# Appendix 1 – tender response

### Please use this document to respond to the invitation to tender

For reference the sections are:

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| **Criteria** | **Section** | **Weighting** |
| Gateway Questions | Part A | Pass or Fail |
| Service Offer Specification | Part B | 30% |
| Implementation & Service Management  | Part C | 15% |
| Transition | Part D | 10% |
| Price | Part E | 45% |

A detailed marking schedule is available in Appendix 3

Should any questions within the invitation to tender seem to require an answer that duplicates a response provided for another question, please still include your answer, ensuring that it fully responds to that specific requirement

Where possible in your responses use screen captures and diagrams to aid visualisation of the solution

Examples given in “Further Information/guidance” are not exhaustive or definitive and are only intended to help you complete the document.

# Part A: Gateway Questions

Prospective responders are strongly advised to ensure that they can demonstrably answer “Yes” to all questions in Part A, including the provision of appropriate evidence, prior to committing the resource necessary to respond to the rest of the RfP.

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| **Reference** | A-1 – **Disaster Recovery Premises Location** |
| **Requirements** | Do you have purpose-built Disaster Recovery / Workplace Recovery premises which co-locate both recovered IT systems and Accent colleagues, and is located less than 20 miles of Accent’s Head Office (BD17 7SW) as measured by the shortest road route presented on Google Maps? |
| **Further information/guidance** | Please note that this is a Pass / Fail question. If you are unable to answer in the affirmative with evidence where appropriate, unfortunately you are not eligible to participate further in this RfP |

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| **Bidder Response** |
| **Yes / No** *please delete as appropriate* |

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| **Reference** | A-2 – **Certification - ISO 27001** |
| **Requirements** | Do you hold current ISO 27001 accreditation for both your organisation and the DR facility you propose using? |
| **Further information/guidance** | Please note that this is a Pass / Fail question. If you are unable to answer in the affirmative and provide a copy of both certificate and scope, unfortunately you are not eligible to participate further in this RfP |

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| Bidder Response |
| **Yes / No** *please delete as appropriate* |

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| **Reference** | A-3 – **Certification - ISO 22301**  |
| **Requirements** | Do you hold current ISO 22301 accreditation for both your organisation and the DR facility you propose using? |
| **Further information/guidance** | Please note that this is a Pass / Fail question. If you are unable to answer in the affirmative and provide a copy of both certificate and scope, unfortunately you are not eligible to participate further in this RfP |

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| **Bidder Response** |
| **Yes / No** *please delete as appropriate* |

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| **Reference** | A-4 –**Experience in the provision of business continuity management and DR services** |
| **Requirements** | Has your organisation being providing business continuity management and DR services on a commercial basis for more than five years? |
| **Further information/guidance** | Please note that this is a Pass / Fail question. If you are unable to answer in the affirmative and provide documentary evidence of the same, unfortunately you are not eligible to participate further in this RfP |

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| **Bidder Response** |
| **Yes / No** *please delete as appropriate* |

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| **Reference** | A-5 - **Workplace Recovery Capacity** |
| **Requirements** | Do you have capacity at your DR facility to support a current requirement for 40 workplace recovery seats, with the option for Accent to increase (by mutual agreement) this requirement up to 80 seats if required? |
| **Further information/guidance** | Please note that this is a Pass / Fail question. If you are unable to answer in the affirmative, unfortunately you are not eligible to participate further in this RfP |

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| **Bidder Response** |
| **Yes / No** *please delete as appropriate* |

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| **Reference** | A-6 - **Domiciling of Data** |
| **Requirements** | Do you store client data, including failover backups, exclusively on your own premises? |
| **Further information/guidance** | Please note that this is a Pass / Fail question. If you are unable to answer in the affirmative, unfortunately you are not eligible to participate further in this RfP |

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| **Bidder Response** |
| **Yes / No** *please delete as appropriate* |

# PART B: service offer specification – 30 %

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| **Reference** | B-1 – **Your Company** |
| **Requirements** | Provide an explanation of the advantages and benefits for Accent of partnering with your company. Essentially, “***why you?***” |
| **Further information/guidance** | 1500 word limit. Please make your response specific to this RfP, not an extract from standard marketing material. |

