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**PROJ00052 Invitation to Tender for the Provision of a Network and Server Resilience Service**

Royal Berkshire Fire and Rescue Service

and Thames Valley Fire and Rescue Control Service

**SPECIFICATION**

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**Purpose and Introduction**

This document sets out the statement of requirements for the provision of a network and server resilience service to provide additional support to the in house ICT team who support the Royal Berkshire Fire and Rescue Service (RBFA) and the Thames Valley Fire and Rescue Service (TVFCS).

The purpose of this contract is to ensure that both services which form part of the Royal Berkshire Fire Authority, the legal entity, have the required network and service resources 24/7, 365 days a year in place. The service requirement is therefore to work alongside the in house ICT team to

* deliver specific network and server related projects
* provide additional capacity within the ICT team and provide a skills transfer
* provide an out of hours resilience service to support both TVFCS and RBFA.

The Authority therefore requires a suitably qualified and resourced organisation to provide these services.

The successful organisation will be expected to demonstrate it has the capacity to offer this service with their own team, which can include the use of associates provided their work is covered by the main organisation’s public liability. There must also be no one individual spending the majority of their contracted working hours supporting this contract.

The successful organisation is required to ensure the hours required to support this contract is split between a team so that none of the provider’s staff or associates could be subject to TUPE at the end of this contract. The successful Supplier will be required to indemnify RBFA against any claim as part of the signed contract.

The work is therefore suitable for being shared between several team members. Service cover must be available on a 24/7 basis over 52 weeks.

In the first three months of the contract the Supplier must be able to offer a suitably qualified team member to be on site for up to 21 hours a week (based on three days a week). After the first three months the exact number of days a week required on site as a regular arrangement will be agreed every three months with the ICT Infrastructure Manager and a Purchase Order will be issued to cover the agreed number of days work for that period.

Bidders should note that there may also be additional time required out of hours and where possible this can be provided remotely.

This contract will be for one year with the option subject to the discretion of the Fire Authority of a further one year extension. The contract cannot be extended beyond this period and if still required will be subject to a further competitive process.

The anticipated contract start date will be 1st January 2016 and will cease on 31st December 2016 unless the contract is extended for a further year. Any provision of the service beyond this date will be subject to a further tender.

The Authority is committed to providing excellent services to its residents and businesses and providing value for money through the engagement of a knowledgeable and proactive Supplier able to enhance the in house provision and provide the additional capacity and resilience required through this contract.

It is the expectation of the Authority that this service can be offered at a competitive price through an agreement that provides agreed minimum service hours provided through a flexible arrangement plus an out of hours service..

Pricing can be offered based on a day or hourly rate and will be a call off contract with no guaranteed minimum hours .The hours of work and schedule will be agreed on a three monthly basis. For the first three months a minimum of three days a week on site will be required. The number of days and hours beyond this period will be agreed as a call off number of days for each three month period to enable the Supplier to plan work schedules.

**Background**

The Royal Berkshire Fire Authority has its own Data Centre and ICT service team based within the head quarters at Calcot Reading.

The Authority also hosts the Thames Valley Fire Control Service. This has a separate Data Centre also hosted within the same building.

The Authority employs approximately 700 staffs of which approximately 380 staff are frontline serving officers.

The Authority provides 24/365 cover for the whole of the royal county of Berkshire.

The Authority has around 120 physical and virtual servers. These are a mix of Windows 2012, Windows 2008 and a small number on Windows 2003 and Window XP. These are in the process of being migrated to 2008 by the end of the financial year.

The organisation has a Wide Area Network connecting the 20 fire stations. The desktops and laptops are largely running on Windows 7 (Enterprise version). A small number are still on a Windows XP platform, mainly due to the need to run legacy applications which will not run on newer platforms.

The Thames Valley Control Service (TVFCS) takes all fire service 999 calls for the Thames Valley. This includes Berkshire, Buckinghamshire and Oxfordshire.

TVFCS have many of their applications and services managed by Capita and therefore only non proprietary network support cover is required for out of office hours.

A diagram of the systems that sit within the control of the TVFCS and are the responsibility of RBFA is provided at Appendix 1.

Out of hours call out cover is required which can be provided remotely.

If attendance is required at site bidders will be asked to provide an hourly rate for call out attendance plus mileage rate.

**Statement of Requirements**

Tenders are invited based on the provision of the range of services (listed below but is not exhaustive). The services are to be delivered by a team of competent resources through a single Supplier.

