



Brunel Pension Partnership Limited

Invitation to Quote (ITQ) for the implementation and support of a new IT service

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Return No Later Than **10.00 am Monday 3 July 2017**

1. CERTIFICATE OF BONA FIDES

We certify that this is a bona fide tender 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 that 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 they shall refrain from tendering or as to the amount of any tender to be submitted; and
- 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 or 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, corporation or incorporate; and "any agreement or arrangement" includes any such transaction, formal or informal and whether legally binding or not.

NAME: _____

in the capacity of _____

duly authorised to sign proposals and give such certificate for and on behalf of (in BLOCK

CAPITALS) _____

Postal Address: _____

Tel No: _____ Date: _____

2. CONFIRMATION OF DETAILS

Having examined the following:

1. Certificate of Bona Fides
2. Confirmation of Details
3. Background Information
4. Preamble and Instructions for Proposals
5. Special Conditions
6. Proposal Award Evaluation
7. IT Support Service Specification
8. Submission Requirements
9. Pricing Schedule
10. Form No. 1 Insurance Details
11. Conditions of Contract
12. Questionnaire

I/WE undertake to make such supply/service in conformity with the above documentation at the prices entered in the Proposal Documents (as defined in Section 4).

This ITQ, together with Brunel Pension Partnership Limited (“the Company”) written acceptance thereof, shall constitute a binding contract between us.

It is understood that the Company is not bound to accept the lowest or any proposal.

I/WE have not communicated the contents of this ITQ to any person or firm in accordance with any agreement or arrangement to do so, nor have I/WE fixed or adjusted the same in accordance that I/WE will not do so.

I/WE further agree that the ITQ will remain open for three months from the specified closing date.

NAME: _____

Date: _____
On behalf of: _____
Address: _____

3. BACKGROUND

3.1 Background Information

In July 2015, the government announced in its Budget that they wanted the 89 Local Government Pension Schemes of England and Wales to pool their investments. In response to this agenda, The Brunel Pension Partnership project was set up to explore the options for pooling the £25 billion investment assets for ten LGPS administering authorities across the South and Southwest of England.

The founding pension scheme clients include The Environment Agency Pension Fund, of which there are two constituent Local Government pension schemes, and the Avon, Buckinghamshire, Cornwall, Devon, Dorset, Gloucestershire, Oxfordshire, Somerset and Wiltshire local government pension schemes. These 11 individual schemes are termed the 'Clients'. The client base is in effect closed; although any other UK Administering Authorities who wished to join the Company from another UK asset pool would be considered for membership.

The Company will create a Financial Conduct Authority (FCA) regulated entity, the Brunel Pension Partnership Limited (the Company), which will manage the investments of the 11 underlying pension schemes, 'the Clients'. The assets under their management will total approximately £25 billion. The Company will apply for FCA authorisation in the autumn of 2017; and, after preparatory work, with investment operations commencing in April 2018. The IT setup of the company will begin immediately so that responses to the FCA IT Detailed Controls Form can be completed in time for its autumn submission.

The Company will be physically located in Bristol and will serve its clients within the South and South West of England. The company will employ approximately 25 - 35 full-time equivalent staff and Board members with operating expenditure of c£5 – 6 million. The operating structure of the company anticipates four operational areas around investment management, operations, relations management and compliance / risk. At the time of the drafting of this document, only the Non-Executive Directors and the Chairperson of the Company have been appointed, there is an interim Managing Director with all employees and executive board members yet to be hired. The Company will not have any full-time equivalent IT staff; however, some of the management team will have oversight responsibilities for security and risk, in line with FCA requirements.

It will initially offer to the eleven participating pension schemes 22 risk and return focused Portfolios covering a comprehensive list of asset classes. The number and nature of these Portfolios will be kept under review, and will evolve and change over time considering the developing asset allocation strategies of the Clients. The Company will be an independent commercial entity, but will be strongly influenced by the value-for-money ethos of the UK public sector.

A third party administrator and custodian is being procured to facilitate the management of these portfolios and will be the provider of core investment systems, which will be accessed via the Internet and not hosted on-site within servers managed by the company.

The overarching investment principles of the Company will influence the way the Company is operated, and these can be summarised as:

Long term investment. Long term thinking will underpin the decision making process.

Responsible investment. Better financial returns will be generated in the long term from investing in companies and assets that contribute to the long term sustainable success of the global economy and society.

Best practice governance. Good governance makes for efficient and effective fund management.

Decisions informed by experts. Decisions will be supported by highly trained staff and oversight members as well as high quality advisers.

Evidence and researched based decisions. Continued learning and reappraisal of academic research, professional input, approach of peers to ensure ongoing development of investment knowledge.

Leadership and innovation. Working with other LGPS Funds, UK LGPS investment pools and the wider market to create cost effective solutions but being mindful of the requirement of prudence and fiduciary duty.

Right risk for right return. The Company investment portfolios need to be flexible enough to meet the risk and return needs of all ten Clients.

Full risk evaluation. Robust risk management is critical for maintaining client confidence and compliance with FCA requirements.

Responsible stewardship. Clients will be able to exercise responsible stewardship of their assets.

Cost effective solution. Seeking to deliver cost-effective solutions by leveraging the Company size and the knowledge and expertise of our people.

Transparent and accountable. Transparency and accountability is essential for Clients to have full confidence in the Company services.

