



Health & Social Care  
Information Centre

**Health & Social Care Information Centre  
Invitation To Quote**

**Title: HP BL860c Blade Servers**

**Reference: SIBU-0281**

## 1 INSTRUCTION TO BIDDERS

### 1.1 *About these Instructions*

These instructions provide Contractors with the information necessary to produce and submit a Tender which may be evaluated and subsequently used to form a Contract. They are designed to ensure that all tenders are given equal and fair consideration. Therefore it is important that you provide all of the information requested in the format specified.

### 1.2 *General Tender Information*

Bidders should note that the Health & Social Care Information Centre (HSCIC) reserve the right to hold clarification meetings / presentations with a reduced number of bidders short listed following HSCIC's evaluation team scoring.

Bidders (you) are to complete all sections of this document. Any assumptions or caveats, etc. to the pricing, delivery timescales or any other aspect of your offer should also be stated.

You should indicate in your bid any competitive advantage or additional added value services that you can provide were HSCIC to award the whole requirement on a solus basis (inclusive of any further discount).

HSCIC does not guarantee to award any contract as a result of this competition and also reserves the right to make an award against only part of your bid or to make multiple awards.

### 1.3 *Process Time Table*

Project deadlines and milestones are as follows:

Tender responses due by	<b>5pm, Monday 9<sup>th</sup> February 2015</b>
Appointment of supplier	<b>Wednesday 11<sup>th</sup> February 2015</b>

### 1.4 *Accompanying Documents*

Your Tender must be submitted in accordance with the following document:

- Instructions to Bidders
- Requirement

Your Tender response must be accompanied by:

- A signed copy of the Canvassing Certificate (as per Appendix 1), confirming that the Bidder/Contractor has not canvassed any member or official of the Authority
- A signed copy of the Certificate of Non-Collusive Tendering (as per Appendix 2) confirming that the Bidder/Contractor has not engaged in collusive tendering

- If the Bidder/Contractor is a subsidiary company, a parent company guarantee bond or other form of security may be required by the Authority on completion of contract documentation

All documents requiring a signature must be signed:

- Where the Bidder is an individual, by that individual
- Where the Bidder is a partnership, by two duly authorised partners
- Where the Bidder is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for that purpose
- Where the Bidder is a consortium of two or more organisations, by duly authorised representatives of each consortium member

Please ensure that you read and follow these instructions, as failure to comply with them may invalidate your tender.

Contractors should electronically sign, date and complete their Tender, inserting their responses in the appropriate places. Contractors must **NOT** amend any of the existing text in any way.

### **1.5 Decline to Tender**

Should you decline our Invitation To Tender (ITT) this will not prohibit your participation in future tenders.

### **1.6 Tender Submission**

You are requested to submit your bid electronic via the CCS website by **5pm, Monday 9<sup>th</sup> February 2015** as follows:

**Bids must be headed:**

**Tender Ref: SIBU-0281**

**and addressed to:**

  
Health & Social Care Information Centre

Please ensure that your bid is submitted as defined above. Note that for the purposes of this tender any other method of delivery is not acceptable and may invalidate your tender.

It is the Contractor's responsibility to ensure that tender documents are received in full no later than the tender deadline as specified. Health & Social Care Information Centre (HSCIC),

hereinafter referred to as “The Authority”, cannot be held responsible for the content of any responses that may be lost.

**Tenders should be submitted in English and in MS Word using no less than font size 12pt.**

## ***1.7 Enquiries***

All enquiries relating to the subject matter of this ITT must be submitted **via the CCS website only**.

Responses to **ALL** questions / queries will be sent **via the CCS website only**.

We aim to respond to all queries / questions raised within **2** working days of receipt.

Contractors should note that this document has been prepared in good faith but does not purport to be a comprehensive statement of all matters relevant to the requirement. The Authority and its advisers do not accept any liability or responsibility for its adequacy, accuracy or completeness, nor do they make any representation or warranty, expressed or implied, with respect to the information it contains.

## ***1.8 Conditions Applying to the Tender***

### **1.8.1 Variant Bids**

Bidders must provide a tender which is fully compliant with any specified mandatory or minimum requirements. Bidders may submit an alternative bid, but this must be clearly marked as such and must clearly demonstrate added value. If you have innovative ideas which enhance quality and/or reduce cost then these would be welcome and should be addressed in a separate paper at the end of the tender and referred to in the covering letter of your response. The Authority will certainly consider, but may or may not be able to take up innovative ideas.

### **1.8.2 Tender Documents**

Your tender must be submitted in the format out-lined and be delivered by the deadline stipulated.

All responses will be treated as Commercial-in-Confidence.

You are advised that your response may be reproduced and that no further indication or request for permission will be made. Such reproduction will be solely in connection with this procurement exercise.

We will acknowledge receipt of all tenders received, following the deadline date.

Contractors must demonstrate an ability to provide, administer and manage the requirement in accordance with current and known future legislation, codes of practice, best practice and other guidelines and to the standards, or exceed the standard, and requirements identified in the requirement and proposed contract documentation.

