Invitation to Quote

Invitation to Quote (ITQ) on behalf of The Science and Technology Facilities Council

Subject STFC Video Conferencing MCU Replacement

Sourcing reference number IT17510

UKSBS
Shared Business Services

UK Shared Business Services Ltd (UK SBS)
www.uksbs.co.uk

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Section 1 – About UK Shared Business Services

Putting the business into shared services

UK Shared Business Services Ltd (UK SBS) brings a commercial attitude to the public sector; helping Contracting Authorities improve efficiency, generate savings and modernise.

It is our vision to become the leading service provider for Contracting Authorities for of shared business services in the UK public sector, continuously reducing cost and improving quality of business services for Government and the public sector.

Our broad range of expert services is shared by our Contracting Authorities. This allows Contracting Authorities the freedom to focus resources on core activities; innovating and transforming their own organisations.

Core services include Procurement, Finance, Grants Admissions, Human Resources, Payroll, ISS, and Property Asset Management all underpinned by our Service Delivery and Contact Centre teams.

UK SBS is a people rather than task focused business. It's what makes us different to the traditional transactional shared services centre. What is more, being a not-for-profit organisation owned by the Department for Business, Energy & Industrial Strategy (BEIS), UK SBS' goals are aligned with the public sector and delivering best value for the UK taxpayer.

UK Shared Business Services Ltd changed its name from RCUK Shared Services Centre Ltd in March 2013.

Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business, Energy and Industrial Strategy (BEIS) transition their procurement to UK SBS and Crown Commercial Services (CCS – previously Government Procurement Service) agree a Memorandum of Understanding with UK SBS to deliver two major procurement categories (construction and research) across Government.

UK SBS currently manages £700m expenditure for its Contracting Authorities.

Our Contracting Authorities who have access to our services and Contracts are detailed here.

Section 2 – About the Contracting Authority

Science and Technology Facilities Council (STFC)

STFC is a world-leading multi-disciplinary science organisation, whose goal is to deliver economic, societal, scientific and international benefits to the UK and its people – and more broadly to the world.

STFC support an academic community of around 1,700 in particle physics, nuclear physics, and astronomy including space science, who work at more than 50 universities and research institutes in the UK, Europe, Japan and the United States, including a rolling cohort of more than 900 PhD students.

The organisation's large-scale scientific facilities in the UK and Europe are used by more than 3,500 users each year, carrying out more than 2,000 experiments and generating around 900 publications.

The combination of access to world-class research facilities and scientists, office and laboratory space, business support, and an environment which encourages innovation has proven a compelling combination, attracting start-ups, SMEs and large blue chips such as IBM and Unilever.

Examples of funded research

- STFC is providing the design infrastructure for the £23bn UK microelectronics sector that underpins strategically important industries worth £78bn to the UK economy

- STFC's ISIS facility and its users, working in partnership with the NHS, developed a novel material to improve the treatment of cleft lip and palate, speeding up healing times and reducing operating costs

- STFC's Synchrotron Radiation Source was used to understand how conventional anti-malarial drugs work, allowing the development of more effective treatment to reduce the devastating global impact of malaria

- STFC's ISIS facility is identifying new materials that can safely and conveniently store hydrogen, enabling the development of hydrogen-fuelled cars reducing reliance on fossil fuels and cutting carbon emissions

www.stfc.ac.uk

Section 3 - Working with the Science and Technology Facilities Council .

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1	Contracting Authority Name and address	Science and Technology Facilities Council (STFC) Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1FF
3.2	Buyer name	ICTProcurement
3.3	Buyer contact details	ICTProcurement@uksbs.co.uk 01793 867005
3.4	Estimated value of the Opportunity	The total contract value including optional extensions is £125,000.00 excluding VAT. The initial contract value is £75,000.00 excluding VAT
3.5	Process for the submission of clarifications and Bids	**All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here.** **Please note submission of a Bid to any email address including the Buyer will result in the Bid not being considered.**

