

**701551702**

**PROVISION OF CRIMES HQ SPCB FIREWALL HARDWARE,  
SOFTWARE AND PROFESSIONAL SERVICES**

**(DInfoCom/0172)**

**STATEMENT OF REQUIREMENT**

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## 1. PURPOSE

- 1.1 To refresh the CRIMES firewall (hardware & software) at the Service Police Crime Bureau (SPCB), Southwick Park. The current hardware is end of life and requires uplifting in order to maintain the integrity and security of the CRIMES network.
- 1.2 The MoD may be referred to as “the Authority” hereafter.

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 Army Headquarters is responsible for overseeing all non-MODNET ICS procurements for the Army.

## 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 **CRIMES/SPCB.** The SPCB on behalf of the Service Police has a legal requirement to the Service Justice System under the Armed Forces Act 2006 (AFA06) to investigate criminal and non-criminal conduct offences, seize, and recover evidential material and conduct timely analysis for its use in Courts Martial and civilian proceedings, as well as manage all policing information in accordance with MOPI/MPID.
- 3.2 **AST.** The SPCB, Application Support Team (AST) is responsible for managing and maintaining all Service Police Information Systems namely the CRIMES network architecture at Southwick Park. The CRIMES datacentre houses the Service Police’s most critical IT systems and services that are vital to the continuity of uninterrupted Service Police capabilities and operational effectiveness worldwide.
- 3.3 The current F5 Web Application Firewall (WAF - LTM40000S) at the Southwick Park site is now at end of life and no longer supported for new software development. There is now a requirement to replace the firewall as soon as possible to maintain network integrity, business continuity and mitigate potential security threats.

## 4. DEFINITIONS

Expression or Acronym	Definition
AST	Application Support Team
SPCB	Service Police Crime Bureau

## 5. SCOPE OF REQUIREMENT

- 5.1 Delivery, installation and configuration of Firewall hardware and requisite software as outlined at para 6.
- 5.2 Subsequent knowledge transfer/system training.
- 5.3 Subsequent support services in line with the requirement at para 6.

## 6. THE REQUIREMENT

- 6.1 This requirement is to start as soon as possible. **Potential Providers are requested to provide their earliest delivery date (to be no later than 24 May 2021) on the Annex B – Pricing Schedule.**
- 6.2 The contract is for a period of thirty-six (36) months, which shall begin on the delivery date offered by the successful Supplier during the Tender Stage. This thirty-six (36) month period is to include:
- 6.2.1 Hardware with a thirty-six (36) months Manufacturer Support Warranty;
- 6.2.2 Software for twelve (12) months - Year 1;
- 6.2.3 F5 Network Services for twelve (12) months – Year 1;

6.2.4 Professional Services for three (3) days.

6.3 Option Periods (currently unfunded) are offered to provide Software and F5 Network Services for Year 2 and Year 3.

6.4 Only the below products are to be quoted for. No alternative products will be accepted for this requirement.

6.5 Support must be supplied by the manufacturer direct, intermediate suppliers will not be accepted. **Potential Providers must confirm their adherence to this within Appendix 1 to Annex B (Mandatory Supplier Response Matrix).**

6.6 Potential Providers are asked to provide pricing for the following products:

6.6.1 **Hardware:**

Description	Quantity
BIG-IP I4600 Local Traffic Manager (32 GB Memory Base SSL Base Compression)	1
Short Wave LC Connector	4
RMA Removable Hard Drive and Compact Flash Card Fee (per unit)	1
F5 Networks Power Supply - 250W	1
F5 Networks BIG-IP SFP+ 10GBASE-SR Transceiver (Short Range, Field Upgrade)	2

- To include thirty-six (36) months Manufacturer Support Warranty. To begin on the date of delivery.
- To be delivered as soon as possible, but no later than 24 May 2021, and installed/configured no later than the end of 31 May 2021.

6.6.2 **Software:**

Description	Quantity
BIG-IP Add-on License for Access Policy Manager (500 Concurrent SSL VPN Users)	1
BIG-IP Access Policy Manager Base Module for I4600	1
F5 Networks BIG-IP DNS Base Module - Licence - 1000 Responses Per Second	1

- For a twelve (12) month period (Year 1);
- To be delivered as soon as possible, but installed/configured no later than the end of 31 May 2021.
- Options offered for Year 2 and Year 3.

6.6.1 **F5 Network Services:**

Description	Quantity
F5 Networks Premium Service Level 1-3 – 1 Year - Service - Maintenance - Physical Service	1
F5 Networks Fast Replacement Service – 1 Year - Service - Next Business Day - Exchange - Physical Service	1

- For a twelve (12) month period;

- b. To begin on the same day the Software and Hardware is installed, to be as soon as possible, but no later than the end of 31 May 2021.
- c. Options offered for Year 2 and Year 3.

