



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

**Title: HP SAN Storage Upgrade**

**Reference: SIBU-0282**

# 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).

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## 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
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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**

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**Bids must be headed:**

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**and addressed to:**



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

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### **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 SAN Storage Capacity requirements**.

#### 2.2.1 Product Requirement

##### *Storage Area Network (SAN) Expansion*

HSCIC requires an upgrade to an existing HP 3PAR Storage Array. HSCIC has a desire that this will match the same configuration as the other SAN in our Datacentres.

Consequentially, as a minimum, HSCIC requires the following components and set up services:

- 1x HP M6710 2.5in 2U SAS Drive Enclosure
- 24x HP M6710 450GB 6G SAS 10K 2.5in HDD
- 8x HP M6710 1.92TB 6G SAS 2.5in cMLC SSD
- 32x HP 3PAR 7400 OS Suite Drive E-LTU
- 1x HP 3PAR 7400 Data Opt Suite Base E-LTU
- 148x HP 3PAR 7400 Data Opt Suite Drive E-LTU
  - Support - HP 3Y 4hr 24x7 Proactive Care SVC
  - HP 3Y 4hr 24x7 Proactive Care SVC
- 1x HP 3PAR 7400 Data Opt Suite Base LTU Sup
- 32x HP 3PAR 7400 OS Suite Drive LTU Supp
- 148x HP 3PAR 7400 DataOptSuite Drive LTU Supp
- 8x HP 3PAR 7000 1.92TB SAS cMLC SSD HW Supp



- 24x HP 3PAR 7000 Drives under 1TB Support
- 1x HP 3PAR 7000 Drive Enclosure Support
- Installation, Solution Delivery, Drive Installation, Import, TuneSys and ReBalance
  - *Further details regarding implementation are detailed in section 2.3.2*

The supplier should also provide pricing for the following additional components (& installation / integration) so HSCIC can optionally add these to the order.

- 12x HP M6710 450GB 6G SAS 10K 2.5in HDD
- 12x HP 3PAR 7400 OS Suite Drive E-LTU
- 12x HP 3PAR 7400 OS Suite Drive LTU Supp
- 12x HP 3PAR 7000 Drives under 1TB Support

## 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 **one of our Datacentres** [REDACTED]. **Delivery details will be provided at the point of order.**

### 2.3.2 Implementation

The supplier is required to install the equipment in the data centre, commission and hand over the equipment to HSCIC, fully operational, prior to the delivery date stated above.

The supplier will be responsible for the installation into the existing 3PAR systems in our datacentre in the South West of England and must state any downtime requirements.

The supplier must confirm that the configuration proposed meets HP optimal configuration as reported by their “Ninjastars” configuration tool.

The supplier must state any requirements (including downtime) to ensure that the new disks are balanced within the existing CPG’s and trays/enclosures.

The supplier must state if any requirements exist for a Firmware version upgrade on the 3Par devices currently being utilised.

### 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 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:

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:

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Health & Social Care  
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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 SAN Storage Capacity requirements**.

#### 2.2.1 Product Requirement

##### *Storage Area Network (SAN) Expansion*

HSCIC requires an upgrade to an existing HP 3PAR Storage Array. HSCIC has a desire that this will match the same configuration as the other SAN in our Datacentres.

Consequentially, as a minimum, HSCIC requires the following components and set up services:

- 1x HP M6710 2.5in 2U SAS Drive Enclosure
- 24x HP M6710 450GB 6G SAS 10K 2.5in HDD
- 8x HP M6710 1.92TB 6G SAS 2.5in cMLC SSD
- 32x HP 3PAR 7400 OS Suite Drive E-LTU
- 1x HP 3PAR 7400 Data Opt Suite Base E-LTU
- 148x HP 3PAR 7400 Data Opt Suite Drive E-LTU
  - Support - HP 3Y 4hr 24x7 Proactive Care SVC
  - HP 3Y 4hr 24x7 Proactive Care SVC
- 1x HP 3PAR 7400 Data Opt Suite Base LTU Sup
- 32x HP 3PAR 7400 OS Suite Drive LTU Supp
- 148x HP 3PAR 7400 DataOptSuite Drive LTU Supp
- 8x HP 3PAR 7000 1.92TB SAS cMLC SSD HW Supp

- 24x HP 3PAR 7000 Drives under 1TB Support
- 1x HP 3PAR 7000 Drive Enclosure Support
- Installation, Solution Delivery, Drive Installation, Import, TuneSys and ReBalance
  - *Further details regarding implementation are detailed in section 2.3.2*

The supplier should also provide pricing for the following additional components (& installation / integration) so HSCIC can optionally add these to the order.

