



INVITATION TO TENDER

National Museum of the Royal Navy WAN Connections and Firewalls

1. Introduction

The National Museum of the Royal Navy Operations (NMRNO) is responsible for the following sites:

- Fleet Air Arm Museum, Yeovilton (FAAM)
- Cobham Hall, Yeovilton
- Explosion Museum, Gosport
- Royal Marines Museum, Southsea (RMM)
- Portsmouth Historic Dockyard (PHD)
- National Museum of the Royal Navy, Portsmouth (NMRNP)
- HMS Victory, Portsmouth
- Royal Navy Submarine Museum, Gosport (RNSM)
- HMS Caroline, Belfast
- The National Museum of the Royal Navy, Hartlepool (NMRNH)

We are a museum group who continues to grow and so it should be assumed that other sites will join the group in the future.

The NMRN wishes to appoint a single supplier to provide broadband connections into all of the sites above.

The NMRN IT team consists of three full time members of staff providing IT support for the above sites, all based in Portsmouth.

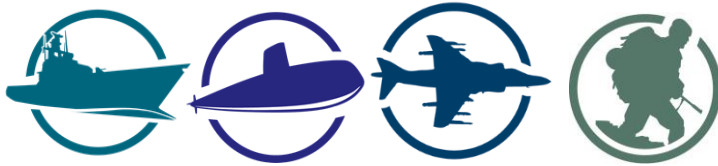


2. Current Situation

In 2015/16 the NMRN renewed contracts on our fibre broadband connections at Portsmouth Historic Dockyard and installed new connections into our other sites at various stages over a 9 month period. All of these lines are now out of contract. Our current situation is as follows:

<u>Site</u>	<u>Current Users</u>	<u>ISP</u>	<u>Cost (quarterly)</u>	<u>Speed/Bearer</u>	<u>Supplier</u>
FAAM	35	Beyond Telecommunications	£1,950	20/100Mbps	BT Openreach
Cobham Hall	10	N/A (no existing connection)	N/A	N/A	N/A
Explosion Museum	10	Elite Ltd	£1,215	100/100Mbps (P2P to Portsmouth)	BT Openreach
Royal Marines Museum	10	Elite Ltd	£885	15Mbps (EoFTTC)	BT Openreach
NMRNP	170	Elite Ltd	£1,935	100/100Mbps	BT Openreach
PHD	N/A	Elite Ltd	£1,050	10/100Mbps	Virgin Media
HMS Victory	1	Elite Ltd	£24 (inc line rental)	Standard broadband (copper)	BT
RNSM	10	Elite Ltd	£1,215	100/100Mbps (P2P to Portsmouth)	BT Openreach
HMS Caroline	15	Elite Ltd	£1,485	20/100Mbps	BT Openreach
NMRNH	15	Elite Ltd	£1,485	20/100Mbps	BT Openreach
Juniper SRX cloud router	N/A	Elite Ltd	£720	N/A	N/A
Total (Quarterly)	276		£11,964		

The broadband connection onto HMS Victory is for a movement monitoring system and is supplied on an MOD copper telephone line via the Naval Base exchange. All other fibre connections are routed directly to the relevant site / building.

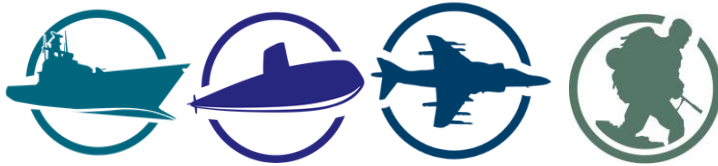


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2.1 Network & Site Layout

- Elite run an MPLS network for us which routes through a Juniper SRX cloud router hosted in their data centre. They also manage the firewall on our behalf via this router. As the Fleet Air Arm Museum were already on an existing contract we simply put a managed router after the one supplied by the ISP and connected them to the cloud router via VPN.
- Each site has a Juniper SRX 110 router installed and managed by the respective ISP.
- The 10Mbps connection at Portsmouth Historic Dockyard is to provide a diverse backup route in the event of an outage on the BT network. The connection at the Portsmouth site is shared between 6 separate businesses totalling some 170 users.
- All NMRN servers are hosted on premise at the Portsmouth site. All other sites outside of Portsmouth access resources such as the IP PBX, domain controllers, file servers, print servers, ticketing system etc via the MPLS network. Each remote site therefore has just PCs, tills, printers and phones.
- All sites offer public WiFi which is routed back to a controller in Portsmouth. This is via a separate VLAN and subnet which is sent back across the MPLS. We would need to maintain this capability moving forward.
- Full postal addresses for each site can be found in appendix 2.



