

ENTERPRISE MOBILITY PLATFORM

CLOSING DATE FOR RESPONSES – 12 NOON, 2ND FEBRUARY 2018

1. BACKGROUND

The National Archives (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 in Kew, South West London. More information on TNA can be found at www.nationalarchives.gov.uk

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.

2. OBJECTIVE

The objective of this tender exercise is to procure and deploy an enterprise mobility platform. The solution must provide a service that permits any authorised user on any device to use an easy-to-use client application that provides instant access to their corporate resources in a contained environment so they can work from anywhere at any time.

The solution must meet the following objective:

- *To provide a remote working solution that removes dependency on corporate devices.*

3. THE USER REQUIREMENT

The requirement is for an enterprise mobility platform. This must include but may not be limited to the following components:

- Mobile device management (MDM)
- Mobile application management (MAM)
- Mobile identity (MI) including Single Sign On
- Mobile content management (MCM)
- Containment.

The requirement is for 300 users, which are highly or partially mobile. Of these, 100 may be concurrently accessing services on the move at any one time.

The solution must allow single sign on (SSO) capability for **all 600 staff**, not just those benefitting from the mobility services.

The solution must be available on all popular platforms including:

- Windows

- MAC O/S
- Chromebooks
- IOS
- Android
- Linux (if possible).

The solution must allow unified access to resources, which may be located within the on premise datacentre or in the cloud.

Initially, the following core corporate resources need to be delivered by the solution (this list may be expanded as business need dictates):

- Email (Microsoft Exchange 2013 – on premise)
- EDRMS (Objective – on premise)
- My Documents and Shared Folders (on premise)
- Intranet (Confluence – on premise)
- Unified Communications (8x8 - Cloud)
- https:// web applications as required.

We anticipate the key use cases of this system to be:

- Staff accessing corporate resources outside the office remotely from unmanaged devices
- Developers accessing corporate resources from unmanaged devices. Some developers have a need to access a hosted managed desktop (hosted managed desktop not in scope)
- Public Volunteers accessing corporate resources from unmanaged devices.

The user experience is critical to the successful tender. This needs to be seamless between as many different platforms as possible whilst keeping our services secure. The user experience is anticipated to include:

1. User logs onto service using a portal
2. User enters multi-factor authentication credentials
3. User is presented with business services within a contained environment.

The solution may have components located in the cloud or on premise. Where possible components should be located in the cloud.

TNA has reviewed the market and has identified two solutions (below) that potentially meet our complex requirements. Please only respond with one of these solutions.

- Citrix Gateway
- VMWare Workspace One

4. SECURITY REQUIREMENTS

The solution must support multiple factor authentication to keep our corporate services secure. Our current solution is Active Identity.

The solution must leave no (or a small) footprint on the unmanaged device. The solution shall not install corporate applications directly on the unmanaged device.

The solution must keep all corporate data and applications contained. It should not be possible to leak corporate data onto the unmanaged device and vice versa. Please state your approach to this, specifically:

- How corporate applications are isolated from other applications running on the unmanaged device
- Identify ways that corporate data could be extracted from their solution, and say how each one is controlled and mitigated (if it is).

Anyone choosing to provide as a cloud service must supply evidence of:

- Good security governance, with externally validated accreditation of security policies and processes against a recognised standard such as ISO 27001 or Cyber Essentials Plus
- Good security risk management, through use of a risk management plan or similar process: roles and responsibilities, risk assessment and management, and security controls in place
- proposed solution in line with NCSC's Cloud Security Principles: <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>

5. HOW TO RESPOND

Please submit your response to procurement@nationalarchives.gsi.gov.uk by **12 noon on 2nd February 2018**, providing the information below. If you have any clarification questions about the requirement, please submit these to procurement@nationalarchives.gsi.gov.uk by **5pm on 17th January 2018**

Quality	<ul style="list-style-type: none"> • A description of your proposed solution and how it meets specified user requirements • A User journey • Your proposed implementation plan
Security	<ul style="list-style-type: none"> • A description of how the solution meets the specified security requirements (Section 4) including a Risk management plan.
Price	<ul style="list-style-type: none"> • Fixed prices for all the products and services that you will provide in <i>each</i> year of the contract. <i>Please note that TNA is considering awarding the contract for a one, two or three year period, as such, please supply annual prices for each of those three scenarios.</i> • A clear description of what products and services will be delivered within those prices. • Please ensure that your pricing includes (at a minimum): <ul style="list-style-type: none"> - All licenses required - Any hardware required - Comprehensive support services. Support should be provided for both 24/7 and standard working day options where possible. - All professional services required to install configure your proposed solution. - All professional services required for documentation and handover of your proposed solution. - Subscription based models that include all costs above would be considered. - The rate card that will apply for any additional professional services which TNA may wish to commission over the length of the contract. - The cost of any additional capacity / users over the length of the contract. - Any assumptions you have made in designing and / or pricing your proposed solution.

Please note that the information you supply in your response 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.

6. EVALUATION CRITERIA

Tender submissions will be evaluated using the following criteria.

- Quality 30%
- Security 40%
- Price 30%

7. PROCUREMENT TIMETABLE

Date(s)	Description
5pm, Wednesday 17 th January 2018	Deadline for submission of clarification questions
22nd January 2018	TNA to respond to clarification questions
12 noon, 2 nd February 2018	Deadline for submission of responses by suppliers
9 th February 2018	Award of contract

8. CONTRACT TERMS

The Contract, and any subsequent Contract variations, will be governed by our standard terms and conditions published at <http://www.nationalarchives.gov.uk/about/commercial-opportunities/information-for-our-suppliers/>

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.