- 12x HP M6710 450GB 6G SAS 10K 2.5in HDD
- 12x HP 3PAR 7400 OS Suite Drive E-LTU
- 12x HP 3PAR 7400 OS Suite Drive LTU Supp
- 12x HP 3PAR 7000 Drives under 1TB Support

## 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 **one of our Datacentres** [REDACTED] **Delivery details will be provided at the point of order.**

### 2.3.2 Implementation

The supplier is required to install the equipment in the data centre, commission and hand over the equipment to HSCIC, fully operational, prior to the delivery date stated above.

The supplier will be responsible for the installation into the existing 3PAR systems in our datacentre in the South West of England and must state any downtime requirements.

The supplier must confirm that the configuration proposed meets HP optimal configuration as reported by their “Ninjastars” configuration tool.

The supplier must state any requirements (including downtime) to ensure that the new disks are balanced within the existing CPG’s and trays/enclosures.

The supplier must state if any requirements exist for a Firmware version upgrade on the 3Par devices currently being utilised.

### 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: **Fully Compliant**

We have proposed all the components and set up services as requested by HSCIC.

#### Minimum Requirement items proposed

- 1x HP M6710 2.5in 2U SAS Drive Enclosure
- 24x HP M6710 450GB 6G SAS 10K 2.5in HDD
- 8x HP M6710 1.92TB 6G SAS 2.5in cMLC SSD
- 32x HP 3PAR 7400 OS Suite Drive E-LTU
- 1x HP 3PAR 7400 Data Opt Suite Base E-LTU
- **136x** HP 3PAR 7400 Data Opt Suite Drive E-LTU. We only propose 136 licences instead of the requested 148 to match the number of drives in the 3PAR after this 32 drive upgrade. We assume the 148 figure is to cater for the additional 12 optional drives and have added the extra 12 licences in the optional 12 drive upgrade Bill Of Materials below.
- Support - HP 3Y 4hr 24x7 Proactive Care SVC
- HP 3Y 4hr 24x7 Proactive Care SVC
- 1x HP 3PAR 7400 Data Opt Suite Base LTU Sup
- 32x HP 3PAR 7400 OS Suite Drive LTU Supp
- **136x** HP 3PAR 7400 DataOptSuite Drive LTU Supp We only propose 136 licences instead of the requested 148 to match the number of drives in the 3PAR after this 32 drive upgrade. We assume the 148 figure is to cater for the additional 12 optional drives and have added the extra 12 licences in the optional 12 drive upgrade Bill Of Materials below.
- 8x HP 3PAR 7000 1.92TB SAS cMLC SSD HW Supp
- 24x HP 3PAR 7000 Drives under 1TB Support
- 1x HP 3PAR 7000 Drive Enclosure Support

Installation, Solution Delivery, Drive Installation, Import, TuneSys and Re-Balance.

#### Optional Additional Components Proposed

- 12x HP M6710 450GB 6G SAS 10K 2.5in HDD
- 12x HP 3PAR 7400 OS Suite Drive E-LTU
- 12x HP 3PAR 7400 OS Suite Drive LTU Supp
- 12x HP 3PAR 7000 Drives under 1TB Support

We also propose Dynamic Optimisation Suite licences and support, that were included in the Minimum Requirement specification as per above.