Collaboration. Whenever possible, working with others to share ideas and best practice, to improve effectiveness and minimise costs.

4. PREAMBLE AND INSTRUCTIONS FOR PROPOSALS

This document sets out a tender request for information technology support and services for Brunel Pension Partnership Ltd (the Company) as described in section 3.

1. The Company is requesting proposals from suitable suppliers for the provision of an IT Service providing the services as specified in this document.
2. The Contract will be awarded following appropriate negotiation and approval.
3. Each Proposer shall be required to complete the Pricing Schedule attached to the ITQ Documents along with all other relevant information mapping their proposed service to the statement of requirements in Section 7, and these shall form an integral part of a proposal.
4. The documents comprising the proposal, including any negotiated variation thereof (together "the Proposal Documents"), together with the Company's written acceptance, will form a binding agreement between the Company and the successful Proposer.
5. The Company is not bound to accept the lowest, or any proposal. The Company may consider the award of several and separate contracts for different elements of the goods/services arising once proposals have been returned.
6. Proposers are advised that they should not assume acceptance of their proposal will guarantee request for supply of goods/services.
7. Should a person proposing to submit a proposal be in doubt as to the interpretation of any part of the ITQ Documents, then the Company, or a nominated Officer will endeavour to answer written questions prior to proposals being submitted.
8. No servant or agent of the Company has authority to vary or waive any part of the ITQ Documents other than a senior member of staff nominated by the Company who shall do so in writing.
9. All information supplied by the Company in connection with the ITQ shall be regarded as confidential by the Proposer.
10. The ITQ Documents are and shall remain the property of the Company and shall be returned upon request.
11. If the supplier wishes to submit a proposal, then the proposal should be made on the ITQ documents incorporated herein.
12. All documents requiring nomination of a specific authorised person must be named:
 - a) Where the Proposer is an individual, by that individual
 - b) Where the Proposer is a partnership, by two duly authorised partners
 - c) Where the Proposer is a Company, such persons being duly authorised for that purpose.
13. The Pricing Schedule must be fully completed and all questions must be answered posed within this ITQ.
14. The Company will not consider requests for extension of the closing date and time specified in this document.
15. Each item on the Schedule should be priced. If a Proposer cannot provide a particular item, "nil" should be written in the appropriate column against the item.

16. The rates quoted by the Proposer shall be “all in rates” including:

- a) Insurances, including insurance against the Supplier liability as the Supplier's proportion of National Insurance contributions for the personnel supplied and cover against third party risk and third party working risk.
- b) Travelling to and from any site.
- c) Estimated expenses.

17. The Company will incur no costs for the preparation of the response to this ITQ document and any subsequent clarification and/or negotiation meetings.

18. In addition to any more specific obligation imposed by the terms of the proposal, Proposers must satisfy the Company of their ability to provide the services set out in the ITQ document, and in that regard they may be required to attend interviews and to furnish further information to the Company.

5. SPECIAL CONDITIONS OF CONTRACT

Your attention is drawn to the Special Conditions of Contract, which should be read in full before completing the documentation. Where special conditions vary from general and standard conditions of contract the former will prevail.

1. The proposal should be fixed price for the delivery of the IT support service for a **2** year support period, except for clearly variable elements that you will identify in your rate card.
2. The prices inserted in the pricing schedule must include all costs, charges and expenses incurred by the Supplier in complying with all aspects of the contract, including where necessary all labour, materials, collection, delivery, transport, any overheads or on-costs. No claim for additional payment will be considered for items that have not been specified within the proposal.
3. All prices should be clearly shown (in sterling) on the attached schedules and must be exclusive of VAT.
4. The Proposer will keep its proposal valid for acceptance for a period of three months from the closing date.
5. Proposers should note that any queries should be raised in writing, via e-mail and in any case no later than 4 (four) days before the closing date. Responses to individual queries, where appropriate, will be copied to all proposers.

6. PROPOSAL AWARD EVALUATION

The award criteria for the proposal will be:

All proposal submissions will be evaluated based on the information provided as required by these instructions. The main factors which will be utilised in this assessment are:

Area	Weighting (%)
Quality	60
Price	40
Total	100

See 'Evaluation of responses' area with Section 9 Submission Requirements for further detail.

Schedule for the Selection Process

It is the Company's intention to proceed as far as possible on the basis of the following schedule; however, these dates are subject to change:

Task	Complete By
Issue Invitation to Quote (ITQ) to suppliers	Tuesday 20 June 2017
Confirmation of intention to respond to this ITQ	Monday 26 June 2017
Deadline for questions	Wednesday 28 June 2017
Receive supplier responses	10.00 am Monday 3 July 2017
Appoint preferred supplier, (subject to contractual agreement)	Monday 10 July 2017
Final due diligence and contractual matters	Monday 10 July 2017 to Friday 21 July 2017
Service take on period and go-live	Monday 24 July to Thursday 31 August

How to Address Questions to the Company

IT service providers who wish to respond should confirm their intention to respond by Monday 24 June 2017. The deadline for questions is Wednesday 28 June 2017 with the deadline for submissions being no later than 10.00 on Monday 3 July 2017. The Company will endeavour to provide responses to all questions in a timely fashion.

If you should have any queries regarding this Invitation to Quote, please email ITProcurement@brunelpp.org.