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| **Bidder Response** |
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| **Reference** | B-2 – **Design of the DR Solution** |
| **Requirements** | Provide a detailed explanation, including diagrams where appropriate of your proposed solution. |
| **Further information/guidance** | Please ensure that you include:* Technical detail
* What does it cover
* What do Accent need to do/provide – each parties responsibilities
* What kind of access will we have? Cabinet/Remote/None
* Monitoring – how do we know it’s working
* Change management – permanent and ad hoc/temporary growth (extra snapshot or extra database backup during upgrades internally)
* Testing schedules – annual, do you offer two tests in first year?
* How many days and what supplier resource is allocated to support testing?
* SLA’s
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| **Bidder Response** |
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| **Reference** | B-3 – **Design of the Back Up Solution** |
| **Requirements** | Provide a detailed explanation, including diagrams where appropriate of your proposed solution. |
| **Further information/guidance** | Please ensure that you include:* Technical detail
* What is covered
* What do Accent need to do/provide – each parties responsibilities
* What kind of access? Cabinet/Remote/None
* Monitoring – how do we know it’s working
* Change management –permanent and ad hoc/temporary growth (extra snapshot or extra database backup during system upgrades internally)
* Testing schedule
* On Premises backup server if required (for instance for speed of restore & de-duplication)
* SLA’s
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| **Bidder Response** |
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| **Reference** | B-4 – **Workplace Recovery Facilities** |
| **Requirements** | Provide details of the facilities you provide for workplace recovery. |
| **Further information/guidance** | Please ensure that you comment on:* details of the specification of desktop PC’s, including screen (s) provided
* the replacement cycle for desktop PC’s and the management of standard build images
* telephony arrangements including the specification of handsets available
* the ability to host two of Accent’s AeroHive Cloud Controlled Wireless Access Points
* Technical resources & assistance available to us in the event of invocation
* any other resources or facilities provided you believe would be relevant and of interest.
* SLA’s
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| **Bidder Response** |
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# PART C: IMplementation & Service Management– 15%

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| **Reference** | C-1 – Network Connectivity |
| **Requirements** | Accent will install their own Wan tail circuit in the successful supplier’s DR Facility to connect directly into Accent’s MPLS cloud. There will almost certainly be a hiatus between the inception of the new DR service and the installation of the proposed circuit. Please describe how you could provide bandwidth to facilitate the running of replication services to support DR and back up in the interim period. |
| **Further information/guidance** |  |

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| **Bidder Response** |
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| **Reference** | C-2 – **Administration & Account Management** |
| **Requirements** | Please detail how the ongoing management of the contract and service will operate |
| **Further information/guidance** | For example:* Please provide details of how the account will be managed, including the account management structure, management meeting timings, technical service days etc.
* How will you continue to offer Best Value to Accent during the life of the contract, including the process of contract review and the suggestion of improvements and innovation which may be of benefit to Accent and its customers.
* How will the day to day running of the DR service and back-up be managed by Accent (e.g. customer portal etc.. etc..)
* How will changes to services be managed (adds, changes, moves) from an administrative perspective (e.g. requested, status updates)
* What will be the process for contacting your service teams on a day to day basis
* What is the escalation process from an administrative viewpoint (e.g. an unresolved issue or failing service)
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| **Bidder Response** |
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| **Reference** | C-3 – **Invocation** |
| **Requirements** | Describe the process for invocation together with any constraints or limiting factors upon so doing |
| **Further information/guidance** | Comment upon * When can we invoke – the definition of a “disaster”?
* What happens if other customers invoke at the same time and the WRS facility is fully occupied
* what is the maximum length of time we could utilise the facilities in the event of an invocation
* All further information you deem relevant
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| **Bidder Response** |
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| **Reference** | C-4 – **Strategic initiatives** |
| **Requirements** | Please give details of any strategic initiative which may impact this projectThis may be subject to Accent signing a non-disclosure agreement. |
| **Further information/guidance** | For example: * Sale, takeover, closure or discontinuation of businesses, products or support within the proposal within the next 5 years
* Anything which may impact the viability or support or development of the products used in the proposal over the next 5 years.
* The withdrawal from a market or sector by the bidder or any holding company which may have an impact upon Accent within the next 5 years
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| **Bidder Response** |
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# Part D: transition – 15%

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| **Reference** | D-1-1 – **Project Management** |
| **Requirements** | Please describe your approach and methodology for managing the project.Provide an outline implementation plan showing key activities, milestones and order of project tasks.Describe your understanding of Accent Group’s responsibilities to assist with the implementation of the new infrastructure. Project completion is required by 30/05/2017 |
| **Further information/guidance** | **Note** It is recognised that a detailed project plan cannot be constructed at this stage, but suppliers should be able to demonstrate initial planning details. * Please include your recommendation for a phased approach - transitioning from our current service to your service with a minimum of disruption
* Please include the resources you will employ to deliver the project.
* Please clearly state the Accent resources required to deliver the project
* We also expect a detailed approach to user acceptance testing of the systems and software with information on how you intend to complete your proposed tests
* Please ensure you specify the target date at which the solution becomes operational and under normal support arrangements.
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| **Bidder Response** |
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| **Reference** | D-1-2 – **Customer Reference Site** |
| **Requirements** | Please provide at least one customer reference who would be prepared to meet with us and discuss their implementation. |
| **Further information/guidance** | If available, a Registered Provider of Social Housing or other Public Sector body of equal or greater size and complexity to Accent who has procured within the past 24 months would be most relevant. |

