

Invitation to tender for IT support provision

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1. About UK Anti-Doping

UK Anti-Doping is the Non-Departmental Public Body (NDPB) responsible for tackling doping in sports and prosecuting violations of the World Anti-Doping (WAD) Code. It was launched in 2009 ahead of the London 2012 Olympic and Paralympic Games and is currently located at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8AE. UK Anti-Doping is responsible for the implementation and management of the UK's Anti-Doping Policy, as well as ensuring the UK is compliant with the UNESCO convention, and the World Anti-Doping Code, educating and informing athletes and sports bodies and carrying out tests to determine anti-doping violations. Additional information about UK Anti-Doping can be found on our [website](#).

2. Invitation to tender (ITT)

UK Anti-Doping now invites tenders for the provision of IT support ("the Services") for three years (with options for early termination and extension) in accordance with this ITT and the attached documents. As this process is conducted below the EU threshold for tenders there is no separate pre-qualification stage or questionnaire, but potential suppliers are required to register their expression of interest in tendering in accordance with paragraph 5 below.

3. Structure of ITT

The ITT is divided into the following sections:

Instructions – this contains UK Anti-Doping's general tendering requirements and other information on the tendering process and the evaluation criteria against which Tenders will be evaluated.

Specification – this describes the service/quality standards required to provide the Services (Appendix 1)

Forms and confirmations – contain the forms and confirmations to be completed and submitted with tenders (Appendix 2):

- Form of tender
- Bona fide tendering
- Declaration of criminal convictions, tax affairs and controversial situations
- Confirmation of insurance and operational policies
- Non-canvassing, non-collusion and non-corruption certificate
- References

Checklist - A checklist sets out the dates and times by when documents need to be sent in by Tenderers (Appendix 3)

4. Tender timetable and contract period

UK Anti-Doping proposes the following timetable for the award of the Contract. This is intended as a guide and whilst UK Anti-Doping does not intend to depart from the timetable, it reserves the right to do so at any time:

Date	Activity
16 May 2019	Tender advertisement published and ITT made available to interested Tenderers
31 May 2019	Tenderers to express interest and send contact details for lead contact, submit clarification questions & return signed confidentiality agreement
7 June 2019	UK Anti-Doping to issue responses to clarification questions
21 June 2019 3:00pm	Deadline for receipt of tenders
26 June 2019	Completion of initial assessment of tenders
3 July 2019	Presentations by Tenderers
4 July 2019	Notification of successful tenderer/unsuccessful tenderers
1 August 2019	Contract commencement date

5. Expression of interest

Suppliers wishing to tender are requested to register their expression of interest by emailing the Contact Officer jade.nijjar@ukad.org.uk by 3:00pm on 31 May 2019 along with any clarification questions they may have in accordance with paragraph 8 of this ITT.

6. Contract

The contract shall commence between the earliest and latest possible dates as set out above and shall continue for three years unless terminated in accordance with the terms of the contract. The contract may, at the sole discretion of UK Anti-Doping, be extended for a further period of 12 months.

7. Disclaimer costs and expenses and discontinuance of tender

Nothing in this ITT binds UK Anti-Doping to accept a Tender and award a contract. UK Anti-Doping reserves the right to discontinue this Tender at any time during the ITT process and not to accept a Tender or award a contract

UK Anti-Doping shall not be liable to the Tenderer in any way whatsoever for the Tenderer's costs and expenses incurred during the tender process from its discontinuance or in relation to which a contract is not awarded.

The Tenderer is responsible for preparing all information necessary for the preparation of its Tender and all costs, expenses and liabilities incurred by the Tenderer in connection with the preparation and submission of its Tender shall be borne by the Tenderer.

Tenderers shall ensure that they are familiar with the nature and extent of the obligations they will incur if their Tender is accepted.

8. Information and queries

Tenderers should carefully read all the documents in this ITT and fully acquaint themselves with the requirements in this ITT. A Tenderer may, by written communication to the Contact Officer, request clarification or further information in connection with the ITT. UK Anti-Doping will reasonably endeavour to answer all written enquiries prior to Tenders being submitted. UK Anti-Doping reserves the right not to respond to a request for information or clarification.

UK Anti-Doping reserves the right to disseminate information that is materially relevant to all Tenderers, even if the information has only been requested by one Tenderer, subject to the duty to protect any Tenderer's commercial confidence in its responses.

The deadline by which to submit clarification questions and requests for further information is 31 May 2019 at 3:00pm.

