

(REDACTED)  
(REDACTED)  
(REDACTED)  
(REDACTED)  
(REDACTED)

Attn: (REDACTED)

Date: 15th November 2016

Procurement ref: **CCIH16B43 (RCA115743)**

Dear Sir/Madam,

**Award of contract for the Provision of Hyper Converged Infrastructure Solution**

Further to your submission of a Tender/Proposal for the above Procurement, on behalf of the Ministry of Defence (the "Authority"), I am writing to advise that the procurement is now complete.

I am pleased to inform you that your company ranked first in our evaluation and therefore we would like to award the contract to you.

The call-off contract shall commence 15th day of November 2016 and expire on completion of successful delivery of all the equipment which is scheduled for 30th November 2016. The contract is for the provision of a Hyper Converged Infrastructure Solution the associated equipment, and three (3) years maintenance.

**The Contract Schedule of Requirements (SoR) – Appendix B is attached.**

The total value is £(REDACTED) (ex VAT).

This procurement activity was a further competition under framework RM1054 – MoD Technology and the framework Terms and Conditions shall apply.

To proceed with this award and its associated order please sign the Order Form attached and return to the undersigned procurement lead AND (REDACTED) ((REDACTED)) (REDACTED)

The Call-Off payment terms (and any payment terms quoted during the Tender process) are revised (see Order Form) as a direct consequence of the current MOD system down-time period of the MoD P2P.

As the MOD P2P system is down please accept this Award Letter as approval that MOD wish to proceed with the Order. The Goods/Services should be delivered to the agreed location and within the agreed stated delivery dates. Do not wait for this to be ordered through the MOD system.

Should you have any queries regarding this or any other matter please do not hesitate to contact me.

Yours faithfully,

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OFFICIAL



Signed for and on behalf of MoD

Name: **(REDACTED)**

**(REDACTED)**

Signature:

**(REDACTED)**

Date: 15th November 2016

Provision of Hyper Converged Infrastructure Solution

Reference Number CCIH16B43 (RCA115743)

## **CONTRACT STATEMENT OF REQUIREMENTS (APPENDIX B)**

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## 1. PURPOSE

- 1.1 The Ministry of Defence (MoD) are inviting bids for the supply and installation of a Hyper Converged Infrastructure Solution
- 1.2 The MoD may be referred to as “the Authority” hereafter.

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

2.1 The Authority protects the security, independence and interests of our country at home and abroad. They work with allies and partners whenever possible. The Authority’s aim is to ensure that armed forces have the training, equipment and support necessary for their work, within the constraints of Government budgets.

2.2 Responsibilities:

2.2.1 The Authority have 7 military tasks:

- Defending the UK and it’s Overseas Territories;
- Providing Strategic Intelligence;
- Providing Nuclear Deterrence;
- Supporting Civil Emergency Organisations in Times of Crisis;
- Defending our Interests by Projecting Power Strategically and Through Expeditionary Interventions;
- Providing a Defence Contribution to UK Influence &;
- Provides Security for Stabilisation.

## 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

3.1 The VMware vsphere infrastructure, SAN and Backup software at No 1 AIDU are all at their end of life and beginning to fail and as such are due to be refreshed this year.

## 4. DEFINITIONS

Expression or Acronym	Definition
SAN	Storage Area Network
AIDU	Aeronautical Information Document Unit

## 5. SCOPE OF REQUIREMENT

- 5.1 No 1 AIDU IT Support currently operates a VMware vSphere 5.5 server virtualisation solution on which it has 27 VM’s running.
- 5.2 The volume of VM’s is expected to be increased to approximately 50 VM’s in the near future as well as upgrading to Vsphere 6 Enterprise Plus.
- 5.3 The SAN storage solution is a Dell Equallogic with 23TB capacity with 12 TB usable. The Authority are looking to move away from Dell to a new hyper-converged storage technology with around 30TB usable.

- 5.4 The Authority seeks a hyper converged solution that will enable the organisation to expand its cluster as required without any limitations. The solution must be simple to use and operate and must be self-healing.
- 5.5 The backup software is Symantec Backup Exec which the Authority is looking to replace with Veeam Backup and Replication.

