#### Access Control

#### Pass/Fail elements (Essential criteria)

|  |
| --- |
| 1. ACL to be open by default. |
| 1. Trust to provide Firewall equipment and management. |

#### Optional Criteria

|  |
| --- |
| 1. Reporting on other HSCN customers that have been granted ACL access to the Papworth network. |

## Design Requirements

#### Pass/Fail elements (Essential Criteria)

|  |
| --- |
| 1. Follow industry best practice. |

#### Availability

|  |
| --- |
| 1. 24/7/365 99.999% Uptime. |

#### Security

|  |
| --- |
| 1. HSCN Security protocols. |

## Support and Professional Service

|  |
| --- |
| 1. This tender must be a turnkey solution phased to the commissioning milestones set out above. |
| 1. All packaging will be removed as part of the delivery. |
| 1. The winning bidder will need to pre-stage all equipment and deliver only the required units to fulfil the milestones as set out in the plan. |
| 1. The winning bid must carry the risk of damage in transit and the Trust will not assume ownership until the equipment is installed and tested. |
| 1. Full installation must be included in the bid price. |
| 1. Any support and warranty agreement will start when the equipment is installed and configuration to be done off site so as not to delay deployment. |
| 1. All equipment and software support must be included for the term of the contract on a 24x7 365 4 hr. fix basis. |
| 1. A schedule of support for the 3 following years, must be provided at the time of tender. |
| 1. Pricing to include all project management, design, delivery, installation ,and testing. |
| 1. Full document service handbook to be produced as part of the project. |
| 1. Naming and labelling convention to be agreed and followed both on hardware and software configuration. |

## Scheduling

The Trust timescales are detailed below and are critical for services going live.

It is assumed that all necessary pre-staging work will be completed prior to site arrival resulting in implementation beginning on day of arrival.

|  |  |
| --- | --- |
| Event | Date |
| Issue of Invitations to Tender to Prospective Tenderers | 21st September 2018 |
| Deadline for Tenderer’s requests for clarification / further information | 5th October 2018 |
| Target date for responses to clarifications | The Trust will endeavour to respond to clarifications within 24 hours. |
| Deadline for submission of Tenders | 12th October 2018 17:00 |
| Notification of decision to award | 20th October 2018 |
| Confirm award of Contract | 21st October 2018 |
| Contract commencement date | 31st October 2018 |
| Equipment Deliveries to site | January 2019 |
| Cutover of entire N3 service to HSCN | January 2019 |
| Cutover and termination of N3 service | February 2019 |

Figure 2 Project Schedule

# Instructions for Submission

This procurement is conducted using the Crown Commercial Services Network Services Agreement RM1045 Agreement under a Short Form Further Competition for Lot 2. This framework is compliant with the requirements of the Public Contracts Regulations 2015 (SI 2015/102) (PCR 2015), Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement.Tenderers are deemed to fully understand the processes that the Trust is required to comply with under relevant European and UK legislation. The laws of England shall apply for the purposes of all proceedings relating to this procurement process and any contract awarded as part of this procurement process.

* This procurement will follow a clear, structured and transparent process to ensure a fair and level playing field is maintained at all times, and that all Tenderers are treated equally.
* Tenders will only be accepted from those suppliers who have attained HSCN Stage 2 Compliance (CN-SPs). All other submissions will be rejected.
* Tenderers are required to complete and return the documents set out in Figure 3 Document List on or before the date and time set by the Trust for the submission of Tenders. Please complete the checklist provided at the end of this ITT, which should contain a summary list of all the documents you are submitting as part of your Tender.
* All documents forming your Tender Response must be completed in English. Documents not in English must be accompanied by an English translation and a certificate from a bona fide independent translator attesting to the authenticity of the translation.
* The Tender must be clear, concise and complete. The Trust reserves the right to mark a Tenderer down or exclude them from the procurement, if it’s Tender contains any ambiguities, caveats or lacks clarity. Tenders will be evaluated on the basis of information submitted by the deadline indicated by the Trust for the submission of all Tenders.

|  |  |
| --- | --- |
| Document | Summary |
| Tender Response (Section 7) | Written responses are required to every Question in Section 7. The order and structure must be used in your ITT response. Failure to do so may lead to an incomplete and/or an unclear response and the Trust reserves the right to disqualify all incomplete and or unclear submissions.  Tenderers should demonstrate how they intend to provide a compliant LAN and WIFI and a three year service as set out in the Specification (Section 3 of this ITT) in their responses. |
| Financial - Appendix 1 – Pricing Form | The Total Price of the Service. Tenderers must provide all the financial information in the format requested. Incomplete or alternative formats will not be accepted. |
| Short Form | As per the Framework Instructions. |
| [Appendix 4 – Checklist for Submission](#_Appendix_6_–) | Summary list of all the documents submitted by a Tenderer. |

Figure 3 Document List

## *Short Form Further Competition (SFFC) Order Form*

To be completed as per instructions on the Form.