Prices and rates quoted must be fixed and firm for the stipulated period unless price breaks are agreed. All submitted tender prices and rates must be in pounds sterling and exclusive of Value Added Tax.

Tender responses must include details of delivery timescales for the product(s) or solution(s) requested within the Invitation to Tender.

### **1.8.3 Incomplete Tenders**

Tenders may be rejected if you do not provide all the information that is requested in this ITT. It is in your interest to ensure that the tender is checked thoroughly before it is submitted. All decisions to reject tenders following receipt of incomplete tenders will be at the discretion of the Authority.

### **1.8.4 Acceptance of Tenders**

By issuing this ITT the Authority is not bound in any way and does not have to accept the lowest value of any tender.

Receipt of this ITT does not in any way imply the existence of a commitment or contract. No Tender will be deemed to have been formally accepted until the Contractor has received a formal acceptance in writing.

Contractors must clearly state which services are to be provided from in-house resources and any that are to be subcontracted.

### **1.8.5 Period for Which Tenders will Remain Valid**

Unless otherwise stated by the Contractor, tenders shall remain valid for **90** days from the closing date for the receipt of tenders.

### **1.8.6 Copyright**

Contractors should note that copyright in this ITT rests with the Authority and its contents should be treated as Commercial in Confidence.

Reproduction of this document, either whole or in part, is forbidden except with the express permission of the Authority.

### **1.8.7 Amendments to the ITT Documents**

The Authority reserves the right to amend the enclosed ITT documents at any time prior to the deadline for receipt of tenders. Any such amendment will be numbered, dated and issued by [REDACTED]. Where amendments are significant, the Authority may, at its discretion, extend the deadline for receipt of tenders.

Bidders must not alter the format or content of the enclosed ITT documents in any way.

### **1.8.8 Inducements**

Offering an inducement of any kind relating to obtaining this or any other agreements with the Authority will disqualify your tender from being considered and may constitute a criminal offence.

### **1.8.9 Costs and Expenses**

You will not be entitled to claim from the Authority any costs or expenses incurred during the tender process whether or not your tender is successful. Such costs to include costs incurred in the preparation and submission of your tender and any additional costs that you may incur if the Authority modifies or amends the tender requirements including the Statement of Requirements.

### **1.8.10 Confidentiality**

Operating equitable tendering procedures relies on complete confidentiality of costing structures and any other information that may have a direct bearing on the tender outcome. It is therefore mandatory that such information is not disclosed to any third party before the contract is awarded and Contractors are notified.

It is also mandatory that no discussion, canvassing or soliciting of the Authority staff takes place, which may be deemed to have a bearing on the construction of a tender response.

Any breach of this confidentiality may render the tender invalid, except where essential information to cover the requirements of either insurance companies/brokers or financial planning requirements is requested by the Authority, prior to the official tendering process being carried out.

All information supplied by the Authority to you must be treated in confidence and not disclosed to third parties except insofar as this is necessary to obtain sureties or quotations for the purpose of submitting the tender. All information supplied by you to the Authority will similarly be treated in confidence except for the disclosure of such information with regard to the outcome or the procurement process.

### **1.8.11 Evaluation**

The tender process will be conducted so as to ensure that tenders are evaluated fairly and equally. Any contract awarded will be awarded on the basis of the offer which is the most economically advantageous from the point of view of the Authority. You may formally request a debriefing from the Authority if you are not successful in acquiring the contract award.

### **1.8.12 Contracts**

Any Contract awarded will be subject to OGC Terms and Conditions of Contract relevant to this framework agreement.

The Authority reserves the right to amend the draft contract during this exercise. Contractors will be required to signify agreement in principle to the final Contract determined by the Authority.

In addition, the Authority reserves the right to cancel this tender exercise without the need for explanation where circumstances arise that would make this necessary.

The Authority expressly reserves the right:

- (i) Not to award any contract as a result of the current procurement process; and
- (ii) To make any changes which it may see fit to the content or structure of the procurement process.

### **1.8.13 Canvassing**

Any Contractor who;

- a) Directly or indirectly attempts to obtain information from any member, employee, agent or contractor of the Authority concerning the process leading to the award of the Contractor; or
- b) Directly or indirectly attempts to obtain information from any member, employee, agent or contractor of the Authority concerning any other Contractor or proposed Contractor; or
- c) Directly or indirectly canvasses any member, employee, agent or contractor of the Authority concerning the award of the contract;

may to be disqualified from the tender process by the Authority.

### **1.8.14 Transparency**

The parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not Confidential Information. The Authority shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA. Notwithstanding any other term of this Contract, the Contractor hereby gives his consent for the Authority to publish the Contract in its entirety, (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted) including from time to time agreed changes to the contract, to the general public.

The Authority may consult with the Contractor to inform its decision regarding any redactions but the Authority shall have the final decision in its absolute discretion.

The Contractor shall assist and cooperate with the Authority to enable the Authority to publish this Contract.