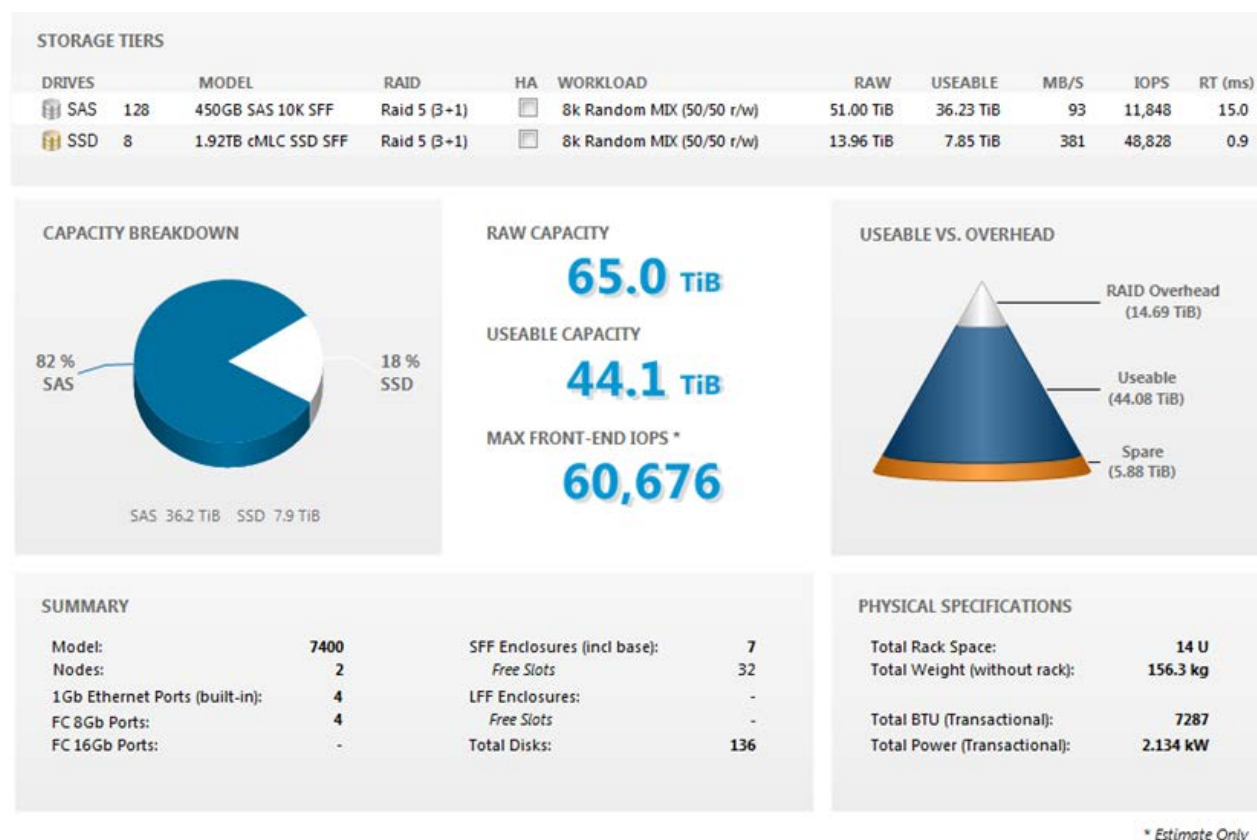
- 12x HP 3PAR 7400 Data Opt Suite Drive E-LTU.
- 12x HP 3PAR 7400 DataOptSuite Drive LTU Supp

The configuration proposed meets HP optimal configuration as reported by their “Ninjestars” configuration tool.

The existing 3PAR array is currently running version 3.1.3 MU1 version of 3PAR OS, this version fully supports the 1.92TB SSD drives so no OS update if required on the 3PAR for our proposed solution.

However if HSCIC wishes to leverage the new Data Compaction features in the 3PAR array an upgrade to Version 3.2.1 MU1 will be required. Should HSCIC wish to take advantage of these features, an on-line OS upgrade can be arranged and delivered by HP.

HP’s configuration and performance estimation tool NinjaStars predicts that the additional components requested as the primary requirement namely an additional M6710 SFF enclosure and 24x450GB FC SAS Disks will deliver an additional 15TB of usable storage at RAID5 (3+1) and an additional 2296 iops on the SAS Tier. The requested 8 x 1.92TB SSD disks will provide 7.85TB at RAID5 (3+1) and 48,828 iops.



If HSCIC proceeds with the firmware upgrade to the 3PAR the compaction capability on the SSD tier will deliver a capacity of 30.7TB at 4:1 compaction.