A completed copy must be submitted as part of your Tender. If it is not, the Tenderer will be excluded from the mini competition.

## *Technical and Programme Requirements*

Tenderers shall respond to all questions in Section 7 in accordance with the instructions set out in this ITT. The evaluation criteria and sub-criteria for each Question are set out in Appendix 6 this ITT

## *Submission*

All submissions must be made by email to kerry.winsor@nhs.net by the deadline 12th October 2018 17:00

Submissions will only be accepted from suppliers who are on Lot 1 of the Networks Services Framework RM1045.

Submissions will only be accepted from those Framework suppliers who have attained HSCN Stage 2 Compliance (CN-SPs)

**Submissions via any other medium will not be accepted. Please leave plenty of time to upload and submit your documentation. Late submissions will not be accepted.**

### Clarification Questions

All Clarification Questions must be submitted via email to kerry.winsor@nhs.net. All responses to questions will be circulated to all interested Tenderers. The deadline for clarification questions is 5th October 2018

### Site visits

There will be no site visits during the mini competition, site visits may be required post contract award.

Sites:

Royal Papworth Hospital NHS Foundation Trust

Papworth Everard

Cambridge

CB23 3RE

<http://www.papworthhospital.nhs.uk/content.php?/home/how_to_find_us#maps>

No formal visits will be made to the new hospital site on the Biomedical campus as it is in construction.

Site plans, floor plans and a fly through for the new Hospital are available at:

<http://www.papworthhospital.nhs.uk/nph/>

# Timetable for submission

|  |  |
| --- | --- |
| Event | Date |
| Issue of Invitations to Tender to Tenderers | 21st September 2018 |
| Deadline for Tenderers requests for clarification / further information | 5th October 2018 |
| Target date for responses to clarifications | The Trust will endeavour to respond to clarifications within 24 hours. |
| Deadline for submission of Tenders | 12th October 2018 17:00 |
| Notification of decision to award | 20th October 2018 |
| Confirm award of Contract | 21st October 2018 |
| Contract commencement date | 31st October 2018 |

Figure 4 Submission Timetable

## *Tender Award*

### Appointment

It is envisaged that the Trust will appoint the successful Tenderer by 21st October 2018. In the event that this is not possible, tenderers are requested to hold their prices for three months. Tenderers will be notified of the outcome of the tender evaluation process when the appointment has been made.

### Right to Decline Tenders

The Trust reserves the right not to accept the lowest priced tender.

The Trust reserves the right not to appoint any of the tenderers and reopen the tender process.

The Trust will exclude any tenders where sections or questions responses score 0.

# Evaluation Criteria

The Evaluation criteria is in accordance with Regulations 67, 68 and 69 of the PPR2 2015 re updated definition of the most economically advantageous tender (MEAT).

**Any Section or questions that results in 0 marks awarded will result in the automatic exclusion of the whole of the suppliers tender.**

|  |  |
| --- | --- |
| Section | Weighting |
| Programme Scheduling and Project Management | 20% |
| Technical | 20% |
| Support & Warranty | 10% |
| Financial | 50% |
| Terms and Conditions | Pass or Fail |

**Financial Evaluation:**

Tenderers must provide all the financial information in the format requested. Incomplete or alternative formats will not be accepted.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Lowest Price | 2nd Lowest Price | 3rd Lowest Price | 4th Lowest Price |
| Marks awarded | 10% per Section. Up to a maximum of 40% available. | By % difference to lowest price. | By % difference to lowest price. | By % difference to lowest price. |

A detailed Mark Scheme is provided at [Appendix 6 – ITT Mark Scheme](#_Appendix_8_–) of this ITT.

# Invitation to Tender Response

Tenderers will answer all questions using the headings provided. Failure to respond satisfactorily to all will result in exclusion. Word Limits are for guidance, overly long responses are difficult to read and can be full of irrelevant information to the question, please try to adhere to the word guidelines and keep your responses to the point and relevant.

Tenderers should detail in their offer the methodology they would use to undertake the requirements set out in this specification.

|  |  |
| --- | --- |
| Project Mobilisation Detail how you will cutover the current N3 Service to the HSCN Service, with particular attention to Risk and minimising installation cost.  Your response will be no More than 1000 words.  Any Response that does not adhere to the Trust Timescales will be disqualified.  Your response should include:   * Programme/Cutover Plan. * Details of escalation process, including names and full contact details. * Document Deliverables. | Score/weighting  Marks out of 5  Total value  20% |
|  | |

|  |  |
| --- | --- |
| Technical Detail your technical Offering  Your response should include:   * Compliance matrix against the Technical Specification. * Design and Installation. * Test and Certification. * Details of Equipment. * Configuration Drawings. | Score/weighting  Marks out of 5  Total value  20% |
|  | |

|  |  |
| --- | --- |
| Service Management Provide details of your Service Management  Provide details of your 3 year Support Package.  Your response should be no more than 1000 words and include:   * Service Management. * Proactive Network Management. * Change Management. * Reporting. * Security Provision. * Key Performance Indicators. * Response Times/KPIs. | Score/weighting  Marks out of 5  Total value  10% |
|  | |

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## Financial

50%

**In order for the Trust to assess the costs submitted within the tender document, Tenderers must fill out the Pricing Spreadsheet in Appendix 1.**  Failure to provide the information in the designated format will result in a Zero Score and thereby **exclude** the Tenderer from this competition.