7. IT SUPPORT SERVICE SPECIFICATION

7.1 Introduction

Background to this ITQ

The Company will create an **FCA regulated entity**, the Brunel Pension Partnership Limited (the Company), which will manage the investments of the 11 underlying pension schemes, 'the Clients'. The assets under their management will total approximately £25 billion. The Company will apply for FCA authorisation in the autumn of 2017; and, after preparatory work, with investment operations commencing in April 2018. The IT setup of the company will begin immediately so that responses to the FCA IT Detailed Controls Form can be completed in time for its autumn submission and to set up of the Bristol Office.

Purpose of this ITQ

This document sets out a tender request for information technology support and services for an FCA authorised company Brunel Pension Partnership (the Company) undertaking investment work for Brunel Pension Partnership being ten Administering Authorities of the Local Government Pension Scheme (LGPS), namely those which operate the LGPS Funds of Avon, Buckinghamshire, Cornwall, Devon, Dorset, the Environment Agency, Gloucestershire, Oxfordshire, Somerset and Wiltshire. The company will be based in central Bristol.

Due diligence and contractual matters

Following the selection of a preferred supplier there will be a final due diligence period. This period will also deal with contractual matters (including the definition of the service level agreement). The due diligence and contractual matters period is specified on page 9.

Service Take-on and formal service go-live

The contract will be for a two year period. It is anticipated that service take-on for the existing services will be from 18 July 2018 with formal go-live from Friday 1 September 2017. The service take-on period is a period where both supplier and the Company will need to be reasonable with each other to ensure the most reliable service as possible post go-live.

The take-on period will include supporting the establishment of the Bristol Office IT infrastructure and immediate service requirements for staff as they are employed. Temporary mobile arrangements will be in place for a limited number of staff from July 2017.

The supplier should assume up to 17 users will be on-boarded by 1 September 2017 building steadily to 31 by 1 April 2018.

Any future requirements and projects will be discussed and agreed through the service review process under change control.

7.2 IT Service Requirements

“The successful supplier will in effect become ‘the Company’s IT department’ and strategic IT partner”.

The Company will use an outsourced IT support function to provide on-going technical support to its end users and to administer the Company network, including trouble-shooting user issues and to ensure the ongoing up-time and general resilience of the Company’s business at all times.

The Company’s over-arching IT principle is considered simple in that the organisation will have an infrastructure-light approach; meaning it will use cloud-based managed applications and will not (1) own any on-site servers at its office premises or (2) host any business applications on the Company owned servers at a data centre. Users will be provisioned with laptops; and in general, the workforce will be expected to be mobile, with some work being done from home or from other offices (e.g. the 10 clients of the Company). Therefore, the uptime of the Company’s network connection and the security of the network are of paramount importance to the company. The outsourced IT provider will be expected to

respond timely to any network connection disruptions and to monitor the network constantly for any potential threats to security or general uptime.

As the Company will be an FCA-authorized organisation, several security controls related to the network and end user security must be in place and adhered to by the Company and its service providers. See Section 7.3 FCA Authorisation Support.

7.2.1 End user support

With regard to end user support, the high-level requirements for the IT service provider will include, but are not limited to the following:

- Provide laptops to all employees (17 initially building to 31 by 1 April 2018) with a secure and standard build, including anti-virus software and encryption.
- The Company wishes to use Microsoft products and operating systems, including Office365. Two thirds of the workforce are likely to be very mobile and are envisaged to have Microsoft SurfacePro laptops. The remaining staff will be more office based and would have HP type laptops. Standards will be in place for equipment around role needs so alternative to Microsoft SurfacePro laptops such as tablets may be appropriate but pricing should be on this basis of the split described here
- The office based staff (around one third of the workforce) will be desk based. As above, they will use HP type laptops but will also require screens, screen stands, a docking station, a keyboard and mouse.
- Replace or repair hardware as needed.
- Manage the leases and warranties for the hardware and peripherals provided to the Company's employees.
- Troubleshoot end user IT issues in real time (laptop, initial software installation, connecting to Wi-Fi, etc.); facilitate a mechanism for end users to log tickets for assistance, request additional hardware or software, etc.
- Track and manage IT assets using a detailed IT asset register, to be shared with the Company.
- Grant and revoke access to selected software packages, always granting access in line with the least access required principle (including any user accounts for IT service provider staff).
- Participate, as requested by the Company, in any periodic user access reviews of network or application access rights.
- Monitor the software licences purchased by the Company and ensure that the Company adheres to software licence restrictions at all times.

7.2.2 Service Reviews

The Company would require a monthly service review with the supplier at least for the first three months of the service. The frequency after this time can be discussed and agreed thereafter, but is expected to be at least twice a year. Please state the role of the person(s) you would expect to attend the service review. For example, Account Manager or Service Delivery Manager.

7.2.3 Service Desk

The Company will require access to an IT service desk able to accept incidents and requests for change via voice, email and a web interface.

It is preferable that the Service Desk processes and procedures would be aligned to the Information Technology Infrastructure Library (ITIL). At full strength, the Company will only have 31 staff so call volumes are expected to be low. Call volumes may be higher initially until the IT service has had the chance to mature. The supplier would be expected to log all calls and allocate appropriately.

The supplier would not be expected to manage calls to third party cloud application managed service providers, other than Microsoft Office 365.