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	31/01/18 Contracts Finder
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	08/02/2018 17:00pm
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	09/02/2018 16:00pm
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	14/02/2018 16:00pm

3.10	Date/time Bidders should be available if face to face clarifications are required	N/A
3.11	Anticipated selection and the selections of Bids notification date	21/02/2018
3.12	Anticipated Award date	28/02/2018
3.13	Anticipated Contract Start date	02/03/2018
3.14	Anticipated Contract End date	02/03/2021 (With the option to extend for a further 24 months on an annual basis 1+1)
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Introduction

This requirement is to supply a Video-Conferencing Bridging and Interoperability capability that will:

- Replace 4 existing virtual video-conferencing rooms,
- Allow interworking between all common desktop and video-conferencing clients,
- Provide a structured capability for adding connectivity for new types of desktop and video-conferencing client in the future, and
- Provide a secure, reliable, and enduring platform.

This Bridging and Interoperability capability will replace the existing single physical basic Cisco MCU (Multi-point Control Unit) Bridge with resilient virtual device(s) within STFC Digital Solution's Hyper-V (Microsoft) virtual environment.

An initial base capacity of 20 video-conferencing ports ports and appropriate Virtual Meeting Rooms (VMR's) for 3 years is required.

An architecture Diagram showing the key positioning of the Interoperability Bridge is given in APPENDIX 4 – Architecture Diagram.

Scope

The initial capacity required is 20 video-conferencing ports for 3 years. The initial VMR requirement is 1000. Potential increment requirements are given in the following paragraph.

During the period of the agreement the capacity must be expandable in increments:

- of 5 video-conferencing ports, up to at least 100 video-conferencing ports, and
- of 100 VMR's, up to 4000.
-

The initial installations will be at STFC's Daresbury Laboratories, DL, and STFC's Rutherford Appleton Laboratories, RAL. (Site address details are given in APPENDIX 3 STFC Locations.) As there are resilient network connections readily available between RAL and DL, the resilience implementation can be completed remotely from DL. Capacity added at RAL should be able to provide resilience for DL capacity, and vice versa.

The initial installation must be able to be deployed in, and integrated with, STFC's Hyper-V environment.

The initial installation will be on Hyper-V 2012 R2. This is planned to be upgraded to Hyper-V 2016.

During the period of the agreement, it is anticipated that support for some new desktop and laptop video-conferencing clients (ie., in addition to Jabber and Skype for Business) will be required.

The period of the agreement will be 3 years with possible 2 x 1 year extensions, up to a total period of 5 years.

The current video-conferencing bridge system is supported by 3 FTE staff, 2 in user support, and 1 in technical support.

The replacement bridge and interoperability system must not require, in normal operation, more support resource than the current video-conferencing bridge system.

The current video-conferencing bridge system comprises a Cisco TelePresence MCU 4510 server supporting a mixed-vendor HD endpoint environment. The 4510 provides:

- Up to 1080p at 30 frames per second,
- Full continuous presence for all conferences, and
- Full transcoding.
-

STFC's current virtual infrastructure extends across RAL and DL. Solution resilience proposals must allow for a latency of 10 – 30 ms across this infrastructure.

Requirements

The key functional requirements are:

- The solution must natively support SIP and H.323, including full bi-directional content using BFCP (for SIP connections) and H.239 (for H.323 connections),
- The solution must be able to support WebRTC (on Google Chrome and Mozilla Firefox) as well as Flash/RTMP (on Microsoft Internet Explorer and Apple Safari). The system must also be able to send and receive content in addition to main video simultaneously from all browsers,
- The solution must natively support Microsoft Lync 2010, 2013 and Skype for Business, including the ability to send and receive RDP content as a native dual stream without embedding it into the main video window,
- The solution must be able to cascade calls between a Lync AVMCU call and the software based MCU solution,
- The solution must be able to support sharing PowerPoint uploads from SfB Clients during meetings,
- The solution must be able to support Video Based Screen Sharing (VBSS) from SfB clients during meetings,
- The solution must natively support RTMP streaming from any Virtual Meeting Room to streaming solutions such as Wowza, Qumu, Microsoft Streaming Media Services hosted on the Azure cloud, and YouTube,
- The software must be able to be loaded on multiple virtual machines, and have all the multiple machines act as a single large MCU with the exact same user experience and layout for all users, regardless of location,
- The system must automatically burst calls between virtual machines without compromising the user experience, including between data centers throughout the deployment,