* Provide professional technical consultancy, advice and support to RBFA to ensure that the server and PC infrastructure is available, backed up and secure at all times.
* Advice and support the operation of all activities to ISO27001 standards and adherence to ITIL framework. Advice on best practice and document agreed procedures and protocols.
* Carry out a range of new infrastructure tasks to set up a new DR site for the Authority
* Provide professional documentation and skills transfer to the in house team that explains the structure and processes in place so the service can be transitioned to the in house team.
* Provide a 24/7, 365 days a year network support contract for RBFA and TVFCS.
* Prepare a detailed network diagram and topology for both services

As required provide consultancy support through the provision of an onsite presence to support:

* the VMware host environment to include upgrades of software and infrastructure build of Servers (physical and virtual), PCs, MDTs (Mobile Data Terminal), minimal impact to production environments
* firewall, switch configuration and system trouble shooting.
* the network infrastructure, WAN, LAN, VPN and wireless plus DNS and DHCP.
* oversee the management of backups, patching/service packs (WSUS) and updates required to maintain secure and compliant systems.
* the Disaster Recovery site for all required infrastructure.
* ensure that all assets (hardware and software) procured are tracked within FireWatch and linked systems.
* identify problems or enhancements and give feedback to IT management.
* assist with planned IT Projects e.g. expansion of network, roll-out of systems
* Other ICT work of a similar nature to support the business
* Indexation will not apply to this contract. Pricing will remain fixed for the contract period.
* The Supplier will be required to prepare technical documentation of all the processes and changes they put in place alongside the in house team. All documentation produced for RBFA and TVFCS is to be handed over to the Supervising Officer to agreed timelines and before the end of the contract. At the end of the contract the Supplier will be required to confirm any details of the Authority’s ICT provision is deleted from the Suppliers’ system.

## **Contract Period**

## The contract period is for one year with the option at the discretion of the Fire Authority to extend for a further one year.

# Selection and Evaluation Criteria

All bidders must be able to comply with the selection requirements

The tender evaluation process will be conducted to ensure that all tenders are evaluated fairly to ascertain the most economically advantageous tender. (MEAT)

The Authority will evaluate the tender based on the criteria and scoring matrix as set out below.

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| Quality |  |
| CVs of staff and associates of Supplier who will provide the service and how the service will be provided across the team | 25% |
| Proposed arrangement for covering the service flexibly as required and out of hours | 20% |
| Proposed arrangements for training and skills transfer and documentation | 15% |
| Pricing |  |
| Total price for one year based on a work structure and out of hours service set out in example | 40% |
| Total | 100% |

**Scoring Methodology**

**Quality Scoring Methodology**

A score will be awarded for each response on a system of 0-10 points as detailed in the table below.

|  |  |
| --- | --- |
| 0 Unacceptable | Response is so incomplete that it is not possible to form a judgement |
| 1 Poor | Almost unacceptable, response is limited or inadequate or substantially irrelevant |
| 2 Very weak | Well below expectation, response only partially addresses the requirement, offers no explanation as to how the proposal meets a number of aspects of the requirement and gives major concerns about the potential reliability to meeting more than one aspect of the proposal |
| 3 Weak | Below expectation, response gives considerable reservations about the proposal meeting some or some of the requirements and gives rise to a number of concerns about the potential reliability to meeting more than one aspect of the proposal |
| 4 Marginal | Marginally below expectation, response gives some reservations about the proposal meeting some of the requirements and gives rise to a number of concerns about the potential reliability to meeting one aspect of the proposal |
| 5 Meets expectations | Acceptable, response mainly compliant, generally meets requirement except for minor aspects, limited reservation, satisfactory |
| 6 Marginally exceeds expectations | Satisfactory, response is considered acceptable, gives confidence as to reliability to meeting all key aspects of proposal, no reservations |
| 7 Good | Exceeds expectations, good response which meets requirements, gives confidence that all aspects of proposal may be relied upon, describes how requirement will be met, no reservations |
| 8 Very good | Exceeds expectations, good robust response which meets requirements, gives confidence that all aspects of proposal may be relied upon with relevant examples/material, no reservations |
| 9 Outstanding | Excellent response, exceeds expectations of the requirement and its objectives, gives high confidence that proposal may be relied upon without reservation |
| 10 Excellent | Exemplary and innovative response, exceeds expectations of requirement and its objectives, gives high confidence that all key aspects of the proposal may be relied upon without reservation, offers added value that is relevant to requirement |

Potential Providers response to each question will be scored as above and the total pro-rated to give a percentage score out of the maximum percentage for that section.