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3. Proposed Requirements

- We wish to add connectivity into Cobham Hall. This is based across the road from the Fleet Air Arm Museum, but has its own postal address. This is currently connected back to the main museum via P2P WiFi link, but we find this can be unreliable at times and the requirement into this space has changed with more staff now working in this building.
- Currently our DR solution resides in another building at Portsmouth Historic Dockyard, but there is a desire to move this to FAAM and so the connection from NMRNP to FAAM will need to be sufficient enough to take replica increments from our production environment overnight, via VEEAM backup. This amounts to, on average, around 60GB per night but can be as high as 200-300GB on occasion.
- We would like to bring the management of our firewall back in-house as we require visibility of this for PCI DSS compliance and to also ensure that any changes we need to make are completed in a timely fashion, without having to rely on an external supplier.
- Some of our sites require DHCP due to no local servers, so any managed routers / firewalls would need to be able to issue client addresses.
- Clear graphing of bandwidth usage from each site so any issues can be easily monitored.
- An alert system for any circuits which go offline.
- Where we have two connections into Portsmouth Historic Dockyard we would like to use an Active / Active setup to maximise our investment in the backup connection. Note that the connections terminate into different buildings but are linked via gigabit fibre.
- We are leaving the tender open for those responding to propose how they would deal with the external connectivity and inter-connectivity to our sites. We are aware of MPLS and SD-WAN and will consider the pros and cons of both.
- At Portsmouth Historic Dockyard we have 6 separate businesses all sharing the connection. We present each business with a port on our WAN VLAN which they then connect to their own router and manage their own network from. This means that we have a requirement for a minimum of 32 public IPs for various devices that each of these businesses run, with the scope to increase this if required.
- We also require one additional public IP for a CCTV system at HMS Caroline, Belfast.

3.1 Out of scope

- Our internal networking past the router, such as switches and VLANs.
- Because we are due to vacate the Royal Marines Museum this is not required for this tender and we will maintain our existing broadband connection until we leave the site.



In terms of bandwidth requirements, we would like an uplift at all sites. We are considering the use of video conferencing and require a stable connection for this to operate on. The usage at Portsmouth Historic Dockyard has also grown significantly in 3 years and so our backup line also requires expansion. Our overall aim is to stay well within our existing budget, ideally achieving some savings. We will also consider additional uplifts in speed if the cost is within our existing budget:

<u>Site</u>	<u>Minimum Speed</u>
FAAM	200/1Gbps
Cobham Hall	50/100Mbps
Explosion Museum	100Mbps (P2P to Portsmouth)
NMRNP	200/1Gbps
PHD	100/100Mbps
HMS Victory	Standard broadband (copper)
RNSM	100/100Mbps (P2P to Portsmouth)
HMS Caroline	50/100Mbps
NMRNH	50/100Mbps

We would like to work to a 3 year contract for each site.

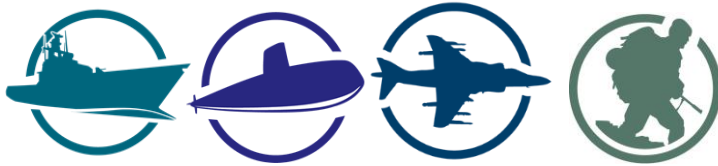
Costs to provide site routers and firewalls should be included across the 3 year agreement and not as an up-front cost as we don't have the budget to cover an initial investment.

4. Tender Timeline and Requirements

Tender Published	18/10/2019
Tender Advertised	18/10/2019 – 15/11/2019
Tender Sift and supplier shortlist	18/11/2019 – 22/11/2019
Questions to shortlisted suppliers, potentially including remote demonstrations of monitoring systems	25/11/2019 - 29/11/2019
Contract award	29/11/2019
Standstill period	29/11/2019 – 09/12/2019
Final confirmation	10/12/2019

A tender is required which should include method statements, but not be limited to:

- A description of how you would work with us.
- A description of how you will meet the proposed requirements listed in section 3 above.
- A description of your recommended support package and what this includes.
- A fully costed proposal based on a 3 year contract to include hardware and support costs.