- The system must be able to automatically balance call loads amongst all installed virtual machines without compromising the user experience,
- The system must support a client-side fully branded experience without any additional licensing costs,
- The system must utilize IPSEC as a firewall traversal solution,
- The system must support H.261 up to H.264,
- The supplier must state their potential adoption of High Efficiency Video Coding (HEVC), for example H.265, as VC end-point and video-client technologies improve to accommodate the additional processing power needed,
- The supplier should state their potential adoption of Google's VP9 (libvpx) as VC end-point and video-client technologies improve to accommodate the additional processing power needed.
- The system must be able to register H.323, SIP and WebRTC endpoints directly without the need for additional products,
- The system should be able to natively federate with O365 and internal Skype for Business deployments,
- The solution must be able to burst into Cloud deployments from both Amazon Web Services and Microsoft Azure.

The key solution management requirements are:

- The solution must support secure integration with Active Directory (AD) 2008 R2 and higher versions,
- The solution must provide external Policy Server implementation,
- The solution must be manageable from a single web-based interface,
- The solution must provide a real-time graphical representation of the entire deployment and allow administrators to check conference nodes, conferences, and endpoints by just clicking their mouse,
- Security updates and patches must be released promptly and deployed in timescales commensurate with the importance and urgency of the updates and patches.

The key solution technical requirements are:

- Working seamlessly with the existing meeting room hardware/infrastructure, whilst offering flexibility and scalability to meet future demands,
- Being a 100% software based solution that can run on any virtual server or servers that STFC currently operate,
- Deployment in STFC's Microsoft Hyper-V virtual infrastructure environment,
- Initial installation on Hyper-V 2012 R2. (This is planned to be upgraded to Hyper-V 2016.),
- Migration of deployment from Hyper-V 2012 R2 to Hyper-V 2016 without interruption to the video-conferencing services,
- Implementing and deploying system changes such as, but not limited to, security updates, changing capacity, updating software, and updating firmware, must be achievable without interruption to video-conferencing services.

The key solution support characteristics are:

- Support for the deployed solution, including any capability to burst into Cloud-based service delivery, together with support for the remaining videoconferencing

systems and services, must in total use no more support resource than is currently used to support the current videoconferencing service,

- The Supplier's proposed solution must include support availability during STFC's normal working hours, which are:

Monday to Friday 08:00 – 18:00 UK time, excluding English Bank Holidays.

- The Supplier's proposed solution must provide support which meets the Support Service Level Targets given in APPENDIX 1 Support Service Level Targets.
- The Supplier's proposal must include providing direct to STFC, support up to level 2 from within the Supplier's own organisation. (Level 3 support may be provided by the Supplier and/or Manufacturer.)

Management & Security

A proposed approach to contract management will be agreed between parties as part of the strategic and operational governance of the agreement. Arrangements must include regular service reviews at least 3 times a year.

The proposed solution must provide and support:

- Industry-standard methods of securing video-conferencing video streams,
- Industry-standard methods of securing stored video files.

Training

Training is required as follows:

- Installation and operations for up to 5 people, sufficient for STFC to be able to operate, support, and manage the system, in the context of STFC having system supplier support arrangements.
- To be completed by Friday 30th March, 2018.
- To be supplied on-site at Daresbury Laboratory, Keckwick Ln, Daresbury, Warrington WA4 4AD

Documentation

Documentation is required as follows:

- Documentation must include drawings of system connectivity, and details of component inter-dependencies for service provision,
- Documentation must be in editable formats. In addition, master reference copies may be made available on non-editable formats,
- Documents must be provided in file formats which are currently used by STFC, and which are appropriate to the content. STFC currently uses Powerpoint, Visio, Excel, and Word.