**Financial Criterion Scoring Methodology**

Each Tender will be awarded a weighting based on its relationship with the lowest priced Tender on the basis of the submitted lump sum fee based on the full three year costs

The Tender with the lowest lump sum fee will be awarded the full weighting available. Each of the remaining Tenders will be awarded a weighting on a pro-rata bases according to the following calculation:

Pricing is based on the cost of the full contract price over the contract period

Lowest Tender Price

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 40 % of weighting to be allocated

Potential Providers Price

Worked Example:

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| Potential Provider | Lump Sum Price (£) | Pro rata weighting (based on 40% being allocated to the price criteria) |
| A | £1,000,000 | 40% |
| B | £1,250,000 | 32% |
| C | £1,500,000 | 26.67% |

The Potential Provider who achieves the highest overall score shall be held to have submitted the most economically advantageous Tender.

**Tendering Timetable**

To ensure that the evaluation and award process is completed and the Contract executed prior to the commencement date, the Authority has set the following tendering timetable. The Authority reserves the right to amend the timetable.

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| **Tender High Level Plan** | **Deadline** |
| Tender released to the market | 5th November 2015 |
| Tender return deadline | 12 noon, 30th November 2015 |
| Evaluation period completed by | 15th December 2015 |
| Contract award | 22nd December 2015 |
| Expected contract start date | January 2016 |

**Transparency**

The Authority will publish the final contract value and the name of the successful Provider on it’s contract register which can be found on the RBFA website.

**APPENDIX 1**

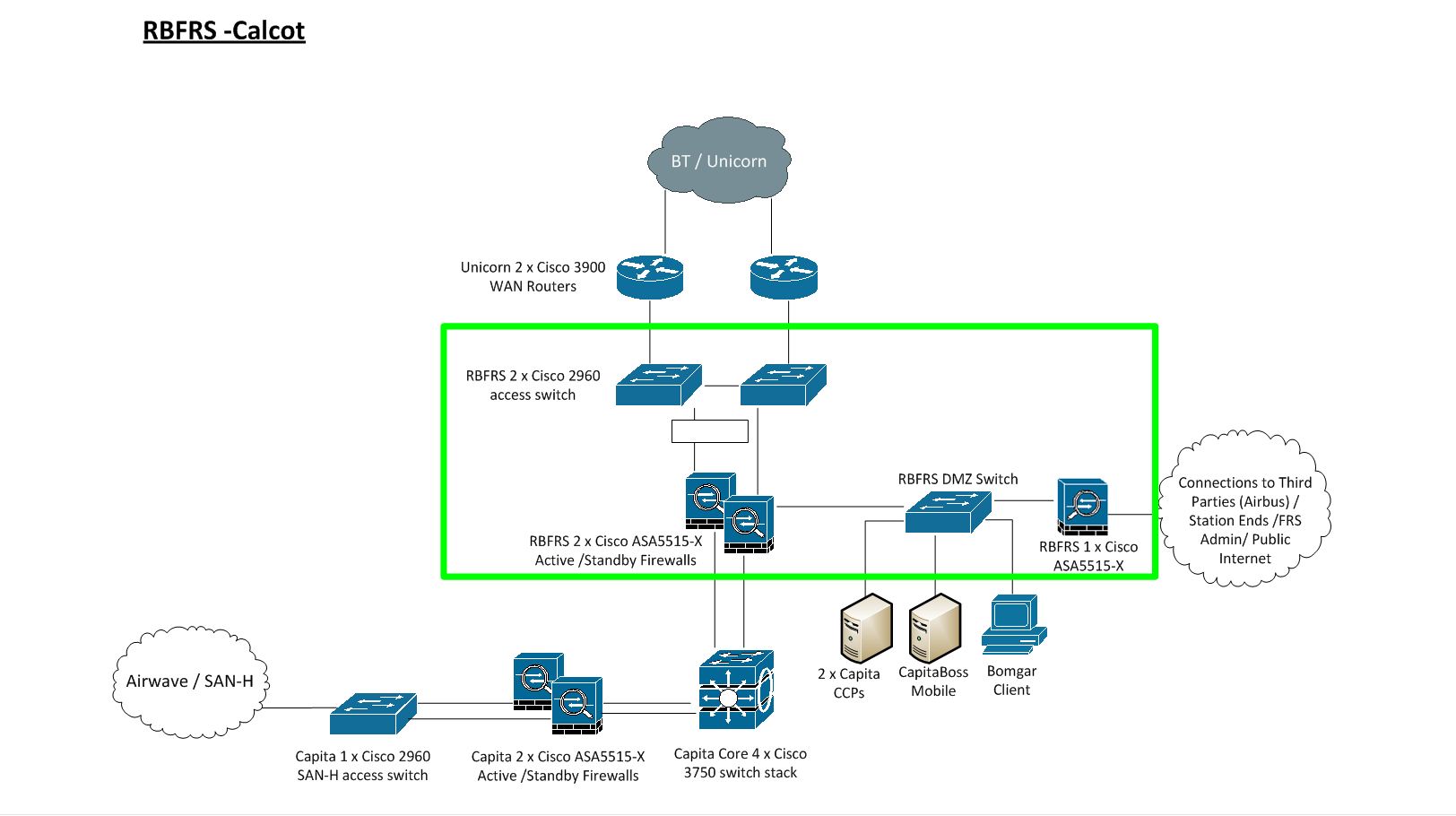
Calcot is the location of the main RBFA headquarters hosting TVFCS.