## 2 Requirement

Please could you provide a quote and lead time(s) / delivery timescale(s) for the following **infrastructure hardware requirement** using the above reference number. All bids must be attached to the ITQ registered on the CCS website.

### 2.1 Overview

The Health and Social Care Information Centre is a ground-breaking data, information and technology resource for health and care system and plays a fundamental role in driving better care, better services and better outcomes for patients.

We collect, analyse and publish national data and statistical information. We deliver national IT systems and services to support the health and care system.

This document is for the provision of **infrastructure hardware** and the associated support.

The proposed contract will be let by Health & Social Care Information Centre, hereafter termed as HSCIC or the Authority.

### 2.2 Fitness for Purpose Including Quality

HSCIC require the following **infrastructure hardware and licensing to support additional Server requirements**.

#### 2.2.1 Product Requirement

##### 2.2.1.1 HP Integrity BL860C I4 Blades

HSCIC require three HP BL860c i4 (Part number AM377A) Integrity Blade Servers.

- 3x HP Integrity BL860c i4 Server Blade (Part number AM377A)

Each Blade Server requires the following components installed:

- Dual HP BL8x0c i4 Itanium 9550 4core Processors (Part number AM384A),
- 6x HP BL8x0c i4 32GB (2x16GB) PCL3-10600 Registered CAS 9 Memory (Part number AM388A)
- 2x HP 146GB 6G SAS 15K rpm SFF (2.5-inch) Dual Port Enterprise 3yr Warranty Hard Drive (Part Number 512547-B21)
- 2x HP BLc Emulex LPe1205 8Gb FC HBA Opt. (Part number 456972-B21)

Each Blade Server will require the following licenses:

- 1x HP-UX 11i v3 Base OE LTU E-Del License
- 2x PSL BOE IPF 2Skt Low Core E-LTU (Per socket) BOE license
- 2x HP Integrity VM HP-UX 11i v3 VM Host LTU (Per socket)
- 2x HP Integrity Online VM Migration E-LTU (Per socket)



### 2.2.1.2 HP Integrity BL860c i2 Blade Server

HSCIC requires a new BL860c i2 Integrity Blade Server.

- 1x HP Integrity BL860c i2 Server Blade (Part number AD399A)

Each Blade Server requires the following components installed:

- Dual HP BL8x0c i2 Itanium 9320 4c Processors (Part number AH386A),
- 6x HP BL8x0c i4 32GB (2x16GB) PCL3-10600 Registered CAS 9 Memory (Part number AM363A)
- 2x HP 146GB 6G SAS 15K rpm SFF (2.5-inch) Dual Port Enterprise 3yr Warranty Hard Drive (Part Number 512547-B21)
- 2x HP BLc Emulex LPe1205 8Gb FC HBA Opt. (Part number 456972-B21)

Each Blade Server will require the following licenses:

- 1x HP-UX 11i v3 Base OE LTU E-Del License
- 2x PSL BOE IPF 2Skt Low Core E-LTU (Per socket) BOE license
- 2x HP Integrity VM HP-UX 11i v3 VM Host LTU (Per socket)
- 2x HP Integrity Online VM Migration E-LTU (Per socket)

The supplier must state:

- How their proposed solution will meet each of the technical requirements defined above;
- How chassis and component integration will be achieved, detailing any downtime requirements during implementation. (See Section 2.3.2 - Implementation)

The supplier should provide pricing for a further 1-5 blades specification as above and HSCIC will optionally add a number of these to the order.

The supplier should separate out the hardware and software cost components as HSCIC defer ordering of some software components.

## 2.2.2 Maintenance and Support

**Additional support for the items in section 2.2.1 are not mandatory, as these items will to be added to an existing support contract that we have in place.**

## 2.3 Delivery

### 2.3.1 Delivery

Delivery should be made within 3 weeks of the purchase order being issued.

Delivery will need to be made to **our offices in** [REDACTED].

### 2.3.2 Implementation

The supplier will be responsible for installation of the components into each of the blade servers and for the delivery and installation of the Blade server into the advised existing C7000 HP Blade server chassis in the advised HMLR data centre.

The supplier must state:

- How chassis integration will be achieved and any downtime requirements while this is implemented.

### 2.3.3 Asseting

**Hardware:** Each separate hardware item will require an asset label which will be applied prior to - or at the time of delivery, by the supplier.

This will include:

- Workstations
- Each separately rackable component of a system
- Phones

Labelling will not be required for:

- Cables
- Small peripherals or components (i.e. GBICs, Serial adapters)

Asset labels will need to be applied to the devices in a clearly visible position on the front of the device.

Where devices are being installed in racks that do not have sufficient space on the front for a label to be applied, pull-out label tags - if available on the device, should be used.

Where neither of the former is possible HSCIC should be contacted for assistance.

The asset label number applied to each device will be sent to HSCIC with the following details:

- Asset number
- Serial number
- Manufacturer
- Model
- Location
- Price (including all components, i.e. installed disks etc)
- Delivery Date

HSCIC will provide assistance, Asset labels and templates where required.