All enquiries in connection with this ITT must be made in accordance with this paragraph. UK Anti-Doping reserves the right to reject any Tenderer that attempts to obtain information through any other route.

Contact Officer: Jade Nijjar
UK Anti-Doping
Third Floor, Fleetbank House
2-6 Salisbury Square
London EC4Y 8AE
E-mail: jade.nijjar@ukad.org.uk

9. Best value

In pursuit of continuous service improvement and efficiency, UK Anti-Doping will require a commitment from the successful Tenderer to provide management information on the development of the Services and to participate, free of charge, in projects associated with improvement to the Services and to implement required changes.

10. Preparation of tender

This ITT (including all its appendices and attachments) has been prepared by UK Anti-Doping for the sole purpose of enabling Tenderers to submit Tenders to UK Anti-Doping. No guarantee can be given, however, and no representation is made, as to the accuracy of information contained within it and it is each Tenderer's responsibility to obtain for itself at its own expense all information which it deems necessary or desirable for the preparation of its Tender. UK Anti-Doping does not accept any liability, which might result from any inaccuracy or omission from any such information. All information supplied by UK Anti-Doping in connection with this ITT shall be treated as confidential by the Tenderer, except where, as determined by UK Anti-Doping, such information may be disclosed:

- by the Tenderer in so far as it is necessary for the preparation, submission and evaluation of Tenders; and/or
- by UK Anti-Doping in exercising its rights, powers, duties and obligations in relation to the exercise of its functions and to facilitate public access to information.

11. Freedom of information and transparency

Under the Freedom of Information (FOI) Act 2000 and the Environmental Information Regulations 2004 the public has a general right of access to information held by UK Anti-Doping. This right of access to information not only includes information about UK Anti-Doping contracts but also procurement arrangements with potential Tenderers. This right does not extend to information which is confidential and/or commercially sensitive or otherwise “exempt” from disclosure under FOI. As a consequence only information that is genuinely confidential or commercially sensitive or is otherwise exempt FOI information may not be disclosed under FOI.

Tenderers are therefore required to identify those areas in their Tender that they consider are confidential and/or commercially sensitive, giving reasons and evidence (where relevant) including proposed dates for lifting confidentiality in respect of those areas. The extent to which this information shall be held in confidence by UK Anti-Doping and for how long may be subject to discussion as part of the Tender process

and during post-tender negotiations (if any). Unsuccessful Tenders will be disposed of in accordance with UK Anti-Doping's document retention and disposal policy.

UK Anti-Doping reserves the right to hold all or any information contained in a Tenderer's Tender, in confidence, or to disclose it whether or not it is identified as commercially sensitive by the Tenderer where confidentiality or disclosure is necessary to comply with UK Anti-Doping's legal duties and lawful discretion generally or in relation to the tender process.

12. Preparation and Delivery of Tender Documents & Presentation Stage

UK Anti-Doping reserves the right not to accept the lowest or any Tender.

The Tenderer must respond to the Tender Requirements as set out in paragraph 16 below. The Tenderer must ensure that its Tender is completed in its entirety, including all accompanying forms and confirmations at Appendix 2.

The tender documents must be signed and delivered to:

Jade Nijjar
UK Anti-Doping
Third Floor
Fleetbank House
2-6 Salisbury Square
London EC4Y 8AE

And emailed to jade.nijjar@ukad.org.uk

Tenders must be delivered by no later than 21 June 2019 3:00pm.

No envelope shall bear on the outside any name or mark by which the Tenderer can be identified including any name or mark appearing on the envelope by virtue of the method of delivery, such as Post Office Recorded Delivery or courier. UK Anti-Doping will not accept tenders submitted by telephone or via online file sharing sites such as Dropbox.

Tenders shall remain open for acceptance for a period of 60 days (sixty days) from the Tender submission date.

13. References

Two references are required and Tenderers must complete the references form at Appendix 2. UK Anti-Doping reserves the right to contact referees during the ITT period. If UK Anti-Doping decides to make reference calls, it will contact Tenderers individually for confirmation of their referees. Tenderers should give their referees advance notice of these reference calls in order to avoid any delay.

The reference calls will not be evaluated. They are intended to verify the experience of Tenderers as described in their ITT submission.

14. Tender Evaluation

Prior to evaluating Tenders, UK Anti-Doping will carry out an initial review of each Tender to confirm completeness and compliance with the requirements of this ITT and may, at its discretion, reject a Tender which is incomplete and/or non-compliant.