If the Calcot TVFCS should fail, incoming calls switch over immediately to Allerton (temporarily ) whilst Kidlington is brought into use

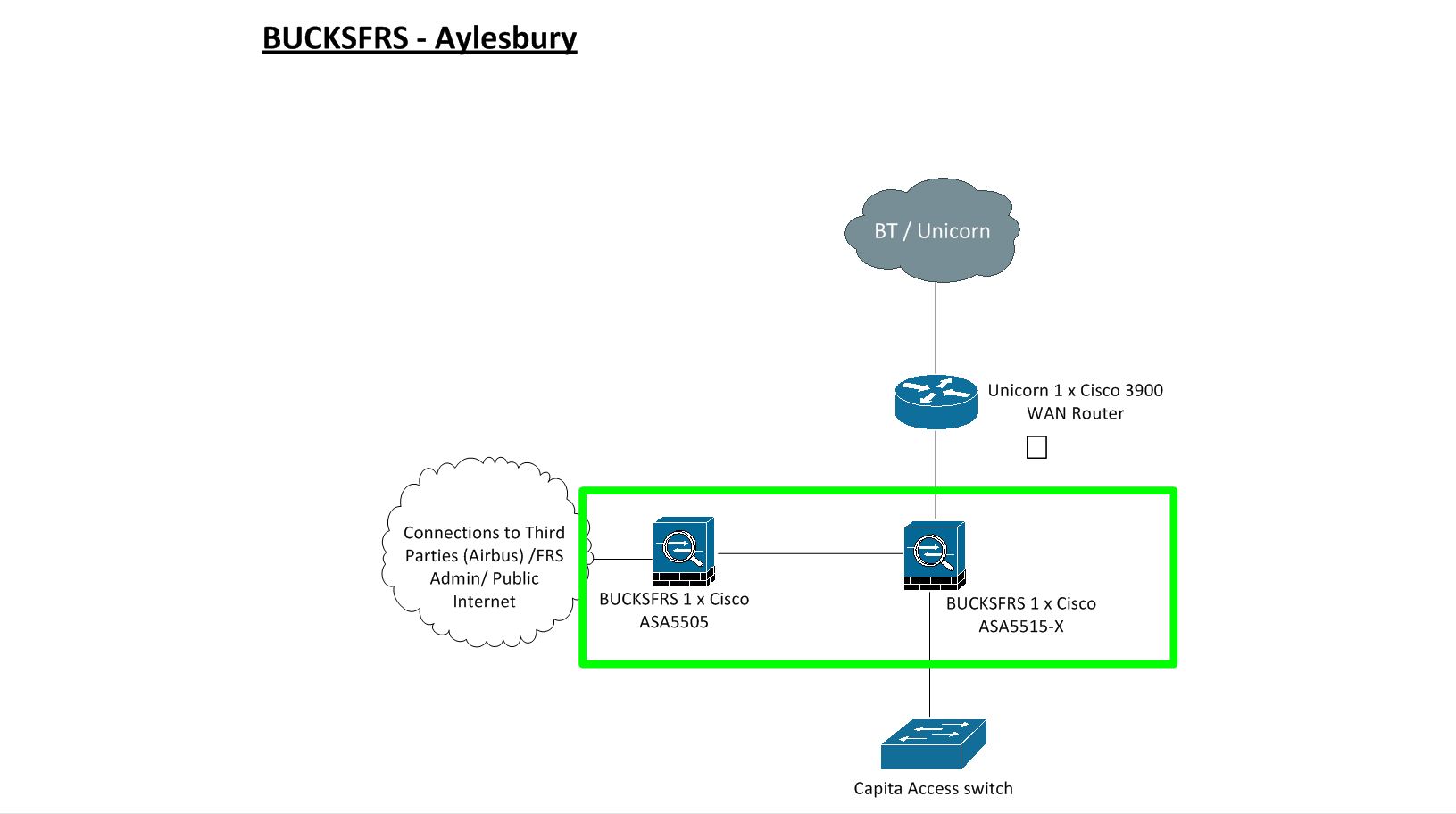
Below are four high level diagrams of the TVFCS part of the network that we require out of hours support for. In most instances this support can be provided remotely and in an emergency out of hours the Authority has in place additional business continuity arrangements to ensure there is no failure to the service.

