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**INVITATION TO TENDER – CO-MANAGED NETWORK SERVICE**

**CLOSING DATE FOR RESPONSES – 5pm, Friday 3 January 2020**

# Objective

* 1. The objective of this tender exercise is to source a partnership with a supplier to deliver a Co-Managed Network Service to The National Archives (TNA), providing expertise and advice and support where needed, of TNA’s network and security systems and, in co-operation with TNA support teams, ensuring that the infrastructure is fully functioning, efficient and highly available.
	2. The National Archives is looking to award a contract for an initial period of **THREE** years, with an option to extend for an additional period of up to TWELVE months.
	3. In order to provide additional information and context for this opportunity, and subject to level of interest, The National Archives will host an Open Day for interested suppliers on the morning of **Monday 25th November 2019**. Attendance is encouraged but not mandatory. If you would like to attend, please email procurement@nationalarchives.gov.uk by **5pm, Wednesday 20th November 2019,** with the names of your attendees.
1. Background
	1. TNA is the official archive and publisher for the UK government, and for England and Wales. Its role is to collect and secure the future of the government record, both digital and physical, to preserve it for generations to come, and to make it as accessible and available as possible. It is based at **one site** in Kew, South West London. More information on TNA can be found at: [www.nationalarchives.gov.uk](http://www.nationalarchives.gov.uk)
	2. TNA IT equipment is hosted in a secure environment at its site in Kew. In addition, some services are hosted in the cloud; these include VoIP SaaS, Hybrid Cloud Proxy, Microsoft O365, Azure Blob Storage and ADFS, Citrix management suite and Juniper VPN service.
	3. With an increased emphasis on technology, TNA faces the challenge of delivering reliable and publicly accessible IT services with limited resources and budgetary constraints. To meet this challenge, TNA has reviewed its technology provision to highlight risks associated with the existing services, systems and infrastructure. It has also identified changes required to position the IT function so that it can respond to business drivers and demands for the next four years.
	4. The move to introduce flexibility and mobility for our workforce, together with our cloud-first and Internet-first policy, has resulted in significant changes to our network and has led to a need to review the network architecture. As part of this review, TNA is undertaking a series of network changes to reduce complexities, simplify the network and improve performance.
	5. This is a new requirement; The National Archives do not currently have a network support agreement in place.
	6. It is against this backdrop and following a review of organisational needs that TNA has determined that we should enter into an agreement that supports a partnership model with a Co-Managed support agreement.
2. The Requirement
	1. The requirement is for a Co-Managed Network Support Service that will provide expertise, advice, support, and management for the devices and services specified in the Schedule of Equipment and Services attached to this document as **Appendix A**.
	2. Basic operational management of network services will be undertaken by on-site TNA support staff but in pursuance of their duties, they may require additional support and expertise to assist them in managing the network services more effectively. TNA will require additional assistance to understand and implement system upgrade paths and more advanced operational procedures.
	3. A Co-Managed service in this context contains the following core characteristics and TNA envisages the service will comprise (but not necessarily be limited to) the following:
3. **Operational Management** – Basic operational tasks will be undertaken by TNA staff including, but not limited to, first and second line incident management, initial fault diagnosis, day-to-day basic management and changes that do not require specialist assistance.
4. **Incident Management** – The supplier will act as third line specialist support following escalation by TNA support teams. They will manage, advise and, if appropriate, resolve incidents, working in conjunction with TNA and its suppliers and assist in the prevention of further occurrences. TNA estimate the number of incidents escalated to third line specialist support to be no more than twelve per annum.
5. **Hardware/Break Fix Services** – Provide advice, guidance and support and work in conjunction with TNA support staff and suppliers, where necessary, to resolve issues and incidents. TNA currently has external support contracts in place for hardware/break fix services. These support contracts will continue.
6. **Software Support Services** – Provide advice, guidance, support, and work in conjunction with TNA support staff and suppliers, where necessary, to resolve issues and incidents. TNA currently has external support contracts in place for software support services. These support contracts will continue.
7. **Advice and Support** – Give advice and guidance on a case-by-case basis to TNA for more advanced operational tasks that are beyond the core skill set of our staff.
8. **Service Improvement Planning** - The supplier will take a pro-active approach and will provide advice on continual service improvement including, but not limited to, upgrade paths, security vulnerabilities, firmware upgrades, patching, capacity planning, changes and network design considerations.
9. **Technical Expertise** – Provide technical expertise for all services, components and devices listed in the Schedule of Equipment and Services **(Appendix A)** and offer on-site or remote expert engineers in line with the service-level requirements stated later in this section.
10. **Detect and Report** - TNA will be responsible for ongoing monitoring and alerting of the network components. The service provider can have visibility of the monitoring alerts, where required and will assist in the diagnosis as and when requested.
11. **Change Management** – In giving expert advice, the service provider may be asked to review and validate proposed changes, following a request by TNA

TNA will be responsible for and manage the overall change process. Changes will be classified as Standard, Normal and Emergency and will follow TNA's change management process (attached as **Appendix B**). The service provider will use TNA’s change management process to govern all changes covered by the co-managed network services agreement and will ensure any change the supplier makes is accurately recorded, documented and sent to TNA.