### Software Licenses

Each separate software license will require a record for asset management.

For each license purchased, the following should be sent to HSCIC:

- Proof of license – i.e. license certificate
- Manufacturer
- Entitlement details:
  - o Product Entitlement(s)
  - o Edition Entitlement(s)
  - o Version Entitlement(s)
  - o License Type – e.g. Per User, Per Device, Concurrent, Node-locked etc.
  - o Start and End Dates for Entitlements, if applicable
- Part Code / Product SKU (if available)
- Serial number / License Identification Numbers

- Associated agreement numbers
- Licence key
- Price (excluding maintenance)
- Delivery Date
- Maintenance costs
- Maintenance start and end dates

Where the license price is not able to be separated from the first period of maintenance, please indicate if the maintenance is free, or advise of the equivalent cost of maintenance for the same period, if purchased separately.

## **2.4 Environmental**

The supply of the requested products must be compliant with EC Green Public Procurement (GPP) regulations. Further details are available [here](#).

Any additional environmental added value which can be demonstrated will be considered in evaluating proposals put forward.

## **2.5 Lifecycle Costs**

The Authority will be evaluating the proposed solution on affordability and value for money. As such, costs for the following should be outlined as a minimum:

- Initial outlay
- Implementation services
- On-going support and maintenance

### 3 Responses

Please could you provide responses to the below for this or another similar solution. All bids must be attached to the ITQ registered on the GPS website.

#### 3.1 *Fitness for purpose including quality*

##### 3.1.1 Product Requirement

Please demonstrate the functionalities of the solution proposed which will deliver the benefits outlined above:

Response:

##### 3.1.2 Fitness for purpose – Maintenance and Support

Please demonstrate how the proposed solution addresses the non-functional Maintenance and Support requirements outlined above:

Response:

#### 3.2 *Delivery*

##### 3.2.1 Delivery

Please detail how delivery requirements would be met by the proposed solution:

Response:

##### 3.2.2 Implementation

Please detail how the implementation requirements would be met by the proposed solution:

Response:

##### 3.2.3 Asseting

Please detail how asseting requirements would be met by the proposed solution:

Response:

#### 3.3 *Environmental Benefits*

##### 3.3.1 Environmental Benefits

Please demonstrate here any environmental benefits which can be offered as part of the delivery of the items:

Response:

#### 3.4 *Lifecycle costs*

##### 3.4.1 Lifecycle Costs

Please outline lifecycle costs of the solution including, but not limited to:

- Initial outlay
- Implementation costs
- On-going support and maintenance costs

Response:



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Please apply any NHS discounts applicable to this vendor and/or these products.

## 4 Evaluation Criteria

Any award decision will be made based on the most economically advantageous bid using the following weightings:

Requirement	Requirement Heading	Requirement Category	Requirement Title	% of Category	Category Weight	% of overall score
3.1.1	Fitness for Purpose including Quality	Product Requirement		87.5%	40%	35%
3.1.2		Maintenance and Support		12.5%		5%
3.2.1	Delivery	Delivery		30%	15%	4.5%
3.2.2		Implementation		50%		7.5%
3.2.3		Asseting		20%		3%
3.3	Environmental	Environmental		100%	5%	5%
3.4	Lifecycle Costs	Lifecycle Costs		100%	40%	40%

Please post any questions regarding this ITQ on the CCS website. In the event of any queries, we will endeavour to answer these within two working days of receipt.

Please note that on all licensing registrations should be completed using [REDACTED] as the registration address.



## **APPENDIX 1**

### **CANVASSING CERTIFICATE**

We hereby certify that we have not canvassed any member, employee, agent or contractor of the Authority in connection with the award of the contract for the Deliverables or any other proposed contract for the Deliverables and that no person employed by us or acting on our behalf has done any such act.

We further hereby undertake that we will not in the future canvass or solicit any member, employee, agent or contractor of the Authority in connection with the award of the contract for the Deliverables or any proposed contract for the Deliverables and that no person employed by us or acting on my/our behalf will do any such act.

Signed:

Position:

For and on behalf of:

Dated:

Signed:

Position:

For and on behalf of:

Dated:

## **APPENDIX 2**

### **CERTIFICATE OF NON-COLLUSIVE TENDERING**

The essence of the tendering process is that the Authority shall receive bona fide competitive tenders from all Tenderers. We, the undersigned, hereby certify that this is a bona fide tender and we have not;

1. entered into any agreement with any other person with the aim of preventing tenders being made or as to the fixing or adjusting of the amount of any tender or the conditions on which any tender is made; or
2. informed any other person, other than the person calling for this tender, of the amount or the approximate amount of our tender except where the disclosure, in confidence, of the approximate amount of our tender was necessary to obtain quotations necessary for the preparation of our tender, for insurance purposes, for performance bonds and/or parent company guarantees or for professional advice required for the preparation of our tender; or
3. caused or induced any person to enter into such an agreement as is mentioned in paragraph (1) above or to inform us of the amount or the approximate amount of any rival tender for the Deliverables; or
4. committed any offence under the Prevention of Corruption Acts 1889 to 1916; or
5. offered or agreed to pay or give any sum of money, inducement 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 Deliverables any act or omission; or
6. canvassed any person referred to in paragraph 1 above in connection with the Deliverables.