Implementation

Software must be installed, and any training completed within 1 month from the start of the contract period, and in any event before 30th March 2018.

The Supplier must include in their submissions an outline Implementation Plan. A partial example is given in APPENDIX 2 Partial Outline Implementation Plan.

As part of its installation and deployment activities the Supplier must provide a detailed Implementation Plan which is agreed by STFC.

<u>Terms and Conditions</u>

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Section 5 – Evaluation model

The evaluation model below shall be used for this ITQ, which will be determined to two decimal places.

Where a question is 'for information only' it will not be scored.

The evaluation team may comprise staff from UK SBS,and the Contracting Authiority ------ and any specific external stakeholders the Contracting Authority deems required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 (5+5+6 =16÷3 = 5.33)

Pass / fail criteria

Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	SEL3.11	Modern Slavery Act
Commercial	SEL3.12	GDPR
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Quality	AW6.1	Compliance to the requirement of Section 4 Specification

Scoring criteria

Evaluation Justification Statement
In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. The Contracting Authority considers these weightings to be in line with existing best practice for a requirement of this type.

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	30%
Quality	PROJ1.1	The Solution	10%
Quality	PROJ1.2	Support	20%
Quality	PROJ1.3	Training	10%
Quality	PROJ1.4	Methadology	10%
Quality	PROJ1.5	Operation	15%
Quality	PROJ1.6	Maintenance	5%

Evaluation of criteria

Non-Price elements

Each question will be judged on a score from 0 to 100, which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20**%**.

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:

Score = {weighting percentage} x {bidder's score} = 20% x 60 = 12

The same logic will be applied to groups of questions which equate to a single evaluation criterion.

The 0-100 score shall be based on (unless otherwise stated within the question):

0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the selection question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

Example
Evaluator 1 scored your bid as 60
Evaluator 2 scored your bid as 60
Evaluator 3 scored your bid as 40
Evaluator 4 scored your bid as 40
Your final score will (60+60+40+40) ÷ 4 = 50

Price elements will be judged on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100.
All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.

For example - Bid 1 £100,000 scores 100.
Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80
Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.
Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.
Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.
Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.
Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50.

In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: Score/Total Points multiplied by 50 (80/100 x 50 = 40)

The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.

Section 6 – Evaluation questionnaire

Bidders should note that the evaluation questionnaire is located within the **e-sourcing questionnaire.**

Guidance on completion of the questionnaire is available at
http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

DO:

7.1   Do comply with Procurement document instructions. Failure to do so may lead to disqualification.

7.2   Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Unless formally requested to do so by UK SBS e.g. Emptoris system failure

7.3   Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.

7.4   Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.

7.5   Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution

7.6   Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.

7.7   Do consider who who the Contracting Authority is and what they want – a generic answer does not   necessarily meet every Contracting Authority's needs.

7.8   Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.

7.9   Do provide clear , concise and ideally generic contact details; telephone numbers, e-mails and fax details.

7.10   Do complete all questions in the questionnaire or we may reject your Bid.

7.11   Do check and recheck your Bid before dispatch.

What makes a good bid – some simple do not's ☹

DO NOT

7.12 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.

7.13 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.

7.14 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.

7.15 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Contracting Authority to discuss your Bid. If your Bid requires clarification the Buyer will contact you. All information secured outside of formal Buyer communications shall have no Legal standing or worth and should not be relied upon.

7.16 Do not contact any UK SBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.

7.17 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.

7.18 Do not offer UK SBS or or the Contracting Authority staff any inducement or we will reject your Bid.

7.19 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.

7.20 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.

7.21 Do not exceed word counts, the additional words will not be considered.

7.22 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

7.23   All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.

7.24   Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool.   Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.

7.25   Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.

7.26   Any Contract offered may not guarantee any volume of work or any exclusivity of supply.

7.27   We do not guarantee to award any Contract as a result of this procurement

7.28   All documents issued or received in relation to this procurement shall be the property of the Contracting Authority. / UKSBS.