1. Configuration Management – TNA will be responsible for and manage the overall configuration management process. The service provider will ensure any change in configuration they make is accurately recorded, documented and sent to TNA.
2. **Service Management** – The service provider will manage delivery of the service in line with the SLA and defined requirements. They will attend quarterly reporting and supplier/client meetings to review trend statistics, discuss improvements/changes and contract performance and ad-hoc meetings by request.
3. **Asset Management** - TNA will be responsible for and manage the asset management process, asset lifecycle and manufacturer’s warranties. The service provider will ensure any change they make to an asset is accurately recorded, documented and sent to TNA.
4. **Consultancy Services** – The service provider must offer technical consultancy services for project related work and for service that falls outside of the terms of the co-managed network service agreement. Consultancy services will normally be chargeable at agreed daily or piece rates, as agreed in the rate card (see Section 5.5 iv).
	1. Service Scope and supported devices and services
		1. A high-level description of the ***devices*** covered by the agreement is listed below and these are considered as in-scope of the co-managed network services contract. A full list of devices and services is contained in the Schedule of Equipment and Services attached to this document as **Appendix A**.
* HPE core switches
* HPE distribution and management switches
* HPE edge switches
* HPE Intelligent Management Centre
* Cisco Nexus switches
* Cisco Catalyst 6500 chassis switches
* Cisco Catalyst 3750 switch
* Kemp load balancers
* F5 load balancers
* Fortinet firewalls
* Checkpoint firewalls and IPS
* Cisco ASA firewalls – management network
* Cisco Wi-Fi controllers, appliances and access points
* Juniper VPN appliances
* Forcepoint hybrid cloud and on-site proxy
	+ 1. A high-level description of the ***services*** covered by the agreement is listed below and these are considered as in-scope of the co-managed network services agreement. A full list of devices and services is contained in the Schedule of Equipment and Services, attached as **Appendix A**
* Remote third-line specialist support
* Engineer attendance to site by necessity or request
* Assistance with Change implementation for supported services. This includes changes that result from an incident where a change is required to restore a device or service to an existing serviceable condition. (see Section 3.43 below
* Advice and expert assistance for non-routine patching, service and firmware upgrades (major version upgrades will be treated as consultancy and are out of scope of the co-managed network services contract)
* Attendance at regular service review meetings
* Chargeable consultancy services
	+ 1. Change implementation within scope of the managed network services agreement includes a change that is actioned as result of an incident to restore a service or device to a serviceable state. A change outside the scope of the agreement is defined as any change to the IT environment that by design will cause it to differ from that of the documented base-line agreed at the start of the contract or its previous operating state where this is a planned activity, e.g project or consultancy services.
	1. TNA business hours are 8am to 6pm, Monday to Friday and 8am to 5pm on Saturday. TNA is closed on Sundays and Bank Holidays but retains an on-site security presence. The co-managed network service must operate at least during business hours.

Scenarios for service operating hours (see Section 5.5 ii):

* **Scenario 1** – A service operating between the hours of **7am and 7pm**, Monday to Friday (excluding bank holidays). **or,**
* **Scenario 2** – A service operating between the hours of **7am and 7pm**, Monday to Friday and **8am to 5pm** on Saturdays, (excluding bank holidays).
	1. The following paragraphs define exactly the required level or standard for the services described in this document.
		1. A first-line support service is provided by TNA support staff, which involves logging tickets and attempting to resolve any incident at first discovery. All incident and request tickets are recorded, co-managed and monitored in TNA’s IT service management toolset, Alemba vFire and follow an ITIL process approach. The TNA toolset will serve as the primary means for recording and updating incident and request cases and supplier integration with the toolset is considered desirable but is not mandatory.
		2. TNA will provide a second tier support service, which involves an attempt at resolution by more technically skilled staff.
		3. The supplier will provide a central point of contact for incident, problem, change, configuration, release and advice escalation.
		4. Service priorities will be determined by TNA at the time of an incident or request and the service provider should adhere to the service-levels defined in Table A below (see Section 5.3)