UK Anti-Doping will carry out a Tender evaluation after the closing date for receipt of Tenders. Tenders will be evaluated on the basis of the most economically advantageous offer to UK Anti-Doping against the following weighted factors:

Quality of service provision (60%)

Quality Criteria	Score (Max 5)	Weighting	Score x Weight
Quality of proposals to deliver the IT support provision requirements		20%	
Technical competency and knowledge of the delivery staff		30%	
Proposals for quality and service provision including support and maintenance response and fix times		30%	
Ability to produce the solution in the timescale		20%	
Total		100%	

Price and overall cost of the contract to UK Anti-Doping (40%)

Price Criteria	Score (Max 5)	Weighting	Score x Weight
Rates		40%	
Fixed Fees		40%	
Value Added Services		20%	
Total		100%	

The winner will be Tenderer with the highest score against the above criteria.

15. The Tender Evaluation Scores

The response to each evaluation question will be awarded a score of between 1 and 5 according to the scale in the table below. The weightings set out in the table above will then be applied to each question. For clarity, proposals that meet the UK Anti-Doping's requirements as set out in the tender documentation would be awarded a score within the range 3-4. Tenderers can gain scores of 5 on the evaluation scoring scale below by providing innovative submissions that exceed UK Anti-Doping's core expectations as expressed in the Specification. UK Anti-Doping encourages Tenderers to present innovative pricing and methods of service delivery that will add value to the Services, such proposals are likely to attract the highest scores.

ITT Quality Evaluation Scoring Methodology

The basis for the scoring of Tenders will be in accordance with the following scale:

Score & description	Explanation
1 Unsatisfactory	A response that completely or almost completely fails to address the elements of the criterion. Such a response would normally evidence no strengths of any kind and many significant weaknesses and/or deficiencies. In general, the response would be described as unsatisfactory or without merit.
2 Marginal	A response that addresses a few elements of the criterion. Such response would normally be evidenced by few if any strengths, many significant weaknesses, and present a low level of successful performance expectation. In general, the response would be described as faulty or substandard.
3 Satisfactory	A response that adequately addresses the elements of the criterion. Such a response would normally be evidenced by few if any significant strengths, few if any significant

		weaknesses, offsetting strengths and weaknesses, and present a moderate level of successful performance expectation. In general, the response would be described as suitable or sufficient.
4	Very Good	A response that addresses a majority of the elements of the criterion. Such a response would normally be evidenced by significant strengths, few if any significant weaknesses, and present an above average level of successful performance expectation. In general, the response would be described as conscientious, competent or complete.
5	Excellent	A response that addresses all elements of the criterion in an exceptional manner. Such a response would normally be evidenced by significant strengths, no significant weaknesses, and present a high level of successful performance expectation. In general, the response would be described as excellent or superior.

16. Tender Requirements

The Tender requirements for each of the evaluation criteria are set out below. Tenderers are required to respond to *all* of the Tender requirements set out below. To assist UK Anti-Doping's evaluation of a Tender submission, please ensure Tenders clearly cross-refer to the Tender requirements set out below. Any relevant supporting tender documentation must also be clearly identifiable by the evaluation criteria number.

Instructions for completing Tenders – please ensure these are followed:

- Answers must be on A4 with a minimum font size 11. The paper layout can either be landscape or portrait. A3 can be used where use of diagrams, graphs etc. is required.
- Information about a Tenderer's history; strategy; corporate structure; departments & teams and key staff leading their Tender is not subject to a word count limit.
- When providing examples, Tenderers must demonstrate knowledge and understanding of delivery of this type of work across comparable sectors. The examples must also demonstrate where the Tenderers have provided delivery to organisations similar to UK Anti-Doping.
- If Tenderers do include examples, where possible, fresh examples for each criterion are preferred by UK Anti-Doping. It is not acceptable to repeat the same example.
- The word counts against each tender requirement are maximum word limits. Tenderers can write less.

Maximum word counts

Criteria	Tender requirement	Word count
Quality	Quality of proposals to deliver the IT support provision requirements	1,500
Quality	Technical competency and knowledge of the delivery staff	1,500
Quality	Proposals for quality and service provision including support and maintenance response and fix times	1,500
Quality	Ability to produce the solution in the timescale	1,500
Price	Rates	150
Price	Fixed Fees	150
Price	Value Added Services	150

17. Staffing Issues and TUPE

UK Anti-Doping is neither the transferor nor transferee of the staff employed by its current contractors in the circumstances of any policy/contract awarded as a result of the procurement process of which this ITT forms part.