7.29   We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.

7.30   If you are a Consortium you must provide details of the Consortiums structure.

7.31   Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.

7.32   Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public

7.33   Your bid will be valid for 60 days or your Bid will be rejected.

7.34   Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.

7.35   We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.

7.36   If you fail mandatory pass / fail criteria we will reject your Bid.

7.37   Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.

7.38   Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy

checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.

7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.

7.40 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.

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

7.41 The Government is introducing its new Government Security Classifications (GSC) classification scheme on the 2nd April 2014 to replace the current Government Protective Marking System (GPMS). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC . The link below to the Gov.uk website provides information on the new GSC:

https://www.gov.uk/government/publications/government-security-classifications

The Contracting Authority reserves the right to amend any security related term or condition of the draft contract accompanying this ITQ to reflect any changes introduced by the GSC. In particular where this ITQ is accompanied by any instructions on safeguarding classified information (e.g. a Security Aspects Letter) as a result of any changes stemming from the new GSC, whether in respect of the applicable protective marking scheme, specific protective markings given, the aspects to which any protective marking applies or otherwise. This may relate to the instructions on safeguarding classified information (e.g. a Security Aspects Letter) as they apply to the procurement as they apply to the procurement process and/or any contracts awarded to you as a result of the procurement process.

USEFUL INFORMATION LINKS

- Emptoris Training Guide
- Emptoris e-sourcing tool
- Contracts Finder
- Equalities Act introduction
- Bribery Act introduction
- Freedom of information Act

APPENDIX 1 Support Service Level Targets

Incident Response\Resolution\Solution Times for the Support Plans:

In keeping with the incident response matrix below, the approved supplier must be a recognised vendor of the products offered and has proven expertise in on-line and on-site maintenance of those products. STFC will need from manufacturers/vendors written assurances that bidders conform to this status.

Incident Priority	Incident Impact Description	Incident Response Time	Incident Resolution Time	Permanent Solution Time
Priority Level 1	STFC is suffering video conferencing services disruption which affects significant staff who are performing business critical activities, and disruption of these critical activities is causing, or is very likely to cause, serious financial damage and / or enduring reputational loss.	30 minutes	A resolution or workaround shall be made available within 4 hours	A permanent solution shall be made available within 3 weeks via a patch, service pack or build
Priority Level 2	STFC is suffering video conferencing services disruption which affects significant numbers of staff who are performing business critical activities, and disruption of these critical activities lasting more than one working day will cause, or is very likely to cause, serious financial damage and / or enduring reputational loss.	60 minutes	A resolution or workaround shall be made available within 8 hours	A permanent solution shall be made available within the next available patch, service pack or build

Incident Priority	Incident Impact Description	Incident Response Time	Incident Resolution Time	Permanent Solution Time
Priority Level 3	STFC is suffering video conferencing services disruption which affects staff who are performing business activities, and disruption of these business activities lasting more than two working days will cause, or is very likely to cause, serious financial damage and / or enduring reputational loss.	2 hours	A resolution or workaround shall be made available within 2 business days	A permanent solution shall be made within the next available patch, service pack or build
Priority Level 4	STFC is suffering video conferencing services disruption which affects staff who are performing business activities, and disruption of these business activities lasting more than one working week will cause financial loss through un-necessary rework or delays.	1 Day	A resolution or workaround shall be made available within 5 business days	A permanent solution shall be made within the next two available service packs or builds

APPENDIX 2 Partial Outline Implementation Plan
STFC VC MCU Replacement Project Plan