Table A - Service-levels

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Priority | Initial Response | Target Resolution | Escalation Threshold |
|  | **Defect, Fault Resolution or request for Service or Advice****during operational hours as defined by the contract and Changes** |
| Service not available or severe disruption to business services | 1 | Within 15 minutes | Within 4 hours | 3 hours |
| Significant degradation of service with a large number of users affected | 2 | Within 30 minutes | Within 8 hours | 6 hours |
| Limited degradation of service with a small number of users affected | 3 | Within 4 hours | Within 2 TNA business days | 1½ TNA business days |
| Engineer site visit | n/a | Within 1 TNA business day  | ASAP best efforts | 4 hours |
| Non-incident Requests | n/a | Within 1 TNA business day | ASAP best efforts | n/a |

1. Additional Information
	1. The potential supplier should recognise that the co-managed network services agreement might vary when a service alters through technology and service updates and/or when devices change and the agreement should accommodate these changes. A variation of this nature will normally occur when a device or service has reached end-of-life and a replacement is required, when an upgrade is required or recommended or a change in service has occurred because of a change in technology such as moving a service to the cloud.
	2. Service providers must comply with our minimum staff security clearance and all engineering staff with access to TNA’s systems and services must hold a current HMG Baseline Personal Security Standard (BPSS). Potential suppliers should indicate if their staff hold clearance obtained through the National Security Vetting (NSV) process, such as Security Check (SC).
	3. Service providers must comply with site security requirements and physical access arrangements for access to any site when carrying out on-site duties.
2. How to Respond

Please respond by submitting a tender response to procurement@nationalarchives.gov.uk by **5pm, Friday 3 January 2020.**

If you have any questions relating to this opportunity, please submit them to procurement@nationalarchives.gov.uk by **5pm. Monday 2 December 2019.**

It is for you to decide the format of your tender response. However, please ensure your response addresses **as a minimum** the points below**.**

* 1. **A comprehensive description of your proposed solution**. Suppliers must describe their offering in a succinct, clear, comprehensive and unambiguous fashion. However, please ensure that within this description you specify:
* What services you will provide, and how, addressing point by point each of the services described in Section 3 & 4 of this document
* The technology toolset you (or any sub-contractors, if applicable) propose to use
* What resourcing commitments you are making, the skills and relevant experience of the staff involved
* What resourcing and other commitments you require TNA to make
* What sub-contracting arrangements (if any) you will put in place
* What standards you will adhere to in the delivery of the solution (The Government recommends the Cyber Essentials scheme as a minimum compliance standard. Other examples are ISO, ITIL)
* What assumptions you have made in designing your proposed solution
* How you will deliver and maintain quality of service and develop and maintain a close relationship to build trust and confidence, taking into consideration where The National Archives is located
	1. **Your proposed On-Boarding Plan**, highlighting risks and related mitigating actions, resourcing commitments and any assumptions you have made. Please provide a detailed description of how you intend to transition to a co-managed service, including phases, milestones and timeframes and include any investment required during the transitory phase.
	2. **Your proposed Service Level Agreement (SLA)** for each service within your proposed solution. The SLA should meet the requirements specified in Section 3. If you are unable to meet the specified requirements, please describe your proposed service levels in and out of hours.
	3. **Two examples of contracts**, from either or both the public or private sector, that you have performed during the past three years and that are relevant to TNA's requirement. Please submit this information using the template attached to this document as Appendix C.
	4. **The Contract Price** for both proposed solutions (Scenario 1 and Scenario 2), clearly stating
1. Any one-off on-boarding costs, including all professional services required in the on-boarding of the new service
2. The recurring annual service costs, a comprehensively described, fully costed solution for the **two** **scenarios** summarised below.
	1. **Scenario 1 – A service operating between the hours of 7am and 7pm, Monday to Friday (excluding bank holidays).**
	2. **Scenario 2 – A service operating between the hours of 7am and 7pm, Monday to Friday and 8am to 5pm on Saturdays, (excluding bank holidays).**
3. Any additional costs that TNA may have to consider or is recommended by the potential service provider
4. An itemised rate card for the following additional professional services, specifying any volume discounts that will apply, and including out of hours charging rates;
	1. A Senior/Principal Consultant (Subject matter expert, accredited, significant experience. Involved in design & advice. Strategic).
	2. A Consultant (Less experienced than a Senior/Principal consultant, supported by senior consultant. Responsible for deployment of solutions, works with TNA staff. Tactical)
	3. An Engineer (Deployment of solutions. Operational)

Please note that any and all expenses should be included in the charging schedule. Stating ‘charges exclude expenses’, or similar, will result in the bid being rejected.

* 1. **Confirmation** that you are able to meet the requirements described in Sections 3 & 4 of this document, that you have access to the relevant technical skills to support this co-managed network service and that you can meet the deadlines set out in the table below.