7.2.4 Hours of Cover and Support

Laptops:

Monday to Friday (excluding Bank Holidays and other public holidays) 08.00 to 20.00 and 10.00 to 16.00 on Saturdays.

The supplier would be expected to handle up to 3 VIP calls a month outside of the core supported hours.

7.2.5 Service Desk hours

The Company requires the ability to log a call via email and online 24 hrs/7 days/365 days of the year.

The Company require the ability to log a call via phone Monday to Friday 08.00 to 20.00 (excluding Bank Holidays) and 10.00 to 16.00 on Saturdays.

Please explain if and how you would monitor incidents logged via email outside of core hours to enable faster fixes during core hours?

7.2.6 Priority Levels

Priority definition, response and fix times are to be agreed but are anticipated to be:

Priority	Priority Description	Response	Fix
1	e.g. The Company office down	30 mins	2 hours
2	e.g. User group down	60 mins	4 hours
3	e.g. Individual user laptop unusable	2 hours	Next business day
4	e.g. Printer fault	4 hours	2 days
5	Request for Change (RfC) and everything else that is not a Priority 1 to 4	Next business day	To be agreed on individual basis

The Company expects all calls to be given a unique reference number.

7.2.6 Change Management

The Company are keen to work with the preferred supplier to implement the correct level of change management process so that IT services are managed and protected effectively, and yet does not create unnecessary bureaucracy.

7.2.7 Hardware Break-fix Support

The Company understands break-fix support to be the replacement of any faulty hardware components included within the scope of the service and detailed in hardware asset list.

The Company would expect to log all hardware related faults through the Service Desk. The Company expects the priority of the call will be based on the business impact that the fault has caused. These impacts will be pre-defined within the Service Level Agreement (SLA).

The Company expects hardware break-fix support to include:

- Break/Fix;
- Supply and installation of replacement parts;
- Supply and installation of a new device if required; and
- Recovery of all services to affected users.

Access to the Bristol office building and the comms room (e.g. to replace a network device) out of hours should be discussed with the Company. If the Company fail to enable access when it should or is required, the supplier will not incur an SLA failure for that time where access was not available.

7.2.8 Remote and On-Site Laptop Support

There will be a total user base of approximately 31 the Company staff with around half being out of the office at any one time, the rest being based at the Company's Bristol site.

The remote users will usually be in and around the South West of England region and London.

The Company requires a desktop support service from the supplier. The Company will log all incidents and requests for change calls with the Service Desk and the resolution of the call will be in line with the Service Level Agreement (SLA).

It is acceptable (and preferable) for the supplier's support teams to remotely diagnose and fix a fault if possible. If it is not possible to remote diagnose the Company expect an appropriately skilled engineer to attend site (including remote locations) to diagnose and fix the issue in line with the SLA (to be agreed with the Company).

Should a remote fix not be achievable then the Company expects the supplier to:

Agree with the user the best time to attend the site that the user is working from, subject to the agreed SLA;

- Provide advice and guidance to user requests;
- Agree the appropriate escalation route with the user if resolution cannot be completed within SLA;
- Manage the referral and management of third parties in the resolution of call as required;
- Provide users with reasonably timed updates to their call; and
- Raise an RfC if required. For example, if a call requires a new asset with a new asset number that would necessitate an update to the asset register.

7.2.9 Network, security and network administration

With regard to network security and network administration, the requirements include, but are not limited to the following:

- Install the Company network in collaboration with the Internet Service Provider to ensure a future-proof secure and resilient network architecture, including a guest Wi-Fi connection, VOIP phone connections as needed, and backup power supply for the on-going resilience of the network (note: the supplier is likely going to need to work with the building's Facilities Manager with regard to cabling arrangement, setup of WI-FI points (e.g. Cisco Meraki's);
- Please state the type of network bandwidth allocated to the primary, secondary and guest WIFI network connections. If an MPLS network is suggested as part of your solution please state the size of the bandwidth and bearer, e.g. 20/100Mb;
- Administer access rights to the network, including the removal, addition, and modification of access rights as needed;
- Ensure constant network uptime via monitoring tools and built-in resiliency; monitor network performance statistics, capacity, and suggest methods for improving network speed / security / resilience as needed;
- Monitoring of the network for any potential security threats from external entities, perform intrusion detection prevention / detection services;
- Adhere to and enforce relevant security controls from the Company Information Security Policy and Acceptable Use Policy (including stringent password controls for all types of technology)
- Administer the Company network firewall, including initial configuration and installation;

- Troubleshoot network issues, including end user VPN connectivity issues and required liaison with the Company office Internet Service Provider;
- Use tools to prevent phishing, malware, ransomware; and
- Host periodic penetration testing of the Company network.

7.2.10 Server Support Including Patch Management

The support (including patching) of any servers required to provide the generic IT service (e.g. Active Directory) will be the full responsibility of the supplier – this includes any operating software and upgrades.

7.2.11 Application Support and Upgrades

Business applications will be cloud based managed services (e.g. those provided by the Third Party Pensions Administrator) and therefore no support is envisaged. The supplier will need to work with the Company should an application require a new laptop image to be created, however.

Operational support for other operational cloud based applications (such as Microsoft Office 365 and VoIP telephony) will be the responsibility of the supplier to front the contracts with these suppliers on the Company's behalf.