## USEABLE CAPACITY WITH COMPACTION



RATIO  
4 to 1

7.7 TiB

30.7 TiB

3PAR



7.7

LEGACY



30.7

## RAW CAPACITY

14.0 TiB

## USEABLE CAPACITY

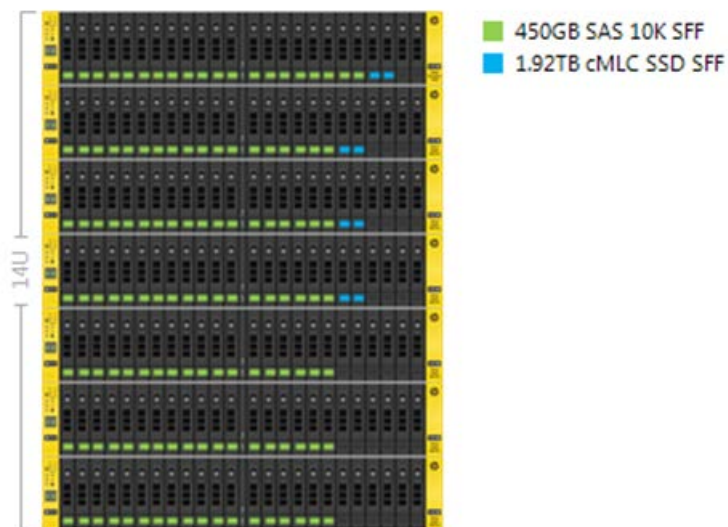
7.7 TiB

## MAX FRONT-END IOPS \*

48,828

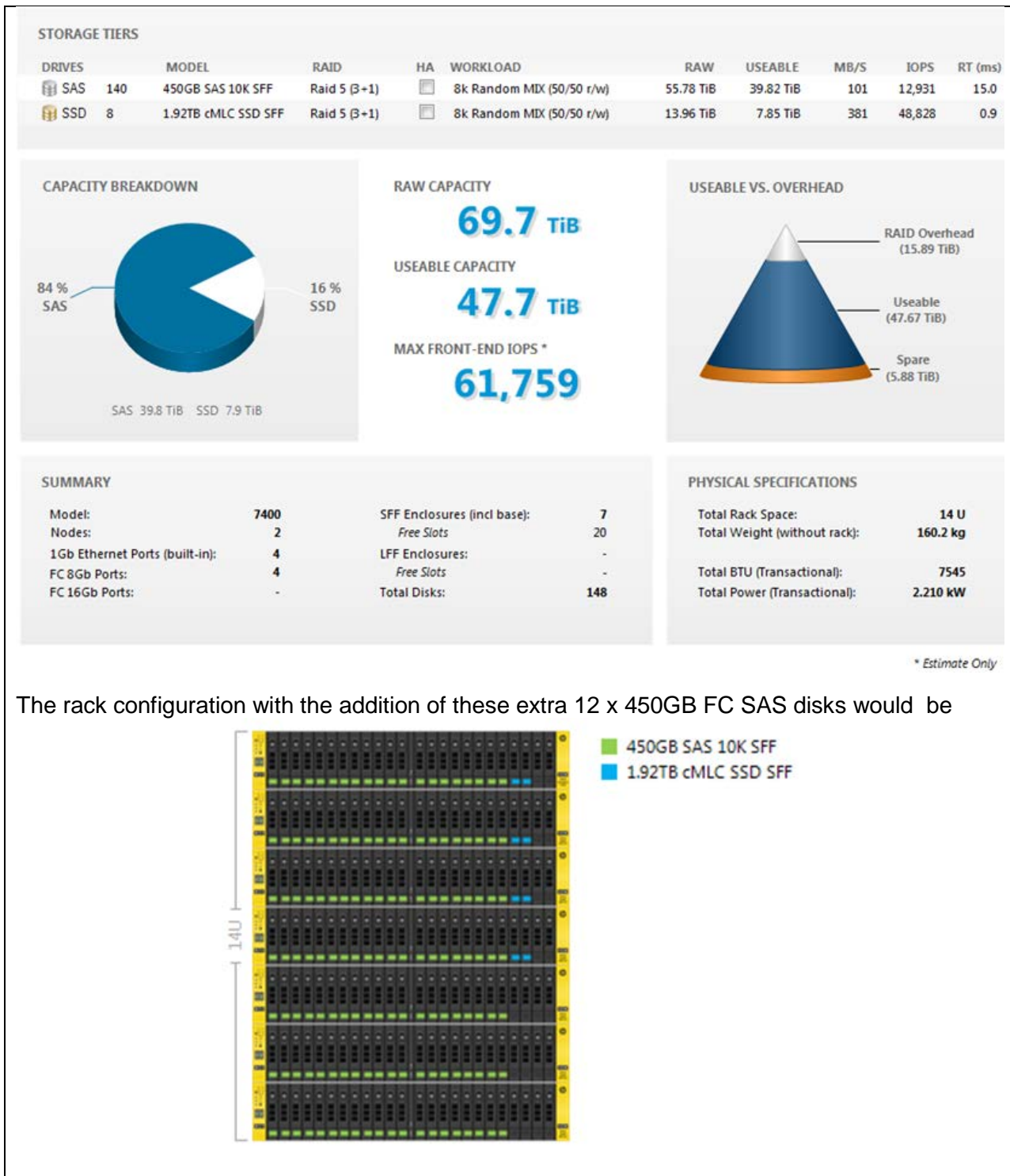
The array is balanced to support RAID1 or RAID5 (3+1).