1. Procurement Timetable

|  |  |  |
| --- | --- | --- |
| **Ref.** | **Description** | **Date(s)** |
| 1 | Invitation to Tender document is published  | Wednesday 13th November 2019 |
| 2 |  Potential Supplier Open Day\* | Monday 25th November 2019 (AM) |
| 3 | Deadline for Potential Suppliers to submit clarification questions to procurement@nationalarchives.gov.uk | 5pm, Monday 2 December 2019 |
| 4 |  Deadline for TNA to respond to clarification questions\*\* | Friday 6 December 2019 |
| 5 | Deadline for Potential Suppliers to submit their Tender Responses to procurement@nationalarchives.gov.uk | **5pm, Friday 3 January 2020** |
| 6 | Evaluation and Shortlisting | 6 - 14 January 2020 |
| 7 | Shortlisted suppliers notified about presentation  | Wednesday 15 January 2020 |
| 8 | Date for shortlisted Potential Supplier presentations  | Monday 27 January 2020 |
| 9 | Award decision | Thursday 30 January 2020 |
| 10 | Standstill period ends and contract award | Monday 10 February 2020 |
| 11 | Service operational | Monday 17 February 2020 |

*\*Subject to levels of interest – If you wish to attend the proposed open day, please advise* procurement@nationalarchives.gov.uk *by* ***5pm, Wednesday 20th November 2019.***

*\*\*Any clarification question that TNA deems to be relevant to more than one Potential Supplier will be shared with all Potential Suppliers via the Contracts Finder website*

1. Evaluation Criteria
	1. Tender submissions will be evaluated using the following matrix:
* Quality (your response to sections **5.1,5.2, 5.3, 5.4**) 45%
* Technical expertise (your response to sections **5.1,5.2, 5.3, 5.4**) 10%
* Price (your response to section **5.5**) 35%
* SLA (scored against section **3.6.4** Table A - Service Levels) 5%
* Example Contracts (your response contained in **Appendix C**) 5%
* Confirmation (your response to section **5.6**) Pass/Fail

* 1. Price scores will be based on a comparison between each Potential Supplier’s price offer, based on the percentage difference from the lowest bid price. The lowest offered price will receive the maximum pre-weighted score of 10 points, a price which is 20% higher will receive a score of 8 (i.e. the maximum score minus 20%).
	2. For the Quality, Technical Expertise and SLA Categories a point score between 0 and 10 is available. These points will be allocated applying the criteria as listed in the table below. If your Response mainly has the criteria of one score, but also has one or more criteria of a lower score, then that Category will be awarded the lower score.

|  |  |
| --- | --- |
| **10 Points** | **Outstanding:*** Potential Supplier has provided a response that addresses all parts of the requirement
* Potential Supplier has provided evidence to support all elements of their response
* The evidence supplied is convincing and highly relevant to the requirement
* Potential Supplier’s response is clear and easy to understand
* Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches
 |
| **7 Points** | **Good:*** Potential Supplier has provided a response that addresses all parts of the requirement
* Potential Supplier has provided evidence to support most elements of their response
* The evidence supplied is good and relevant to the requirement
* Potential Supplier’s response is clear and easy to understand
* Where relevant, Potential Supplier has demonstrated some level of capability to deliver new and innovative service approaches
 |
| **5 Points** | **Average:*** Potential Supplier has provided a response that addresses most parts of the requirement
* Potential Supplier has provided evidence to support most elements of their response
* The evidence supplied has some relevance to the requirement
* Potential Supplier’s response is clear and easy to understand
* Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches
 |
| **3 Points** | **Poor:*** Potential Supplier has provided a response that addresses some parts of the requirement
* Potential Supplier has provided evidence to support some elements of their response, but not all
* The evidence supplied is weak and has limited relevance to the requirement
* Potential Supplier’s response is not always clear and easy to understand
* Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches
 |
| **1 Point** | **Very Poor:*** Potential Supplier has provided a response that fails to address most parts of the requirement
* Potential Supplier has provided little or no evidence to support most elements of their response
* The evidence supplied is very weak and has very limited relevance to the requirement
* Potential Supplier’s response is not always clear and easy to understand
* Where relevant, Potential Supplier has demonstrated little or no capability to deliver new and innovative service approaches
 |
| **0 Points** | **Fail:*** No response provided
 |

* 1. Following this evaluation, TNA may wish to ask an envisaged maximum of three Potential Suppliers for presentation and interview. The presentation and interview will then be considered among the other non-price elements when making a contract award decision.
1. Contract Terms
	1. The Contract, and any subsequent Contract variations, shall be governed by our standard terms and conditions, available [here](https://www.gov.uk/government/publications/short-form-terms-and-conditions) and by submitting a response to this ITT, you accept these terms and conditions.
	2. Please note that the information you supply in your tender submission may be used, in whole or in part, to populate the Contract. As such, please make clear and unambiguous statements about the commitments you are making.
	3. The National Archives reserves the right not to appoint and to achieve its goals by other means.