7.2.12 Mobile Working and Access Service

Users will require a WIFI enabled secure VPN access service.

7.2.13 File and Print Server Service

The Company envisage the need for a single Multi-functional device (MFD) and a single small backup printer. The Company expects to lease these services via a third party. Potential suppliers should state if they are interested in providing this service.

7.2.14 Mobile Phones

A separate mobile phone contract is envisaged however, the supplier should state their ability to provide mobile phone solutions and any MDM support available.

Laptops are expected to be able to be 'tethered' to mobile phones' where phones can be used as personal hotspots, to enable VPN access to IT services should a WIFI connection be unavailable.

7.2.15 Landline Phones

The Company will require VoIP phones – in line with the Company infrastructure principles this should be a cloud based service. We anticipate we will require circa 10 VoIP phone but final decision on this will be made when the design for the new offices are complete.

7.2.16 Comms cabinet (Bristol)

It is envisaged that there will be a dedicated network cabinet to house and network and firewall equipment. Access to the building and the comms cabinet will be under the control of the facilities management team.

7.2.17 Asset Management and Refresh Plan

All hardware and software assets must be managed. Please explain how assets will be managed – this may be part of your service desk and monitoring tool.

7.2.18 Third party management

The Company expects that any third party contracts required to provide the service will be managed by the supplier.

7.2.19 Capacity Management

The supplier will monitor and manage network capacity and advise the Company accordingly if preventative action is required.

7.2.20 Software Licence Management

The Company expects the supplier to manage any software licences required to provide the contracts IT services. Automated tools to assist this process are welcomed. Changes to software will be managed under change control.

7.2.21 Procurement Management

The Company wants to adopt a standardised approach to IT assets, envisaging 2 types of Microsoft laptops being made available to the Company employees.

7.2.22 IT Policies

IT policies will remain the ultimate responsibility of the Company; however, the supplier is expected to provide significant assistance to the Company in the form of advice to help keep the IT policies up to date and accurate, particularly from a technical perspective. Detailed policy work by the supplier would be under change control.

7.2.23 Escalation

An escalation process will be documented and agreed between the supplier and the Company.

7.2.24 Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)

Please specify all of the SLA's and KPI's you propose to put in place with the Company if you are successful with your proposal.

Other miscellaneous requirements of the IT service provider will include:

- The Company office will be setup imminently (very likely in central Bristol), including all technological infrastructure; therefore, it is imperative that the selected IT provider have sufficient availability in the summer of 2017 and beyond in order to set up the infrastructure at the Company's office;
- An understanding of IT disaster recovery (ITDR) and business continuity management (BCM) principles, and agreement to participate in and to support the Company's ITDR and BCM arrangements, including periodic testing of the arrangements;
- The Company will be audited periodically by internal and external auditors; and potentially other entities in the future. The IT service provider will very likely be subject to these audits and therefore will be required to participate in and to provide information, as requested, to the Company and its auditors.

7.2.25 Minimum software requirements for Third Party Administrator application

A third party administrator (TPA) and custodian is being procured to facilitate the management of the Company's investment portfolios and will be the provider of core investment systems, which will be accessed via the Internet and not hosted on-site within servers managed by the company. This TPA application will be business critical to the Company.

The Company wishes the IT solutions to be Microsoft based (as previously described). The TPA has defined a minimum specification for the IT solution and the provider **MUST** comply with this minimum requirement as follows:

**** Note Citrix based client access required ****

- Windows Operating System - versions 7, 8, 8.1 and 10
- Web browser - Internet Explorer - 9 and above (11.0 and above recommended)
- **Citrix client ***

- Adobe PDF reader recommended, version XI and above
- Macromedia Flash Player, version 14.0.0.145 and above
- Java Software, Java v 1.7 and above

As detailed in 7.2.14 above – The Company envisages a separate mobile phone contract, however, if you have indicated your ability to provide mobile phone solutions (including MDM) then the minimum mobile browser specifications for the TPA solution are as follows:

- iOS Safari - 9.2
- Android Browser - 47
- Opera Mobile - 33
- Chrome for Android - 47
- Firefox for Android - 44
- IE Mobile - 11
- UC Browser for Android - 9.9