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| **Bidder Response** |
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| **Reference** | D-1-3 – **Technical resources - transition** |
| **Requirements** | Detail the technical resources and their skills that will be provided by the supplier to implement the proposed solution and their primary location.Detail the type of skills we will need in place as the client to ensure a smooth and successful implementation. |
| **Further information/guidance** | Please comment upon any certifications and / or security clearances (i.e. DBS, SC***n***) they hold. |

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| **Bidder Response** |
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| **Reference** | D-1-4 – **Use of third parties** |
| **Requirements** | Please identify any 3rd party contractors you propose to use to implement any element of the proposed solution (either companies or individuals not directly employed by you) and indicate the scope of their work and provide assurances they can meet the completion timescales. |
| **Further information/guidance** | Any 3rd Party must be covered under your ISO certifications and security clearances. |

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| **Bidder Response** |
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| **Reference** | D-1-5 – **Quality Assurance** |
| **Requirements** | Describe the Quality Assurance methods that will be enacted during implementation of the proposed solution including all stages and staged acceptance.  |
| **Further information/guidance** |  |

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| **Bidder Response** |
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| **Reference** | D-1-6 – **Risk Management** |
| **Requirements** | Please detail your Risk Management methodology and how it will be applied to the project. |
| **Further information/guidance** |  |

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| **Bidder Response** |
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| **Reference** | D-1-7 – **Acceptance Plan and Payment Schedule** |
| **Requirements** | Provide confirmation that Accent Group will be provided with an agreed Acceptance Plan which will match agreed phases of implementation to prove functionality and operability of the implementation, and that the payment schedule will reflect the Acceptance Plan. |
| **Further information/guidance** |  |

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| **Bidder Response** |
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| **Reference** | D-1-8 – **ICT staff training - Optional** |
| **Requirements** | Please identify any formal training courses that may be of use to Accent Group’s ICT staff. Please include the cost of any formal training within your final costs. |
| **Further information/guidance** | It is expected Accent will require a level of knowledge to provide internal support for the solution proposed, so technical training will be required. |

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| **Bidder Response** |
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| **Reference** | D-1-9 – **Documentation** |
| **Requirements** | Please detail the level of documentation you will provide in delivering all the aspects of the DR & Back Up both during its implementation period and once it has gone live. |
| **Further information/guidance** | Where possible, please also provide examples of the type of documentation:* Audits
* Project Plans
* Risk Registers
* Acceptance Test Plans
* Sign Off Document.

Can you also identify if there are any specific areas you would not provide documentation for. |

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| **Bidder Response** |
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| **Reference** | D-1-10 – **End of contract provision** |
| **Requirements** | Please detail how, at the end of the contract, you would assist in transitioning to a new contract or another service provider |
| **Further information/guidance** |  |

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| **Bidder Response** |
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**SECTION D-2: FURTHER INFORMATION**

The table below details further information required as part of the tender. There will be no scoring against these responses.

| **ID** | **Requirements Detail** | **Bidder Response** |
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| D-2-1 | Please provide information on any works which will be necessary, to be completed by Accent before commencement of the project. |  |
| D-2-2 | Please detail anything which is not included in the above requirements which you consider Accent will need for the solution to function. |  |
| D-2-3 | Please confirm that all your resources have been included to project manage the implementation of the project |  |
| D-2-4 | Please detail the level and type of resource the supplier expects Accent to provide to ensure the project can be delivered within the proposed timescales. |  |

# PART E: PRICE - 45%

Provide fixed cost information for your offered solution in the tables below.

All prices shown are to be in Pounds Sterling and should be exclusive of V.A.T

Please ensure all options are included and licensing is clearly explained.

Please mark clearly which items are capital payment (e.g. hardware) and which are revenue (e.g. hardware support). If revenue please indicate renewal date bearing in mind the contract term is 3+1+1.

Please state engineering day rates (on-site, consultation, project management etc.)

Confirm that travel and subsistence costs are included, if this is chargeable

Bidders are able to provide an additional pricing schedule to further clarify their commercials should it be felt this aids clarity of the overall offering.

Please ensure Optional elements are clearly marked and costed separately

## Equipment including RackSpace

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| Item | Description | Qty | Unit Price | Total |
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| Total Price: | £ |

## Software

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| Item | Description | Qty | Unit Price | Total |
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| Total Price: | £ |

## Professional Services

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| Item | Description | Qty | Unit Price | Total |
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| Total Price: | £ |

## Ongoing costs

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| Item | Description | Qty | Unit Price | Total |
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| Total Price: | £ |

## Knowledge transfer and documentation

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| Item | Description | Qty | Unit Price | Total |
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| Total Price: | £ |