We also undertake that we shall not procure the doing of any of the acts mentioned in paragraphs 1 to 6 above before the hour and date specified for the return of the tender nor shall we do so:

- (1) before the contract award is announced; or
- (2) in the event of our tender being accepted or our being appointed preferred bidder, prior to completion of a contract between us and the Authority.

In this certificate, the word “person” includes any person, body or association, corporate or unincorporated and “agreement” includes any arrangement whether formal or informal and whether legally binding or not.

We acknowledge that if we have acted or act in contravention of this Certificate of Non-Collusive Tendering then the Authority shall be entitled to reject our tender, or after award of any contract pursuant to this process that contract may be rescinded, and that if such rejection or rescission occurs we will indemnify the Authority against all loss and expense arising out of or in connection with





such rejection or rescission.

Signed:

Position:

For and on behalf of:

Dated:

Signed:

Position:

For and on behalf of:

Dated:

**hscic**

Health & Social Care  
Information Centre



**HP BL860c Blade Servers**

**Health & Social Care Information Centre**

**REFERENCE: SIBU-0281**

**Response to Invitation to Quote**

**For the attention of :** [REDACTED]

**Prepared by:** [REDACTED]

**Direct:** [REDACTED]

**Mobile:** [REDACTED]

**Email:** [REDACTED]

Maindec House, Holtspur Lane  
Wooburn Green, Bucks, HP10 0AB

## Document Control

Revision Information					
Revision	1.0	Replaces	0.0	Effective From	26 May. 15
Revision Details	1.0 Initial Population				
Authors	Role	Contact Email	Contact Phone		

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# 1 Executive Summary

CSA Waverley would like to thank HSCIC for the opportunity to engage with them to respond to their request for new IT infrastructure

Health & Social Care Information Centre (HSCIC) Systems and Service Delivery team develop and support key NHS facing IT services. [REDACTED]

[REDACTED]. The Health and Social Care Information Centre is a ground-breaking data, information and technology resource for health and care system and plays a fundamental role in driving better care, better services and better outcomes for patients.

HSCIC collect, analyse and publish national data and statistical information. They deliver national IT systems and services to support the health and care system.

HSCIC require infrastructure Cisco hardware and the associated support.

HSCIC's intent is to build upon this investment and maintain interoperability between the existing infrastructure and the infrastructure required for this upgrade.

HSCIC staff is already familiar with the management and administration of all the components proposed.

## 1.1 CSA Waverley Company Overview

CSA Waverley was founded in 1983 during the very early stages of computerisation of key NHS environments and we are particularly proud to have been one of the first organisations to "computerise" NHS Primary Care, this innovation enabled GP's to have early access to electronic patient records. We also worked with NHS connecting for Health (at that time NHS FHSCU /FHSA) to provide the infrastructure to the NHS to support the "Exeter System" application which is still in use today and has been acknowledged as one of the most successful NHS national IT implementations.

Since its inception CSA Waverley has remained focused on delivering Infrastructure projects to the whole Public Sector and beyond. We have extensive experience in delivering Data Centre solutions to the Public and Private Sector that, at a strategic level, has changed and enhanced how the IT service has been delivered to the end-user; this has usually been achieved by virtualisation and consolidation of the legacy IT environment and enhancement of the existing IT service delivery. During the past 3 years we have delivered in excess of £50m of Datacentre Project Infrastructure to Public Sector organisations.

We have been in private ownership until February 2013 when CSA Waverley was acquired by the Maindec Group with whom we have enjoyed a 28 year relationship.

CSA Waverley continues to operate as we have always done but now with the backing of Maindec group.

The Maindec Group predominantly specialise in providing computer maintenance and business critical services on all major brands and as such is complimentary to CSA Waverley's main focus on Data Centre and infrastructure Solution design and delivery.

The acquisition strengthens our market position by providing a highly trained network of permanently employed engineers and a nationwide engineering capability delivered from seven strategically located regional service centres around the UK. These regional service centres act as engineering resource and spares locations, enabling us to cover mainland UK 24 hours a day, 7 days a week.

Both we and Maindec are financially stable with no borrowings, turnover for the year ending July and May 2013 respectively will be: CSA Waverley circa £32m and Maindec £13M, giving a group turnover expected to be in excess of £45M.

CSA Waverley is a Crown Commercial Service Supplier on both the Commoditised IT Hardware & Software (CITHS RM721) and Technology Products (RM1054)

G-Cloud (RM1557) and also North of England (NOECPC) Frameworks.