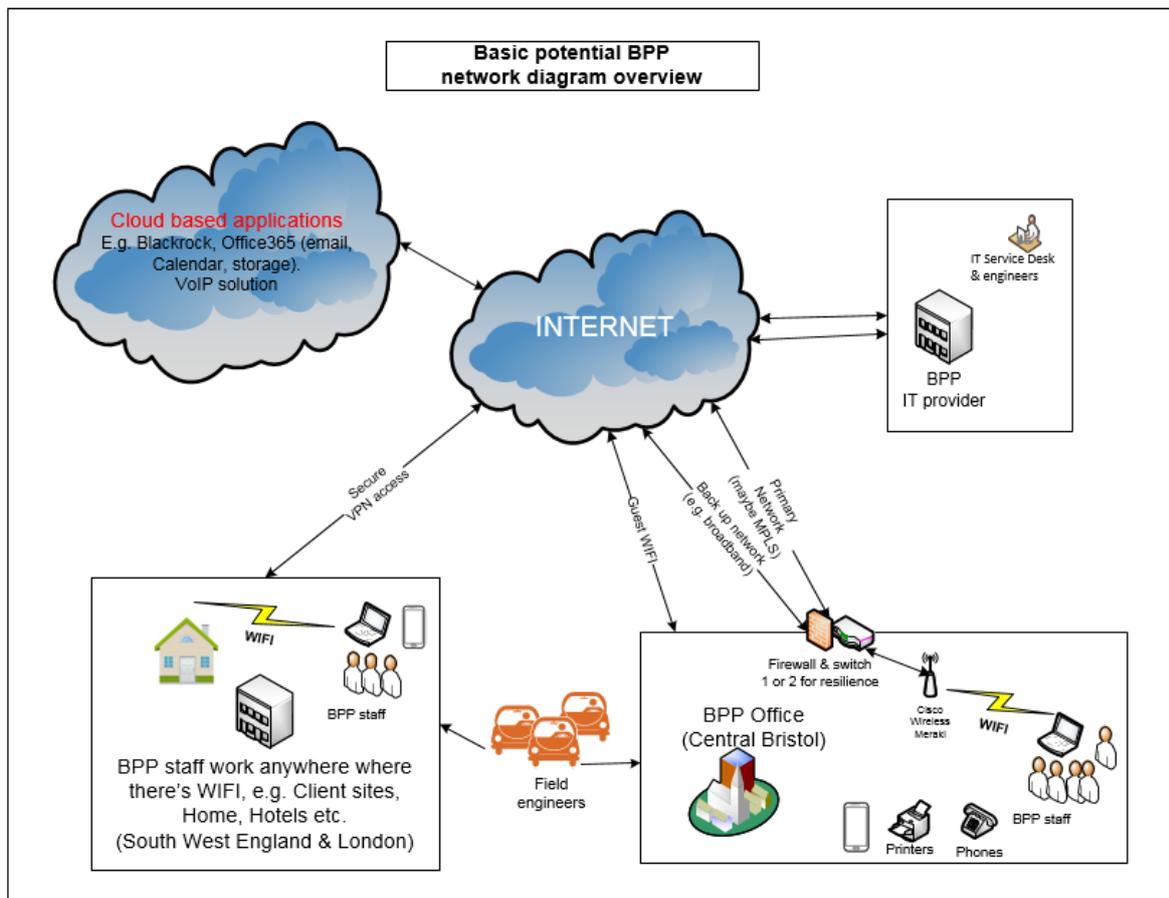
7.2.26 Potential envisaged IT solution overview

The diagram below is an indication of how the Company IT service may look.

Potential suppliers must provide an overview of their own high level solution design together with an explanations you deem necessary. It will be appreciated if supporting descriptions/explanations are in plain English.

There is no data centre on this diagram as the Company intends to use managed service cloud applications. Therefore, resilient internet access will be vital.

If you choose to take the primary network line through a third party datacentre to provide internet access then this is your choice as a provider but please show/explain (1) if your solution includes this and (2) the rationale/benefits associated.



7.2.27 IT Strategic advice

As previously stated “The successful supplier will in effect become ‘the Company’s IT department’ and strategic IT partner”.

Please detail how you keep current in the market, evaluate and deliver future technologies to the benefit of your client base.

7.2.28 Video / Audio conferencing

Although not within scope of this contract currently, BPP will require a quality audio and video conferencing facility. This may be completed as part of the BPP office fit out with BPP’s preferred supplier involvement for network connectivity or it may become part of this contract in the near future.

Please provide details of your company’s ability to design and install audio/video conferencing equipment and whether or not this would be provided by a third party

7.3 FCA Authorisation Support

The Financial Services and Markets Act 2000 (FSMA) requires individuals or corporate bodies wishing to launch, acquire or increase control in a UK authorised firm, to seek prior approval from the FCA/PRA. As part of seeking approval firms are required to submit a Regulatory Business Plan and the (detailed) IT Controls Form ('ITCF').

With the (detailed) IT Controls form the regulator aims to assess the Company's (proposed) IT control environment to be sufficiently robust for a regulated entity.

The (detailed) IT Controls for consists of the following three sections:

- Approx. 100 questions in relation to the entities' (proposed) IT control environment;
- 19 mandatory supporting documents (only 2 for simple IT control form); and
- Management attestation.

The (detailed) IT Controls form questions and supporting documents need to be submitted with or after the Regulatory Business Plan. Please note that without the IT Controls form the FCA/PRA will deem the submission to be incomplete.

It is likely that a professional services company will support the Company with the FCA submission process, however, **it is vital that the preferred supplier confirm they will assist in fulfilling relevant requirements called out in the attached form (Appendix A – MiFID IT Controls Form)**, where MiFID is Markets in Financial Instruments Directive.

Suppliers must describe how they can support this process and stipulate any costs / day rates associated.

8. SUBMISSION REQUIREMENTS

Format of Responses

Your response should include the following:

Cover Letter

The cover letter should identify the company name and address, and the name and telephone number of the person authorised to represent the supplier in relation to the proposal. The letter should be signed by a person authorised to bind the supplier to all commitments made in the proposal, and should indicate that the supplier:

- Has thoroughly reviewed this document;
- Has the current capabilities to provide the proposed services;
- Is willing to provide a demonstration of their proposed services to the Company, if requested;
- Is willing to provide details of agreed customer references for the purposes of reference visits; and
- Acknowledges or accepts all terms and conditions included in this ITQ.

Executive Summary

A summary of your proposal suitable for senior management.

