



The Coal  
Authority

The Authority is an arm's length body that sits under the Department of Energy Security and Net Zero (DESNZ) responsible for the legacy of the coal mines in Great Britain and is a category 2 responder under the Civil Contingencies Act.

The Authority operates a mixed of commodity and in-house developed strategic services that are hosted on premise and in the cloud (AWS / Azure). The Authority operates 81 mine water treatment schemes and ongoing operational project sites and telemetry services that have or may require network connectivity and security over the life of the contract.

A core element of the contract will be to support and develop the network for the Authority's enterprise mining information system (Inferis), which uses a variety of technologies including GIS providing services both internally and externally including an e-commerce site and data delivery services.

The organisation has developed capabilities in various technical fields to become an 'intelligent client', able to collaborate and effectively manage requirements and third-party involvement. Our aim is maintain and continue to develop this with our strategic partner over the life of this contract.

This procurement is expected to begin early 2025 and this notice is initially to seek responses to a series of Market Engagement opportunities that will help finalise the procurement. The main objectives of the Market Engagement sessions are:

- To understand how we might best undertake this procurement activity,
- what our optimum options for structuring to meet the requirements of the proposed contract are and the proposed service delivery model, and seek expert views on how the market can best meet the needs of the organisation

## Scope:

The aim of this procurement exercise is to let a contract and find a strategic long-term partner to work / collaborate with our internal digital team and business and to wholly provide support, maintain and develop our network and associated security environment as well as supporting associated project development.

The types of work we expect to be undertaken during the contract period include;

### Transition activities

- Work with incumbent supplier to undertake knowledge transfer and on-boarding of existing support activities
- Support Digital team in developing and maintaining a secure network environment for the delivery of digital services

### Core activities

- The Network Operations Centre and Security Operations Centre will be required to provide 24x7x365 monitoring and reporting on critical security and network infrastructure, including managed endpoint detection and response (EDR), network cores and firewall monitoring, alerting and management. The rest of the infrastructure (and the Authority's core support hours) will be 8:00am – 6pm Monday – Friday.
- To manage, maintain, support, and develop the Authority's existing network estate ensuring it is patched and within support. Currently the estate principally comprises of CISCO infrastructure managed by a CISCO gold partner.
- Support of our wired (dot1x) and wireless infrastructure across two data centres and office locations in Mansfield (Authority HQ) and Keyworth (Authority's BCP office)
- The provider of the NOC and SOC will equally be required to support unplanned change, project and business continuity and disaster recovery exercises and response activities.

### Network Operations Centre:

The Service to be procured fall into:

1. Management and reporting of core network service availability
2. Hardware and software support including CISCO registration of the Authority's licencing entitlement
3. Security vulnerability, patch and release management including out of hours support
4. Proactive Monitoring and backups
5. Service Desk / vendor support provision incl. technical support
6. Reporting and service management including product roadmap, recommendations and end of life / support notification
7. Network design services including documentation management
8. CISCO ISE management and maintenance
9. Support of circa 12 Meraki access points at Mansfield and Keyworth
10. Change and Incident determination and management

### Security Operations Centre:

The Service to be procured fall into the following nine categories:

1. 24x7x365 SOC Management Services
2. Security Incident and Event Management (SIEM)
3. Security Monitoring
4. Security Intelligence Services
5. Change and Incident determination and management
6. Security Reporting
7. Firewall Governance
8. Managed services of the IDS and IPS, Cisco umbrella, Cisco Secure Endpoint,
9. Reporting and service management including product roadmap, recommendations and end of life / support notification

### Flexible activities

- Ability to deliver and support new projects using a range of technologies Support the development of the enterprise network architecture