Tenderers should satisfy themselves as to the application of the Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE") to this requirement and should make suitable provision for the implications (if any) of TUPE.

18. Non-Consideration of Tender

A Tender may not be considered if:

- it is not in accordance with these instructions or is in breach of any instruction or clause set out elsewhere in the ITT; or
- it makes or attempts to make any variation or alteration to any of the ITT save where authorised in writing by the Contact Officer; or is expressly permitted; or
- the Tenderer fails to provide within seven days any relevant documentary evidence requested by UK Anti-Doping and not supplied with the Tender held by any signatory to the Tender; or
- it has attempted or does attempt to make its Tender conditional on the acceptance by UK Anti-Doping of any other Tender contract or proposal; or
- it does not comply with paragraph 12.

19. Rejection of Tender

UK Anti-Doping may reject any Tender (which shall be without prejudice to UK Anti-Doping's legal remedies) submitted by a Tenderer who has:

- made a misleading or false declaration in any of the Tender Forms and confirmations.
- directly or indirectly canvassed any official of UK Anti-Doping concerning the acceptance of any Tender or who has directly or indirectly obtained or attempted to obtain information from any such member or official concerning any other tender.
- fixed or adjusted the prices shown in accordance with any agreement or arrangement with any other person.
- communicated to any person other than UK Anti-Doping the amount or approximate amount of the price shown in its tender, except where such disclosure is made in confidence in order to obtain quotations necessary to the preparation of the Tender or for the purposes of insurance or the guarantee referred to in the ITT.
- entered into any agreement with any other company, firm or individual so that the other company, firm or individual refrains from submitting a Tender or limits or restricts their price or anything similar.
- made or offered to make any type of payment or gift to any UK Anti-Doping employee or member or to anyone else where or not the person is directly connected to UK Anti-Doping directly connected with this Tender exercise.
- offered or given or agreed to give any officer or member of UK Anti-Doping any gift or consideration of any kind as an inducement or bribe to influence its decision in relation to the tendering procedure.

In the context of the Declaration of criminal convictions, tax affairs and controversial situations please note:

- Tenderers will be excluded from the tender process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if tenderers have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).
- If Tenderers have answered "yes" to question 2 of the declaration on the non-payment of taxes or social security contributions, and have not paid or entered into a binding arrangement to pay the full amount, Tenderers may still avoid exclusion from this Tender if only minor tax or social security contributions are unpaid or if a Tenderer has not yet had time to fulfil your obligations since learning of the exact amount due. If Tenderer is in that position please provide details using a separate document. Tenderers may contact UK Anti-Doping for information about how to do this before completing this form.

- UK Anti-Doping reserves the right to use its discretion to exclude a Tenderer where it can demonstrate the Tenderer's non-payment of taxes/social security contributions where no binding legal decision has been taken.

The word "Tenderer" for these purposes shall be deemed to include any and all persons employed by the Tenderer or who are purporting to act on the Tenderers behalf whether the Tenderer is aware of their acts or not.

20. Acceptance of Tender

Following evaluation of Tenders, the selection of a preferred Tenderer shall be subject to a seven day standstill period.

Until the formal signing of the contract together with the formal letter of acceptance shall constitute a legally binding contract which shall commence on the day after the seven day standstill period has ended. The seven day standstill period shall commence from the date notification to the successful Tenderer.

After the seven day standstill period has elapsed, UK Anti-Doping will request the successful Tenderer to sign the contract. Failure to comply with UK Anti-Doping's requests to promptly sign the contract under will amount to a breach of contractual obligation and UK Anti-Doping will accordingly be entitled at its sole discretion to withhold payment until such time as a formal contract is properly signed by the successful Tenderer.

21. Tender Material

ITT Material means information (including for example, presentation slides, drawings, handbooks, manuals, reports, instructions, specifications and notes of pre-tender clarification meetings, in whatever form or medium), issued to Tenderers by UK Anti-Doping or on its behalf, or to which Tenderers have been given access, for the purposes of responding to this ITT. Tender Material remains the property of UK Anti-Doping or other owners and is released solely for the purpose of tendering. The Tenderer shall notify UK Anti-Doping without delay if any additional Tender Material is required for the purpose of tendering.

In the event that a recipient of Tender Material decides not to participate in the submission of a tender, the Tender Material shall be returned to its place of issue without delay. If a tender is submitted to UK Anti-Doping, the Tender Material may be retained by the Tenderer until the result of the competition is known.