Company Background

A general history and description of your company. Please complete the template included in Section 12. This template should be completed for both the service provider and any applicable implementation partner.

Proposed Service

Outline how your company would support IT service requirements as described in Section 7.

Please also provide a draft implementation plan detailing your process for the service take on period and go-live.

Response to Section 7 IT requirements

As part of their submission suppliers are required to review Section 7 and provide the details on how their service will fulfil each requirement listed there-in.

It is acceptable and preferred that suppliers copy and paste the text from Section 7 into their proposals. Suppliers should restrict the length of their responses to each requirements to 1,000 words, however, responses should be as concise and to the point as possible.

Suppliers should use the template provided in Section 9 (Pricing). It is acceptable to provide further pricing breakdown/detail as you feel is necessary to support your proposal.

The supplier completion of Section 7 requirements should contain:

1. The requirement reference number;
2. Confirmation that their service can fully/partially/not meet each of the requirements;
3. Details of how the service will fulfil the requirement;
4. Any other relevant information.

Caveats/assumptions/limitations/the Company responsibilities

Suppliers should clearly list any caveats / assumptions and limitations to the IT proposed IT service. Expected the Company responsibilities should also be stated by the supplier.

References

At least three References are required whom the Company may contact with respect to discussing the IT services you provide and/or a reference visit.

The Company will seek your authorisation before contacting any organisations.

At least one of these references must be an FCA regulated client to whom you provide similar IT services.

Charges and Commercial Terms

Please provide a fully priced quotation in GBP by completing the template provided in Section 9 – Pricing Schedule. This quotation should be valid for three months from the proposal due date.

All quotes must be completed using the template provided in Section 9.

Please indicate your willingness to reach an agreement that is fair and reasonable to both parties and provide us with a copy of your proposed agreements and Terms and Conditions.

Evaluation of Responses

We will award this contract in line with the most economically advantageous tender (MEAT) as set out in the following award criteria:

1. Price – 40%
2. Quality – 60%

1. Price (40% of scoring points available)

The Company expects that the lowest (like for like) cost would score the highest number of points for the cost element. Scores would then reduce the further away a potential provider is from the lowest cost.

Suppliers should aim to make clear any cost items that support quality of service over and above meeting the minimum IT requirements. This is to help the Company to score as fairly as reasonably possible.

2. Quality (60% of scoring points available)

- The completeness of the proposed service in line with the IT requirements as defined in Section 7.2;
- The ability of the supplier to support the Company's FCA submission, as defined in Section 7.3; and
- The supplier's approach to service delivery and account management, you will in effect be the Company's IT department and strategic IT advisor, so this relationship is deemed very important.

The criteria listed above and within the requirements section 7, will be assessed on a 0 to 10 basis and will reflect the following judgements:

Rating of Response The tenderer provides a response which in the opinion of the evaluators is:	Score
Excellent: Addresses all of the requirements and provides a response with relevant supporting information which does not contain any weaknesses, giving the Agency complete confidence that the requirements will be met.	10
Very Good: Addresses all of the requirements and provides a response with relevant supporting information, which contains very minor weaknesses, giving the Agency high confidence that the requirements will be met.	8
Good: Addresses all of the requirements and provides a response with relevant supporting information, which contains minor weaknesses, giving the Agency reasonable confidence that the requirements will be met.	6
Satisfactory: Substantially addresses the requirements and provides a response with relevant supporting information which may contain moderate weaknesses, but gives the Agency some confidence that the requirements will be met.	4
Weak: Partially addresses the requirements, or provides supporting information that is of limited relevance or contains significant weaknesses, and therefore gives the Agency low confidence that the requirements will be met.	2

Nil: No response or provides a response that gives the Agency no confidence that the requirements will be met.	0
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Additional Terms & Conditions

- The Company reserves the right to amend or cancel this ITQ at any time, at its sole discretion;
- A supplier, if requested, must be prepared to present evidence of experience, ability, service facilities, and financial standing necessary to satisfactorily meet the requirements set forth or implied in this proposal; and
- The Company reserves the right to award a contract in part, to reject any and all quotations in whole or in part, and to waive technical defects, irregularities and omissions, at its sole discretion.

Submission Notes

If the response does not clearly describe how the requirement will be met or delivered, it will be assumed that the service does not meet that requirement.

The Company is looking for responses that can meet the support to the fit out of the office from July, provision of equipment in August and a go-live of 1 September 2017.

9. PRICING SCHEDULE

2 year IT Service Contract

The supplier should assume up to 17 users will be on-boarded by 1 September 2017 building steadily to 31 by 1 April 2018.

Suppliers should provide a more detailed breakdown of pricing but summarise the overall costs below.

Suppliers should price based on a capital spend basis for the project implementation and monthly fee for ongoing service.

Please provide a quotation for the services requested using the template below:

Implementation cost	COSTS (£)	
	Cost per item	Total cost per annum to meet ALL the Company requirements
Hardware	n/a	£
Resources (state number of days)	£	£
Additional user (Microsoft SurfacePro, VoIP phone and Microsoft Office365	£	n/a
Ongoing cost	COSTS (£)	
	Cost per item	Total cost over the two year contract
Ongoing service cost for all in-scope IT services	n/a	£
Additional user (Microsoft SurfacePro, VoIP phone and Microsoft Office365	£	n/a

10. FORM NO 1. INSURANCE DETAILS

THE FOLLOWING INFORMATION SHALL BE COMPLETED BY THE SUPPLIER

Name and Address of Insurance Company or Companies

In respect of:

- (a) Public Liability Insurance (a)
- (b) Employers Liability (b)

Policy Number(s) in respect of

- (a) Public Liability Insurance (a)
- (b) Employers Liability (b)

Supplier's Name

Signature

Status

Address

.....