**6.6.2 On-site F5 Professional Services:**

Services Required	Days
On-site F5 Professional Service: Installation and Configuration.	1
On-site F5 Professional Service: Subsequent knowledge transfer/system training.	2

- a. To be completed following the competition of Para 6.6.1b and 6.6.2b, as soon as possible but not later than the end of 02 June 2021.

**7. SUPPORT AND MAINTENANCE**

**7.1 Hardware:**

- 7.1.1 To begin on the date the Hardware is delivered to the Authority.
- 7.1.2 To include Support and Maintenance from the Manufacturer over the thirty-six (36) month Contract period.
- 7.1.3 To include Support from the successful Potential Provider (as required) over the thirty-six (36) month Contract period.

**7.2 Software:**

- 7.2.1 To begin on the date the installation and configuration are completed by the Manufacturer (F5).
- 7.2.2 To include twelve (12) months of Support and Maintenance (including access to the latest updates and software versions) from the Manufacturer for Year 1, and if Options are taken up, Support and Maintenance (including access to the latest updates and software versions) for Year 2/Year 3.
- 7.2.3 To include twelve (12) months of Support from the successful Potential Provider (as required) for Year 1, and if Options are taken up, Support for Year 2/Year 3.

**7.3 F5 Network Services:**

- 7.3.1 To begin on the date the installation and configuration are completed by the Manufacturer (F5).
- 7.3.2 To include twelve (12) months of Support and Maintenance from the Manufacturer for Year 1, and if Options are taken up, Support and Maintenance for Year 2/Year 3.
- 7.3.3 To include twelve (12) months of Support from the successful Potential Provider (as required) for Year 1, and if Options are taken up, Support for Year 2/Year 3.

**8. INSTALLATION, CONFIGURATION, COMMISSIONING AND TESTING:**

- 8.1 Installation/Configuration dates are to be mutually agreed between the successful Potential Providers and AST (on behalf of the Authority).
- 8.2 All equipment must be installed in line with JSP604 and JSP440.
- 8.3 To include the Professional Services from the Manufacturer as identified within para 6.6.2.

## 9. KEY MILESTONES

- 9.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Delivery of Schedule of Works	Within ten (10) Working Days of Contract Award
2	Delivery of software licence file and hardware, and Installation and Configuration of software and hardware.	As soon as possible, but no later than the end of 24 May 2021
3	F5 Installation and Configuration of software and hardware.	As soon as possible, but no later than the end of 31 May 2021
4	F5 Knowledge transfer/system training	As soon as possible, but no later than the end of 02 Jun 2021
5	Access to the latest updates and software versions.	For the duration of the Contract

## 10. AUTHORITY'S RESPONSIBILITIES

- 10.1 No responsibilities owned by the Authority have been identified which may either affect the Potential Provider's ability to deliver the requirement or their costs.

## 11. REPORTING

- 11.1 NA – No reports required.

## 12. VOLUMES

- 12.1 Volumes are as described in Section 6.

## 13. CONTINUOUS IMPROVEMENT

- 13.1 The Successful Potential Provider will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 13.2 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 14. SUSTAINABILITY

- 14.1 Not applicable.

## 15. QUALITY

- 15.1 Not applicable.

## 16. STAFF AND CUSTOMER SERVICE

- 16.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.
- 16.2 Potential Provider's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.
- 16.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 17. SERVICE LEVELS AND PERFORMANCE

17.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Successful delivery of the required Hardware no later than by the end of 24 May 21;	100%
2	Delivery timescales	Successful delivery of the required Software, and on-site F5 Professional Service: Installation and Configuration, no later than by the end of 31 May 21;	100%
3	Delivery timescales	Successful on-site F5 Professional Service: knowledge transfer/system training completed no later than by the end of 02 Jun 21.	100%
4	Support and Maintenance;	Adherence to the following service levels: Fault/breakdown resolution - full issue resolution within 24 hrs (on working days Mon-Fri 0800-1700) within 48 hrs (on sat/sun/bank holidays) throughout the thirty-six (36) month Contract term;	100%
5	Support and Maintenance;	Routine maintenance should be completed in line with customer operational availability, throughout the thirty-six (36) month Contract term.	100%

17.2 Where the Supplier fails the KPI's listed above, the Authority will, in the first instance, seek a mutually agreeable resolution with the Supplier. However, if this is not possible, the Authority reserves the right to cancel the agreement and seek alternative supply from the next ranked Potential Provider identified during the procurement event.

## 18. SECURITY REQUIREMENTS

18.1 Not required. Any engineer/technician attending site will be escorted at all times.

## 19. INTELLECTUAL PROPERTY RIGHTS (IPR)

19.1 Not applicable.

## 20. ADDITIONAL INFORMATION

20.1 **F5 Provider:**

POC: Brendan Gaughan

Email: B.Gaughan@f5.com

Tel: +44 7824 836 636

Supplier reference: Royal Military Police/F5 Renewal.

## 21. LOCATION

21.1 All items are to be delivered and installed at:

SPCB,  
Southwick Park,  
Hampshire  
PO17 6EJ.