The 3PAR configuration with the additional SFF enclosure and 24 x 450GB FC disks and 8 x 1.92G SSD Disks would look like this



With the addition of the optional components namely 12 x 450GB FC SAS disks. The 3PAR will deliver an additional 3.6TB of usable storage at RAID5 (3+1) and an additional 1083 iops on the SAS Tier.





### 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: : **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.

Under this service, HSCIC have the ability to log calls directly with HP, or as an added value alternative HSCIC can log them via CSA Waverley who will manage the HP call on their behalf, including any escalations that might be required. This uplifted service is provided at no additional charge because CSA Waverley is a HP ServiceOne Enterprise Partner and as such are able to provide a value added approach to maintenance.

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.



## 3.2 Delivery

### 3.2.1 Delivery

Please detail how 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 in the [REDACTED] Data Centre used by HSCIC within 3 weeks of the purchase order being issued.

[REDACTED]

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

We are now one of only ten HP Platinum partners in the UK which gives us a closer working relationship with HP management and as such, we are able to allocate the required kit requirements in the factory and pre-book a production slot. This gives us the ability to reduce delivery times dramatically.

### 3.2.2 Implementation

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

Response: **Fully Compliant**

We also quote for installation of all components including software licences, and array rebalance, which will involve installing disks and tuning data across the new array architecture to balance the data within the array.

Installation of all hardware will be non-disruptive with no requirement for downtime, however a performance impact may be observed during the array rebalance process.

After installing the new SFF enclosure, FC and SSD disk hardware, the new disks will be added to existing or newly created CPG's, data will then be rebalanced across the new architecture by running the tunesys command. Some performance degradation may occur during this process, so it is recommended that this is scheduled to reduce impact.

The configuration proposed meets HP optimal configuration as reported by their "Ninjastars" configuration tool, and produces a balanced array for RAID1 and/or RAID5 (3+1).

The existing 3PAR array is currently running version 3.1.3 MU1 version of 3PAR OS, this version fully supports the 1.92TB SSD drives so no OS update if required on the 3PAR for our proposed solution.

However if HSCIC wishes to leverage the new Data Compaction features in the 3PAR array an upgrade to Version 3.2.1 MU1 will be required. Should HSCIC wish to take advantage of these features, an on-line OS upgrade can be arranged and delivered by HP.

We propose to plan and schedule the upgrade and rebalance services, and perform them as per

HP best practice, in order to minimise any performance degradation impact.

### 3.2.3 Asseting

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

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.

## 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: **Fully Compliant**

HP products are RoHS and energy star compliant

HP StoreServ arrays utilise small form factor drives to be up to 40% more efficient than the larger 3.5" disks and consume less rack U space.

A by-product of the use of smaller footprint disk drives is that the solution uses much less rack space, the StoreServ 7400 arrays currently utilised by HSCIC can have 240 disk drives in a single 42U rack space.

Also the HP 3PAR StoreServs' unique "get thin" "stay thin" thin provisioning and zero space reclaim capabilities minimise the footprint of storage required again typically by around 50%, with the proposed de-duplication technology this could rise to around 75% thus reducing power and cooling requirements in the datacentre.

The SSD drives proposed are also more energy efficient, and more compact than spinning drives.

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.

## 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: **Fully Compliant**



Health & Social Care  
Information Centre



Response.pdf

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		Signed	
Position		Position	
For and on Behalf of	CSA Waverley Ltd	For and on Behalf of	CSA Waverley Ltd
Dated	09/02/15	Dated	09/02/15

## **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		Signed	
Position		Position	
For and on Behalf of	CSA Waverley Ltd	For and on Behalf of	CSA Waverley Ltd
Dated	09/02/15	Dated	09/02/15





Health & Social Care  
Information Centre

ICT Procurement  
1 Trevelyan Square  
Boar Lane  
Leeds  
LS1 6AE

Tel: 0113 397 3383  
18/02/2015

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

Dear Richard,

Opportunity Reference: SIBU-0282

Further to your tender response for SIBU-0282, 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 Storage requirement, as specified in opportunity SIBU-0282.

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**

By:

[Redacted signature]

Full Name: [Redacted]

Position: [Redacted]

Date: 18/02/2015

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

By

[Redacted signature]

Full Name: [Redacted]

Position: [Redacted]

Date: 18/02/2015

Yours sincerely,

[Redacted signature]