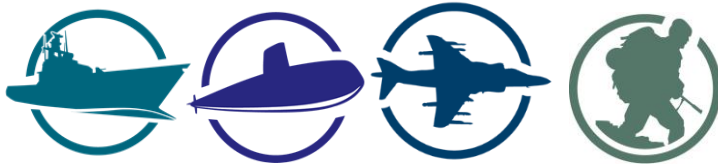


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Tender Instructions

- Any tender questions should be directed to Phil George, Head of IT, on phil.george@nmrn.org.uk.
- No questions can be taken over the phone or in person, i.e. a meeting, so as not to give unfair advantage to other suppliers.
- Questions and answers from prospective bidders will be uploaded, anonymised, to the Contracts Finder portal once a week on a Monday.
- **Completed tender submissions** should be sent to tenders@nmrn.org.uk only. Tenders not submitted to this email address will not be considered.
- The completed submission should include one electronic copy only, by email.
- Tender submissions must be received by **NO LATER THAN 17:00 ON FRIDAY 15th NOVEMBER**. No tender will be considered if it reaches us after that date.
- Your tender is to remain open for acceptance for 30 calendar days from the date of submission.
- No qualifications are to be made to your tender. Any tender queries are to be raised before tender submission.
- NMRN does not bind itself to accept the lowest or any tender and will not be liable for any costs incurred by the tenderer in preparation of their tender.



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5. Tender evaluation

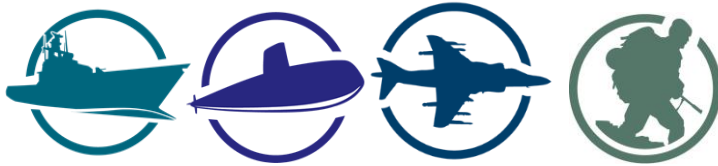
Tenders will be evaluated according to the following criteria:

Evaluation	Criteria	Weight
Qualitative	Method statement	40%
Commercial	Price	60%

A qualitative assessment will be made by reviewing the method statements provided by the tenderer and applying the scoring guide below:

Score	Acceptability	Description
0	Unacceptable	Information is omitted/ no details provided
1	Poor	Evaluator is not confident that the tenderer understands the contract requirements and/or will be able to satisfactorily meet the criterion requirements.
4	Fair	The Evaluator has some reservations that the applicant understands the contract requirements and/or will be able to satisfactorily meet the criterion requirements.
7	Good	The Evaluator is confident that the applicant understands the contract requirements and/or will be able to satisfactorily complete the contract requirements covered by this criterion to a high standard.
9	Very good	The Evaluator is completely confident that the applicant understands the contract requirements covered by this criterion and or will be able to satisfactorily complete the contract requirements covered by this criterion to a very high standard.

- Appendix 1 contains a supplier questionnaire which should be completed and returned along with the tender proposal by **17:00 ON FRIDAY 15TH NOVEMBER.**



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7. Disclaimer

These documents are made available on condition that they are only used in connection with this Tender competition being conducted by NMRN.

Whilst all reasonable measures have been taken to ensure that the information made available to interested parties has been prepared in good faith, it does not purport to be comprehensive or to have been independently verified. Neither NMRN nor its advisers accept any liability or responsibility for the adequacy, accuracy or completeness of, or makes any representation or warranty, express or implied, with respect to, such information contained in this document or on which such documents are based or with respect to any written or oral information made available to any interested recipient or its professional advisers, and any liability therefore is hereby disclaimed.

Each Tenderer to whom this Tender is made available must make its own independent assessment of the Project and all matters relevant to the Project after making such investigation and taking such professional advice as it deems necessary to determine its interest in the Project.

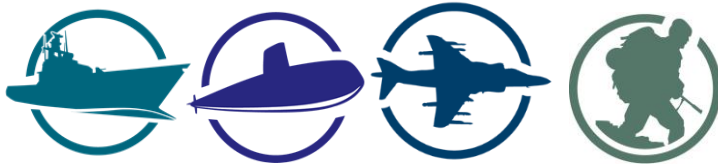
This document is not intended to provide the basis of any investment decision and should not be considered as a recommendation by NMRN or its advisers to any recipient of this Tender. Nothing within this document is, or should be relied on as, a promise or representation as to the future.

NMRN reserves the right, without prior notice and in their absolute discretion, to change or terminate the Tendering procedure for the Project at any time before appointment is made.

NMRN does not bind itself to accept the lowest or any Tender and may refuse to consider any Tender which is incomplete or qualified in any way.

Any expense incurred by prospective bidders in preparing responses or Tenders will not be reimbursed by NMRN.

No useful purpose will be served by enquiring the result of competitive tendering - tenderers will be notified as early as possible.