Task	Task Lead	Task Participants	Priority	Status	Start Date	Due Date	% Complete	Done/ Overdue?	Notes
Confirm deployment model	STFC	Supplier	High	Not Started	11/01/2018		0%		design (deployment model, sip trunks etc.), compute requirements, add service account, domain, dns, certificates, firewall, scheduling
Deploy Management Node	Supplier	STFC	High	Not Started	11/01/2018	11/01/2018	0%	◥	
Deploy first conference node			High	Not Started	11/01/2018	11/01/2018	0%	◥	
Deploy second conference node			Low	Not Started	11/01/2018	11/01/2018	0%	◥	
Deploy DMZ Node (if needed)			Low	Not Started	11/01/2018	11/01/2018	0%	◥	
Deploy Reverse Proxy (if needed)			Low	Not Started	11/01/2018	11/01/2018	0%	◥	
Install Trusted Root CA			Normal	Not Started	11/01/2018	11/01/2018	0%	◥	
Create & install certificates on Management Node			Normal	Not Started	11/01/2018	11/01/2018	0%	◥	
Create & install certificates on Conf Nodes			Normal	Not Started	11/01/2018	12/01/2018	0%		
Branding			High	Not Started	11/01/2018	12/01/2018	0%		For a watermark, please provide white stfc logo, 200x100 with 40% transparency (if it is not transparent the overlaid content will be fully opaque)
DNS Entry for Management Node			High	Not Started	11/01/2018	12/01/2018	0%		
DNS Entry for Conf Nodes			High	Not Started	11/01/2018	12/01/2018	0%		
DNS Entry for Conference Pool Name			High	Not Started	11/01/2018	12/01/2018	0%		
Skype for Business Trusted Application Settings			High	Not Started	11/01/2018	12/01/2018	0%		
Input Gateway Rules to Skype for Business			High	Not Started	11/01/2018	12/01/2018	0%		
Register HDX to Interoperability Bridge			Normal	Not Started	12/01/2018	12/01/2018	0%		
Register Group to Interoperability Bridge			Normal	Not Started	12/01/2018	12/01/2018	0%		
WebRTC VMR Audio/Video to HDX			Normal	Not Started	12/01/2018	12/01/2018	0%		
WebRTC VMR Content to HDX			Normal	Not Started	12/01/2018	12/01/2018	0%		
WebRTC VMR Audio/Video to Group			Normal	Not Started	12/01/2018	12/01/2018	0%		
WebRTC VMR Content to Group			Normal	Not Started	12/01/2018	12/01/2018	0%		
WebRTC VMR Audio/Video to Skype Room System			Normal	Not Started	12/01/2018	12/01/2018	0%		
WebRTC VMR Content to Skype Room System			Normal	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business VMR Audio/Video to HDX			Normal	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business VMR Content to HDX			Normal	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business VMR Audio/Video to Group			Normal	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business VMR Content to Group			Normal	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business GW to HDX - A/V/C			Normal	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business GW to Group - A/V/C			Normal	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business to Registered HDX			Normal	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business to Registered Group			Normal	Not Started	12/01/2018	12/01/2018	0%		
WebRTC GW to Skype for Business - A/V/C			Normal	Not Started	12/01/2018	12/01/2018	0%		
WebRTC GW to HDX - A/V/C			Normal	Not Started	12/01/2018	12/01/2018	0%		
WebRTC GW to Group - A/V/C			Normal	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business Mobile A/V			Low	Not Started	12/01/2018	12/01/2018	0%		
Skype for Business Mobile Content			Low	Not Started	12/01/2018	12/01/2018	0%		

APPENDIX 3 STFC Locations

STFC's VC is provided to the following locations.

Location Ref	Location Name	Location Address
1	Astronomy Technology Centre (ATC)	UK Astronomy Technology Centre Royal Observatory, Blackford Hill, Edinburgh, EH9 3HJ
2	Chilbolton Observatory	Drove Rd, Chilbolton, Stockbridge SO20 6BJ
3	Cosener's House	15-16 Abbey Cl, Abingdon OX14 3JD
4	Daresbury Laboratory	Keckwick Ln, Daresbury, Warrington WA4 4AD
5	Rutherford Appleton Laboratories	Rutherford Appleton Laboratory Harwell Campus Didcot OX11 0QX
6	Swindon	Polaris House North Star Avenue Swindon, SN2 1SZ

APPENDIX 4 – Architectural Diagram

VC UC Discussion

Architecture v4