.....

.....

.....

Date20....

Tel No

Fax No

11. CONDITIONS OF CONTRACT (where applicable)

The Company is willing to consider contracting using the preferred supplier's terms and conditions of contract. Suppliers should provide their full terms and conditions as part of the response to this ITQ.

The Company will review the preferred supplier's terms and conditions and may enter into a negotiation with regard to these terms and conditions. The Company reserves the right to cancel this ITQ (or open negotiations with another supplier) should mutual agreement not be reached on these.

By accepting the suppliers' proposals the Company is not accepting the submitted terms and conditions of contract.

12. QUESTIONNAIRE

GUIDANCE NOTES

The information disclosed in this form will be used in the evaluation and selection of a Supplier.

Questions relating to staff are applicable to all staff within the company and are not restricted to those staff who, or the unit which, would perform this work.

Unless instructed otherwise when answering the questions, please give details, which specifically relate to your company, not to the whole of the group if your company forms part of a group.

Please include, where appropriate, any supporting documents, marking clearly on all enclosures the name of your company and the number of the question to which they refer. Where the space given for any answer is insufficient then please continue your answer on a separate page, again clearly marking your company's name and the question number to which it relates.

Please note that whenever used in the proposal document, the term "company" refers to a sole practitioner, partnership, incorporated company, co-operative, charity or analogous entities operating outside the UK, as appropriate. The term "staff" refers to any director, company secretary, partner, associate employee, trustee or other person occupying a position of authority or responsibility within the company.

Fig 1.0 COMPANY DETAILS

A1 Company making application

A1

A2 Address to which correspondence is to be sent

A2

A3 Principal Registered Office (If different from above) and Company registration number.

A3

A4 Person applying on behalf of company

A4

A5 Position in company

A5

A6 Telephone and fax numbers and E-mail address

A6 Tel:
Fax:
E-mail:

A7 Are you a sole principal, partnership, private limited company, public limited Company, or other, (please specify).

A7

A8 Please state if any staff has a relative(s) who is employed by the Company.

A8

PROFESSIONAL CONDUCT

A9 Is the company a member of any relevant professional association? (If so, please give details).

A9 Yes	No
--------	----

Enclosed	
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Tick if enclosed

A10 In the last five years have any complaints been made against your company or any staff employed in your company, which have been upheld by an Arbitrary Body, in respect of any work of the company? (If so, please give details).

A10 Yes	No
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A10 Enclosed	
--------------	--

Tick if enclosed

B PROFESSIONAL CAPABILITY AND REFERENCES

B1 Has your company ever suffered a deduction for liquidated and ascertained damages or paid compensation to a client or had monies deducted in respect of any work within the last three years?

B1 Yes	No.
--------	-----

B2 Has your company ever had a contract terminated or your employment determined under the terms of a contract?

B2 Yes	No.
--------	-----

B3 Has your company ever not had a contract renewed for failure to perform to the terms of a contract?

B3 Yes	No.
--------	-----

If the answer to any of questions B1 - 3 above is yes, please enclose details.

Enclosed	
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Tick if enclosed

B4 Is your company or any part of it quality assured under BS EN ISO 9001/2 or an equivalent standard for quality management systems?

B4 Yes	No.
--------	-----

B5 If the answer to B4 is yes, please state date of registration, registration number, certification body and the part of the company which is registered.

B5

B6 If not do you intend to acquire quality assurance registration and if so when?

B6 Yes	No.
--------	-----

B7 Do you hold any other ISO or BS accreditations?

B7 Yes	No.
--------	-----

B8 If the answer to B7 is yes, please state date of registration, registration number, certification body and the part of the company which is registered.

B8

B9 Please enclose a copy of any quality assurance documentation associated with B8 above.

B9 Enclosed	
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B10 Do you have a written complaints procedure? If so, please enclose a copy. If not, please give details of how your company handles complaints.

B10 Yes	No
Enclosed	

Tick if enclosed

B11 State below the approximate number of staff in your company engaged in the type of work for which you are applying.

TYPE OF STAFF	Number	Location
Directors/Partners		
Helpdesk		
Desktop/laptop Support		
Field engineers		
Server Engineer		
Network/Firewall Engineer		
Architecture		
Project Management		
Service Delivery		
Account Management		
Others		
Total		

B12 References may also be sought as to the proposers past performance with regard to the provision of services. Please list on the attached sheet the full names, addresses and other details requested of clients for which your company has carried out similar work within the last three years. The information given should cover the whole range of work for which your company wishes to be considered. Please enclose a letter on your notepaper authorising the Company to seek such references (Please see attached sheet).

Name of Organisation	Full Postal Address	Contact Details (Name, Job Title, Telephone Number, E-mail)	Contract Name and Dates	Value to Date (£)	Nature of work
1					
2					
3					
4					

(NB: You may use additional sheets if necessary, but please mark clearly Question B12).