<p><b><u>Crown Commercial Service – G Cloud IV</u></b></p> <p>Lot 1 - IaaS: Infrastructure as a Service</p> <p>Lot 3 - SaaS: Software as a Service</p> <p>Lot 4 - SCS: Specialist Cloud Service</p>	<p><b><u>Crown Commercial Service – Technology Products</u></b></p> <p>Lot 1 - TECHNOLOGY HARDWARE (Resellers and Solution Providers)</p>
<p><b><u>Crown Commercial Service – G Cloud 5</u></b></p> <p>Lot 1 - IaaS: Infrastructure as a Service</p> <p>Lot 3 - SaaS: Software as a Service</p> <p>Lot 4 - SCS: Specialist Cloud Services</p>	<p><b><u>North Of England Commercial Procurement Collaborative - IT Infrastructure Hardware and Services</u></b></p> <p>Lot 1 - Server and storage hardware, software and maintenance</p> <p>Lot 3 - IT infrastructure solution design and delivery</p>

We have enjoyed a 25 year partnership with HP delivering complete IT infrastructure design, provides hardware solutions, implementation and support services that underpin the complex operations of NHS, local authorities, central government, private sector and commercial organisations. Since its formation CSA Waverley has developed an enviable record for the quality and value of the technology installations completed for its customers.

In October 2012 we featured in the Sunday Times Top 100 technology companies (Tech Track) for the fastest growing IT companies of the year, a considerable achievement considering we are nearly thirty years mature.

In July 2013 we were awarded the prestigious titles of HP Storage Partner of the year and HP Technical Services Partner of the Year, this was in recognition of our technical services ability and customer satisfaction rating.

CSA Waverley is recognised as being a very customer focused organisation, in particular our support and technical services organisation is motivated by customer satisfaction.

We operate Project Management to Prince 2 Methodology delivered by our Prince 2 accredited Project Managers.

ISO 9001 accreditation was achieved some years ago and is still current and our consultants are accredited to ITIL V3 level.

Retention of staff and continuity of service is key to achieving client satisfaction; we are pleased that our attrition rate of staff is virtually zero and that we rate very highly for client service, as substantiated by the HP services award above.

For our NHS Clients we offer NHS N3 connectivity to enhance our support deliverables.

## 1.2 HP Relationship

Since 1989 we have been accredited as an HP Gold partner, this is the highest level partner status available. We have HP specialist accreditations in the following technology areas:

- Converged Infrastructure
- Networking
- Storage Solutions
- Industry Standard Servers (ISS)
- Virtualisation (VMware)

- Data Centre Solutions
- HP Consultancy Services
- We are also a leading supplier of HP Support and Maintenance contracts

CSA Waverley is one of HP's top 6 partners in the UK and the top performing partner in the healthcare market, we have unrivalled experience of Infrastructure deployments in this complex industry area.

Today CSA Waverley is one of HP's leading, longest standing Partners in the UK and has the relationships and processes in place with the HP Response centre to ensure that customer service levels are maintained to the highest level, should an issue occur we have proven escalation processes to cope.

We have a very close working relationship with the HP Account Management teams and a dedicated channel partner account team within HP, this team is able to assist with all aspects of pre and post sales activities; in particular we have escalation management processes in place to ensure that the delivery of an order is escalated through the system as required.

We have a strategic relationship with HP that not only provides good pricing and a strategic roadmap but also the technical and commercial support to resolve issues should any arise.

### 1.3 Experience

With our experience and knowledge of nearly 30 years in delivering IT Solutions, we have a very thorough understanding of the market place which enables CSA Waverley to recommend the best value solutions to our clients from multiple vendors.

We have strategic partnerships with HP, Microsoft, VMware and Symantec; we are also able to provide virtually any point product or solution as required.

Vital experience resides within our organisation that enables us to deliver National Infrastructure Transformational Projects while managing change and risk with the client.

We are currently working with NHS Blood and Transplant on a national project to achieve these goals and virtualise 300 servers and 250TB of data, consolidating down to two Data centres, ultimately delivering the service from a Private Cloud which is easily managed by the NHSBT internal personnel.

Our experience, technical capability and capacity enables us to provide innovative solutions while minimising risk, we are currently working with Bedfordshire and Cambridgeshire Fire & Rescue Services to merge the two organisations distinct infrastructures to support the first fire and rescue shared service in the country.

Maindec have recently secured a major contract with UKSBS for the provision of IT Services to the Cabinet Office and Business Innovation & Skills organisations. The contract covers a wide range of services including such as hardware break/fix maintenance, IT outsource and managed infrastructure, remote proactive monitoring, project management and delivery, day rate resource and consultancy.

Maindec was seen as a centre of excellence in service delivery and secured the contract against tough competition from several large System Integrators and services competitors.

CSA Waverley and Maindec have recently jointly been awarded a three year Managed Service Contract to support Green Investment Bank. The request was for migration of data and services currently running out of SCC's Datacentre in Swindon into a new Primary Datacentre, with a Secondary Datacentre owned by Green Investment Bank in Edinburgh providing local services to the Edinburgh office. The Primary and Secondary datacentres will act as replication targets for services and data which can be used for recovery in the event of a disaster at either location. All employees and infrastructure will then be supported by CSA Waverley/Maindec on a 24x7x365 basis.