## 6. THE REQUIREMENT

- 6.1 The Authority require a solution that meets the following requirement:
- 6.1.1 Must support VMware VSphere, Hyper V and KVM
- 6.1.2 The chosen solution must provide N+1 resilience so that in the event of a node failure there is no loss of performance and no data loss
- 6.1.3 Data locality is key to ensure performance and limit network saturation, this must be a feature of the chosen solution
- 6.1.4 Must be able to scale the solution to meet future requirements
- 6.1.5 Must be able to manage the system remotely and the system must provide capacity planning estimates
- 6.1.6 The hyper converged solution must only occupy 4U of rackspace.
- 6.2 The Solution must provide the following functionality:
- 6.2.1 Allow data team to monitor platform resource use
- 6.2.2 Allow IT operational team to monitor platform use and react quickly to additional service requests and bottleneck events
- 6.2.3 Native high availability failure
- 6.2.4 Scalability
- 6.2.5 Reliability
- 6.3 The following service delivery is required:
- 6.3.1 The supplier **MUST** provide the necessary reporting/management and co-ordination to effectively control the; work schedule, technical resolution & risk/issue management
- 6.3.2 The supplier **MUST** provide the necessary technical (and where the supplier feels appropriate), software resources to enable the deployment of such a solution.
- 6.3.3 The supplier **MUST** advise and recommend to No 1 AIDU, the optimum configuration for the intended use of the platform.
- 6.3.4 The supplier **MUST** work with No 1 AIDU technical staff to deploy any solution. No 1 AIDU technical leads **MUST** be confident in minimising any risk or impact on to service

delivery and therefore the supplier **MUST** work within any change control requirements when deploying the system.

6.3.5 The Supplier **MUST** provide maintenance costs for 3 years.

6.4 For the purpose of clarification the Authority have identified a solution which is outlined below. Potential Suppliers may submit suitable alternative solutions but they must meet the requirements outlined in section 6.1, 6.2, and 6.3:

- 2 x Nutanix 8235-G5
- 8 x Intel Xeon 10 core Broadwell processor
- 256GB RAM Per Node (1024GB in total)
- 16 x 6Tb HDD
- 8 x 960GB 3.5" SSD
- 4 x dual 10GbE SFP+ Network Adapter
- License – ULT entitlement
- Prism Pro
- 3Yr Production Support
- Nutanix implementation service
- NX Platform Admin Training
- 8x Veeam Backup and Replication V9 Enterprise (Licensed per CPU) Includes 12mths support
- 8x Veeam Support for additional 24month
- 2 x Cisco CATALYST 4500-X 16 PORT 10G IP BASE, front to back

## 7. KEY MILESTONES

7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Delivery and installation	No later than 30 <sup>th</sup> November 2016.

## 8. VOLUMES

8.1 Please see section 6.

## 9. CONTINUOUS IMPROVEMENT

9.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

9.2 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 10. QUALITY

The Solution will meet standards from JSP 440 – Defence Manual of Security and JSP 604 Lft 4800 – Regulations for the Installation of Information Communications Technology.

## 11. PRICE

- 11.1 Prices are to be submitted via the Appendix E – Pricing Schedule. This should show a full breakdown of all associated costs.
- 11.2 Appendix E – Pricing Schedule must be uploaded to the e-Sourcing Portal. This should be in response to the Price Question where indicated.
- 11.3 Supporting data/specification for all proposed solutions is required and must be uploaded to the e-Sourcing Portal. This should be uploaded to the e-Sourcing Portal in response to the Price Question where indicated.
- 11.4 All prices must be in GBP and exclude VAT.

## 12. STAFF AND CUSTOMER SERVICE

- 12.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the supply and installation of a Hyper Converged Infrastructure Solution Contract in order to consistently deliver a quality service to all Parties.
- 12.2 Potential Provider's staff assigned to the supply and installation of a Hyper Converged Infrastructure Solution Contract shall have the relevant qualifications and experience to deliver the Contract.
- 12.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 13. SERVICE LEVELS AND PERFORMANCE

- 13.1 The Authority will measure the quality of the Supplier's delivery by:

### 13.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery and installation	Delivery and installation of full requirement as listed in section 6.	No later than 30 <sup>th</sup> November 2016.