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8. DECLARATION THAT TENDER IS A BONA FIDE COMPETITIVE TENDER / NON-COLLUSION CERTIFICATE

To: The National Museum of the Royal Navy Operations
HM Naval Base (PP66)
Portsmouth
Hampshire
PO1 3NH

Works: Supply of WAN connections and firewalls, together with ongoing support

The essence of selective Tendering is that the Employer shall receive bona fide competitive Tenders from all those Tendering. In recognition of this principle, we certify that this is a bona fide Tender, intended to be competitive, and that we have not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done and we undertake that we will not do at any time before the hour and date specified for the return of this Tender any of the following acts:

- a. Communicating to a person other than the person calling for those Tenders the amount or approximate amount of the proposed Tender, except where the disclosure, in confidence, of the approximate amount of the Tender was necessary to obtain insurance premium quotations required for the preparation of the Tender;
- b. Entering into any agreement or arrangement with any other person that he shall refrain from Tendering or as to the amount of any Tender to be submitted;
- c. Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done on causing or having caused to be done in relation to any other Tender or proposed Tender for the said work any act or thing of the sort described above.

In this certificate, the word "person" includes any persons and anybody or association, corporate or unincorporated' and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

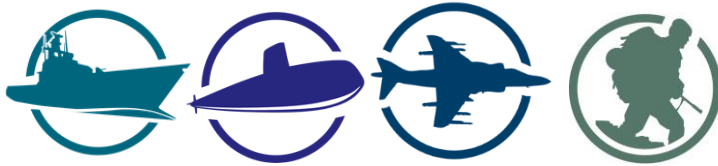
SIGNED by:

Contractor's Signature(s): _____

Print Name(s) in full: _____

Date: _____

For and on behalf of: _____



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9. SCHEDULE OF SUB-CONTRACTORS

The Tenderer shall state below the name and addresses of any firms to whom they propose to sub-let work:

Service	Sub-Contractor Details	Approximate Value

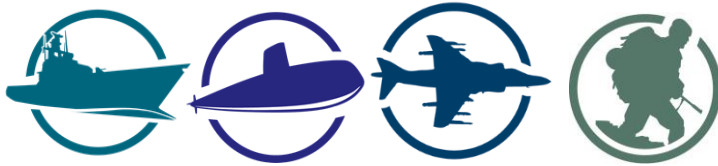
SIGNED by:

Contractor's Signature(s): _____

Print Name(s) in full: _____

Date: _____

For and on behalf of: _____



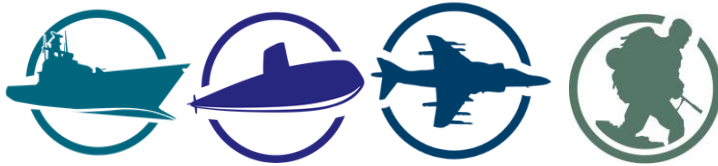
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APPENDIX 1

Supplier Questionnaire – to be completed and returned with tender

Name of organisation	
Address for correspondence	
Contact name and position	
Telephone number	
Email address	
Website address	
Address of registered office	
Company Number	
Names and job titles of key points of contact for delivery of the service	
Name of Bank and contact details for bank (financial references may be sought)	
Please attach most recent audited accounts with an explanation of any significant changes since the last year end	
Please provide contact details for two reference sites	



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Appendix 2 – Full Site Addresses

<p>National Museum of the Royal Navy Portsmouth Historic Dockyard HM Naval Base (PP66) Portsmouth Hampshire PO1 3NH</p> <p>The address above is also the main billing address.</p>	<p>Portsmouth Historic Dockyard Visitor Centre Victory Gate HM Naval Base Portsmouth Hampshire PO1 3LJ</p>
<p>HMS Victory Portsmouth Historic Dockyard HM Naval Base Portsmouth Hampshire PO1 3NH</p>	<p>Royal Navy Submarine Museum Haslar Road Gosport Hampshire PO12 2AS</p>
<p>Explosion Museum of Naval Firepower Priddys Hard Gosport Hampshire PO12 4LE</p>	<p>NMRN Hartlepool Jackson Dock Maritime Avenue Hartlepool TS24 0XZ</p>
<p>Fleet Air Arm Museum RNAS Yeovilton Ilchester Yeovil BA22 8HT</p>	<p>Cobham Hall HMS Heron RNAS Yeovilton Yeovil BA22 8HT</p>
<p>HMS Caroline Alexandra Dock Queens Road Belfast BT3 9DT</p>	