Some of our largest, most critical installations are:

- NHS Connecting for Health/HSCIC
- Medway Hospital NHS Foundation Trust
- NHS Blood and Transplant, England
- Welsh Blood Service
- The Royal Free London NHS Foundation Trust
- Bedfordshire and Cambridgeshire Fire & Rescue Services
- Chivas Brothers Limited
- Suffolk Coastal District Council
- West Suffolk NHS Trust
- The Royal Free NHS Trust
- East Surrey College
- South Wales Police

We currently provide support and services to in excess of 700 organisations.

In Summary we have provided solutions in the following areas:

- Data Centre Design (IT Infrastructure)
- Server and Storage Consolidation , Virtualisation and Cloud enablement
- Disaster recovery solutions
- Converged Infrastructure
- Desktop transformation (VDI, BYOD)
- Backup and Archive solutions
- Enterprise Network Implementations, scaling to 6,000 end user devices
- Desktop Imaging and deployment
- Managed Services
- Service Desk
- Remote Monitoring
- Disaster recovery services
- Managed print service
- Supply Chain Management
- Asset management and CMDB
- WEEE disposal and compliance

Occasionally a client requires independent specialist advice on certain infrastructure requirements; we also offer assessments in the key areas stated in the solutions overview above.

## 2 Requirement & Response

### 2.1 Overview

HSCIC has requested the provision of HP Storage infrastructure hardware and licensing to support SAN Storage Capacity requirements, along with associated installation and integration services.

## 2.2 Fitness for Purpose Including Quality

### 2.2.1.4x HP Integrity BL860c Servers.

- **3x HP Integrity BL860c i4 Server Blade (Part number AM377A)**
- **1x HP Integrity BL860c i2 Server Blade (Part number AD399A)**  
**Plus all associated options**

Requirement: Please demonstrate the functionalities of the solution proposed which will deliver the benefits outlined above (2.2.1.a):

Response: **Fully Compliant**

#### **HP Integrity BL860c i2 Server Blade**

The HP Integrity BL860c i2 delivers the performance, reliability, and availability on 64-bit operating systems (HP-UX 11i v3, Microsoft Windows® Server 2008 R2 for Itanium-based systems and OpenVMS v8.4) for the ultimate in scalability and flexibility in deployment:

To further enrich your cost-efficient, consolidated Integrity blade infrastructure, HP Insight Dynamics - VSE for HP Integrity servers can help with solution components such as HP-UX Virtual Partitions (vPars) v6.0, HP Integrity Virtual Machines, HP Capacity Advisor and Virtualization Manager, HP Global Workload Manager and HP-UX Workload Manager, HP Insight Dynamics - VSE infrastructure orchestration HP Insight Dynamics - VSE Reference Architectures, and HP Serviceguard.

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#### **HP Integrity BL860c i4 Server Blade**

The HP Integrity BL860c i4 delivers the performance, reliability, and availability on HP's 64-bit operating system HP-UX 11i v3 for the ultimate in scalability and flexibility in deployment.

To further enrich your cost-efficient, consolidated Integrity blade infrastructure, Virtual Server OE (VSE-OE) can help with solution components such as HP-UX Virtual Partitions (vPars) v6.1, HP Integrity Virtual Machines (Integrity VM), HP Capacity Advisor, HP Global Workload Manager, and automation through HP Infrastructure Orchestration. Additionally, High Availability OE (HA-OE) provides high availability via the HP Serviceguard clustering technology and Data Center OE (DC-OE) brings the best of the virtualization capabilities along with high availability together in one integrated OE

### 2.2.2 Maintenance and Support

Additional support for the items listed above are not mandatory, as these items will to be added to an existing support contract that HSCIC have in place

Requirement: Please demonstrate how the proposed solution addresses the non-functional Maintenance and Support requirements outlined above:

Response: **Fully Compliant**

CSA Waverley will be happy for the proposed solution components to be added to the existing support contract that HSCIC has in place, however were mandatory support is required on a product this has been quoted. The items in the proposed solution include HP's standard warranty 3 year parts and labour service.



HP carefully vets all HP ServiceOne Enterprise partners; including careful evaluation of their business models and practices.

When you choose an HP ServiceOne Enterprise partner, you:

- Get local expertise and personalised service backed by HP resources. HP ServiceOne Enterprise partners can stop problems before they affect your business. Only HP ServiceOne Enterprise partners are authorised to use HP's automated support technologies—such as Insight Remote Support—to monitor your environment and take fast action whenever something goes wrong.
- Work with highly experienced IT professionals who understand HP solutions. HP certified professionals can help you do more, and do it better. Unlike unauthorized resellers, HP ServiceOne Enterprise partners (both Silver and Gold) are required to employ HP-certified professionals.
- Benefit from HP insights, intellectual property, and parts inventory.
- Never wait for answers—or spare parts. HP ServiceOne Enterprise partners receive exclusive access to HP expertise, such as fast access to experts, sales and delivery tools, as well as latest trainings & skills.
- Know that all your HP systems are running the latest firmware. Only HP ServiceOne Enterprise partners have access to HP firmware updates and patches.
- Are guaranteed that your installation will be completed by HP-certified engineers. When you work with HP ServiceOne Enterprise partners, you can feel confident that only HP-certified engineers will install solutions in your environment.