## 14. PAYMENT

- 14.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables. This will be via P2P.
- 14.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 14.3 The contracted Supplier must complete the relevant P2P template issued with the award letter. This should be returned within 48 hours of receipt.

14.4 During the period 27/10/16 - 18/11/16 the MOD will not be able to process any invoices, new orders or receipts on P2P. Consequently, Contract and other payments will be deferred until after the CP&F Release 2 'Go-Live' date (18/11/16)

**15. LOCATION**

15.1 The location of the Services will be carried out at:

(REDACTED)  
(REDACTED)  
(REDACTED)  
(REDACTED)  
(REDACTED)  
(REDACTED)

**TECHNOLOGY PRODUCTS ORDER FORM AND TECHNOLOGY PRODUCTS CALL-OFF TERMS**

**PART 1 – TECHNOLOGY PRODUCTS ORDER FORM**

**SECTION A**

This Order Form is issued in accordance with the provisions of the Technology Products Framework Agreement RM 1054. The Supplier agrees to supply the Goods specified below on and subject to the Order Form and the Call Off Terms (together referred to as the Call Off Contract).

**DATE** 15/11/2016

**ORDER NUMBER** CCIH16B43 (RCA115743)

**FROM** (REDACTED)  
(REDACTED), (REDACTED), (REDACTED), (REDACTED), (REDACTED)

Acting as an agent on behalf of the departmental customer:

(REDACTED), "CUSTOMER"  
(REDACTED)  
(REDACTED)  
(REDACTED)  
(REDACTED)  
(REDACTED)  
(REDACTED)

**TO** Stone Computers Ltd "SUPPLIER"  
(REDACTED)  
(REDACTED)  
(REDACTED)  
(REDACTED)



## **SECTION B**

### **1. TERM**

#### **1.1 Call Off Commencement Date:**

As stated in the Award Letter

#### **1.2 Call Off Expiry Date:**

End date of Call Off Initial Period

As stated in the Award Letter

### **2. CUSTOMER CORE GOODS REQUIREMENTS**

#### **2.1 Goods required**

The Goods listed in Appendix B and detailed in the attached P2P upload template.

#### **2.2 Location/Sites of Delivery**

Location as stated in Appendix B

#### **2.3 Dates for Delivery of the Goods and/or the Services**

Hardware to be delivered no later than 30<sup>th</sup> November 2016, Maintenance provision will be for three (3) years from delivery.

### **3. CALL OFF CONTRACT CHARGES AND PAYMENT**

#### **3.1 As stated in the Customer's letter (Notification of revised dates for system down time for transition to the MOD's new Contracting, Purchasing & Finance) dated 29<sup>th</sup> September 2016, the Customer will not be able to raise a PO number or process any payments until after 18<sup>th</sup> November 2016.**

**Upon receipt of your countersigned copy of this Order and Award Letter, the Customer will acknowledge receipt, but will not send you a unique PO Number until the new system is live.**

**You must be in receipt of a valid PO Number before submitting an invoice. Electronic invoices will be processed in accordance with the existing e-payment (P2P) terms and conditions.**

### **4. FORMATION OF CALL OFF CONTRACT**

#### **4.1 BY SIGNING AND RETURNING THIS ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Goods.**

4.2 The Parties hereby acknowledge and agree that they have read the Order Form and the Call-Off Terms and by signing below agree to be bound by this Call Off Contract.

4.3 In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Order Form from the Supplier within two (2) Working Days from receipt (the “**Call Off Execution Date**”).

**FOR AND ON BEHALF OF THE SUPPLIER:**

Name and Title	(REDACTED)
Signature	(REDACTED)
Date	17 <sup>th</sup> November

**FOR AND ON BEHALF OF THE CUSTOMER:**

Name and Title	(REDACTED)
Signature	(REDACTED)
Date	15 November 2016