## Commercial

Pass/Fail

Crown Commercial Services Network Services Agreement RM1045 Agreement under a Short Form Further Competition for Lot 2 will apply. As per Framework Regulations deviations to the pre-agreed Terms and Conditions will not be acceptable and will result in disqualification from the competition.

# Appendix 1 – Pricing Form

|  |  |  |
| --- | --- | --- |
| SET UP CHARGES | MONTHLY RENTAL | TOTAL OVER 1 YEAR |
|  |  |  |

# Appendix 2 - Form of Tender

**To be completed by the Tenderer**

**FORM OF TENDER**

Tender for The Provision of The cutover from N3 to HSCN for the New Royal Papworth Hospital (Cambridge Biomedical Campus)

In response to the Invitation to Tender from The Royal Papworth Hospital NHS Foundation Trust (The Trust) l\we the undersigned hereby offer to carry out the services as identified in the tender documents for the VAT exclusive sum of:

|  |  |
| --- | --- |
| All Prices are to be in Pound Sterling: | £ |
| In Long Form (Words): |  |
|  | |
|  | |

I/We understand the Trust will not consider or recommend the tender unless the Certificate of Bona Fide Tendering has been signed.

I/We understand the Trust is not bound to accept the lowest or any tender. I/We also understand the Trust has the right to accept only part of a Tender unless we have expressly stipulated otherwise.

This Tender shall remain open for acceptance by the Trust for a period of 90 days after the due date for return of tenders specified in the invitation to tender.

By submitting a Tender, Tenderers are agreeing to be bound by the terms of this ITT and the Crown Commercial Services Network Services Agreement RM1045 Agreement without further negotiation or amendment.

|  |  |
| --- | --- |
| Signed |  |
| Name |  |
| Title |  |
| On behalf of |  |
| Date |  |
|  |  |
| In the Presence of | |
| Signed |  |
| Name |  |
| Date |  |

# Appendix 3 – Certificate of Bona Fide Tendering

**To be completed by the Tenderer**

**Certificate of bona fide tendering**

Tender for The Provision of The cutover from N3 to HSCN for the New Royal Papworth Hospital (Cambridge Biomedical Campus)

The essence of selective tendering is that the Trust shall receive bona fide competitive tenders from all firms tendering.

In recognition of this principle, we certify that this is a bona fide tender, intended to be competitive, and that we have not fixed or adjusted the amount of the tender by or under in accordance with any agreement with any other person.

We also certify that we have not done and we undertake that we will not do at any time before the returnable date for this tender any of the following acts:

* 1. Communicate to a person other than the person calling for these tenders the amount or approximate amount of the proposed tender
  2. Enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted
  3. Offer or pay or give or agree to pay or give any sum of money 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 said work any act of the kind described above.

In this certificate the word “person” includes any persons anybody or association, corporate or non-corporate; and “any agreement” or “arrangement” includes any such transaction, formal or informal, and whether legally binding or not.

|  |  |
| --- | --- |
| Signed |  |
| Name |  |
| Title |  |
| On behalf of |  |
| Date |  |

# 

# Appendix 4 – Checklist for Submission

|  |  |  |
| --- | --- | --- |
| Item | Description | Completed |
| Section 7 | Tender |  |
| Appendix | Pricing Form |  |
| Appendix 3 | Form of Tender |  |
| Appendix 4 | Certificate of Bona Fide Tendering |  |
| Appendix 5 | Short Form |  |

# Appendix 5 - Short Form

Separate Document

# Appendix 6 – ITT Mark Scheme



# Appendix 7 – Service levels

A resilient fully diverse solution is required, the respondent will clearly state their severity weight in the tender response.

|  |  |  |  |
| --- | --- | --- | --- |
| Enhanced | **Severity 1** | Incident Fix Time | 2 hours maximum |
| Incident Response Time | 20 minutes |
| Incident Update Time | 60 minutes |
| **Severity 2** | Incident Fix Time | 4 hours maximum |
| Incident Response Time | 20 minutes |
| Incident Update Time | 60 minutes |
| **Severity 3** | Incident Fix Time | 24 hours maximum |
| Incident Response Time | 60 minutes |
| Incident Update Time | Not required |
| **Severity 4** | Incident Fix Time | 2 weeks maximum |
| Incident Response Time | 120 minutes |
| Incident Update Time | Not required |
| **Severity 5** | Incident Fix Time | 4 weeks maximum |
| Incident Response Time | 240 minutes |
| Incident Update Time | Not required |

Figure 5 Service Level Requirements