### 2.2.3 Delivery

Delivery should be made within 3 weeks of the purchase order being issued.

Delivery will need to be made to our offices in Exeter.

Requirement: Please detail how other delivery requirements would be met by the proposed solution:

Response: **Fully Compliant**

CSA Waverley has included delivery, on-site installation, commissioning and handover costs in the proposal.

We fully accept that the equipment needs to be delivered to the HSCIC offices in [REDACTED], within

3 weeks of the purchase order being issued.

CSA Waverley will work closely with HP and the UK Distribution channel to ensure all goods are delivered within the specified timescales.

### 2.3.2 Implementation

The supplier will be responsible for installation of the components into each of the blade servers and for the delivery and installation of the Blade server into the advised existing C7000 HP Blade server chassis in the advised HMLR data centre.

The supplier must state:

- How chassis integration will be achieved and any downtime requirements while this is implemented

Response: **Fully Compliant**

The BL860c blades will be installed in spare full height slots within the existing C7000 enclosures in HSCICs datacentre.

The blades will be integrated into the C7000 enclosure On-board Administrator module and configured for management. Logs will be checked for POST errors.

Firmware will be updated, and Virtual Connect Profiles will be created to map Ethernet and FC SAN connections to their respective I/O Modules.

If HP-UX installation is required CSA Waverley would be pleased to quote for this additional work.

All work to be undertaken is non-disruptive, and no down time is required.

### 2.2.4 Asseting

Response: **Fully Compliant**

CSA Waverley will take delivery of the equipment direct from the manufacturer and distributors, and apply asset tagging to the equipment, prior to onward shipping to HSCIC.

### 2.2.5 Environmental

The supply of the requested products must be compliant with EC Green Public Procurement (GPP) regulations. Further details are available [here](#).

Any additional environmental added value which can be demonstrated will be considered in evaluating proposals put forward.

Requirement: Please demonstrate here any environmental benefits which can be offered as part of the delivery of the items:

Response: **Fully Compliant**

HP products are RoHS and energy star compliant

Any unnecessary packaging will be removed and equipment consolidated and pre-built prior to arrival on HSCIC site, thus reducing the environmental impact of waste material. Post-delivery, CSA Waverley will also ensure that all packaging materials are removed from site and disposed of appropriately.

### 2.2.6 Lifecycle Costs

The Authority will be evaluating the proposed solution on affordability and value for money. As such, costs for the following should be outlined as a minimum:

- Initial outlay
- Implementation services
- On-going support and maintenance

Requirement: Please outline lifecycle costs of the solution including, but not limited to:

- Initial outlay
- Implementation costs
- On-going support and maintenance costs

Please apply any NHS discounts applicable to this vendor and/or these products.

Response:



Response.pdf



Response ITT -  
SIBU-0281.docx



Health & Social Care  
Information Centre

ICT Procurement  
1 Trevelyan Square  
Boar Lane  
Leeds  
LS1 6AE

Tel: [REDACTED]  
18/02/2015

CSA Waverley Ltd  
Maindec House  
Holtspur Lane  
Wooburn Green  
Buckinghamshire  
HP10 0AB

Dear [REDACTED]

Opportunity Reference: SIBU-0281

Further to your tender response for SIBU-0281, please take this letter as confirmation that the Health & Social Care Information Centre (HSCIC) wish to appoint CSA Waverley Ltd as the supplier of the HP Blade Server requirement, as specified in opportunity SIBU-0281.

In order to confirm that the terms and conditions of the Crown Commercial Services Technology Products framework will apply, please could sign and return two copies of this Letter.

Both copies should be signed by an authorised representative of your organisation in the appropriate place below and returned to myself at the address at the top of this letter within two days of receipt.

On receipt of these signed documents I will arrange for them to be countersigned. One document will then be sent to you and one will be kept on record by the HSCIC.

A Purchase Order, the reference number of which is to be quoted on all invoices related to the Contract, will be issued in due course once this is received.

Any amendment to this letter without prior written approval of the Authority will render the document void.

**On behalf of:**  
**Health & Social Care Information Centre**

**On behalf of:**  
**CSA Waverley Ltd**

By:

By

[REDACTED SIGNATURE]

Full Name: [REDACTED]

Full Name: [REDACTED]

Position: [REDACTED]

Position: [REDACTED]

Date: 18/02/2015

Date: 18/02/2015

Yours sincerely,

[REDACTED SIGNATURE]