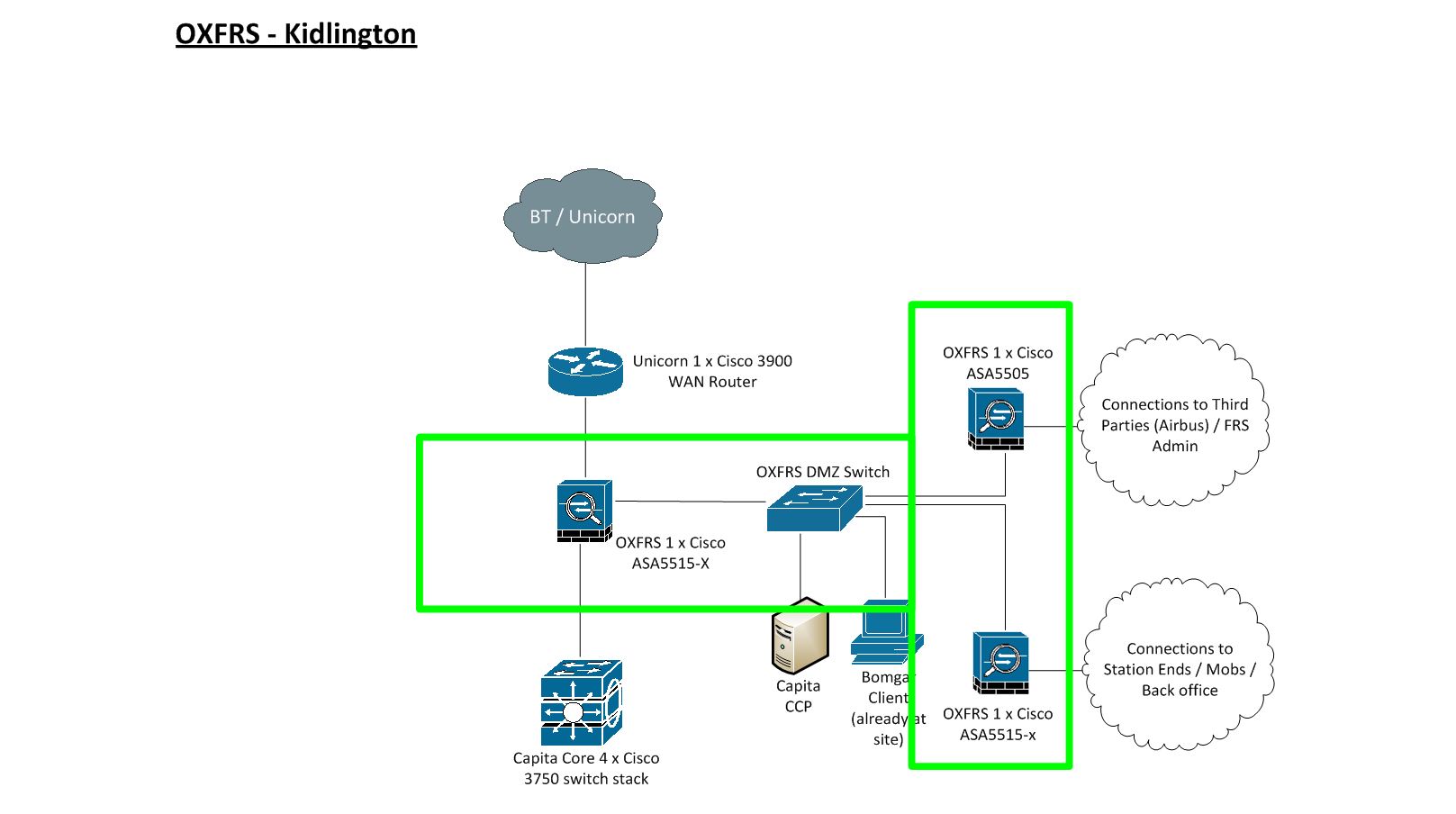
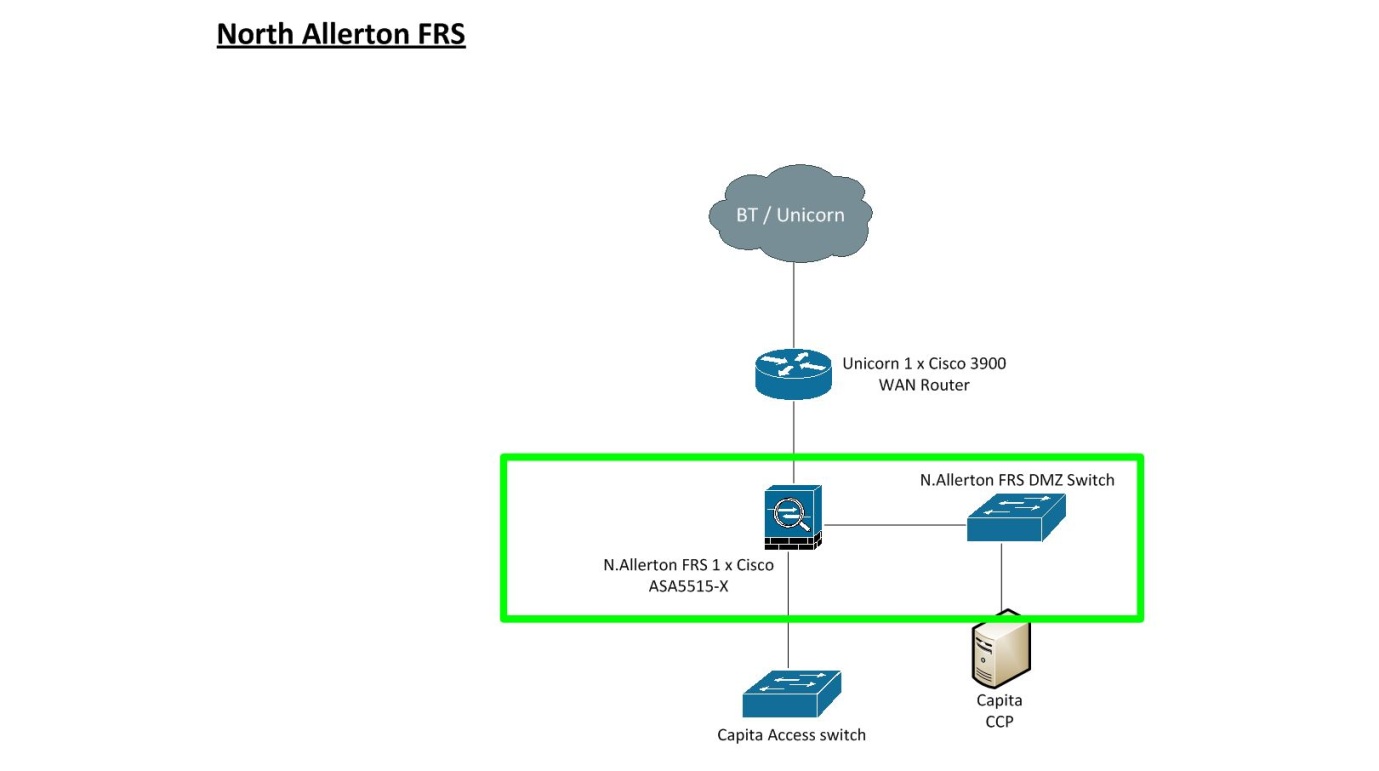
The contract is to provide out of hours support for parts of the network within the green boundary only.

The link beyond our firewalls is the responsibility of each FRS ( Oxfordshire and Buckingham and Milton Keynes ) or Capita  with the wide area network joining sites supplied by UNICORN Via BT and this wide areas is supported by BT ( UNICORN contract ) exception being Royal Berkshire admin network  and that connect to the Internet and all Berkshire fire station .



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