The Intellectual Property Rights in Tender Material may belong to UK Anti-Doping or a third party. The Tender Material may only be used for the purpose of responding to this invitation to tender and shall not be copied or disclosed to anyone other than employees of the Tenderer involved in the preparation of the tender, without the prior written approval of UK Anti-Doping. If the Tenderer discloses the Tender Material other than to employees involved in the Tender preparation or uses the Tender Material other than for the purpose of Tendering, UK Anti-Doping, or the third party owner, may suffer damage for which compensation may be sought from the Tenderer.

22. Publicity and Branding

Tenderers shall not make any advertisement, public statement or press announcement in relation to this Tender or award of the contract should they be successful. A joint public statement and press announcement will be made at a date agreed between the successful tenderer and UK Anti-Doping.

23. Liaison with incumbent contractor

Any new appointee, if necessary, will be required to co-operate with the incumbent service provider(s) to ensure a smooth and cost-effective transition, and run-down of existing work, where appropriate.

During the final year of the contract, notice will be served about inviting tenders for a new contract. If the then current contractor does not retain the appointment, the incumbent will be expected to co-operate fully with any new contractor and to maintain relevant services for a reasonable period on the basis of charges applied during the final year of the then current contract.

Appendix 1 - Specification

Introduction

During the course of the four-year delivery period of the current IT support contract, the activities conducted within the Managed Service scope have changed somewhat as a result of a range of changes implemented. These changes or implementations have been absorbed into the Managed Service Agreement.

In order to either procure a “like for like” service, this appendix sets out the following:

1. UKAD Estate Overview
 - a. Overview of the existing UKAD IT estate
2. Managed Service Agreement – Contract Scope
 - a. An extract from the Managed Service Agreement detailing the scope and features of the extant Managed Service
3. Scope of Activities Delivered and to be delivered
 - a. A detailed listing of activities conducted in each area of the IT estate management, detailing those activities covered by the existing Managed Service and those that are conducted outside of scope
4. Out of Scope activities
 - a. A listing of those core areas that are not (currently) considered to be the responsibility of the IT Managed Service provider. This specifically covers those scope elements provided by the current UKAD network provider and those activities that UKAD conducts themselves

1. Estate Overview

At a high level, the UKAD IT estate currently consists of:

Microsoft Azure Server Estate

17 Servers hosted in Azure ARM (UK South Datacentre);

Name	Role	Comment
ANE-PRD-AAP-001	Access Application Server	Finance / HR / Payroll Application
ANE-PRD-ASQ-001	Access SQL Database Server	Finance / HR / Payroll Application
ANE-PRD-AWF-001	Access Web Server	Finance / HR / Payroll Application
AUK-PRD-CA-001	Certificate Authority	
AUK-PRD-ADS-001	DC / AAD Connect	Domain Controller

AUK-PRD-ADS-002	DC / AAD Connect	Domain Controller
AUK-PRD-CAS-001	Cloud App Security Connector	As Role
ANE-PRD-JAD - 001	Wynyard Investigator*	Line of Business Application – Production *Being replaced by D3
ANE-UAT-JAD-001	Wynyard Investigator (UAT)*	Line of Business Application – UAT *Being replaced by D3
AUK-PRD-D3-001	D3 Application Server	Line of Business Application - Production
AUK-PRD-D3S-001	D3 SQL Server	Line of Business Application – Production
AUK-PRD-FM-001	FileMaker Server	Line of Business Application – Production
AUK-PRD-VPN-001	Barracuda Next Generation Cloud VPN	Remote Access Solution
AUK-UAT-D3-001	D3 UAT Application Server	Line of Business Application - UAT
AUK-UAT-D3S-001	D3 UAT SQL Server	Line of Business Application – UAT
ANE-PRD-WEB-001	MFA User Portal	Multi-Factor Authentication Service
ANE-PRD-WEB-002	MFA User Portal	Multi-Factor Authentication Service
ANE-PRD-FP-001	Exchange, MFA	Multi-Factor Authentication Service and Exchange Hybrid
AUK-PRD-WUS-001	Windows Server Update Service	As Role

On Premise Server Estate

Single HP ProLiant Micro-server (on premise):

Name	Role	Comment
UKAD-PRD-HPV-01	Hyper-V host	4x Guests

UKAD-PRD-DC-01	Domain Controller	(Guest) Active Directory/DHCP/DNS/RADIUS
UKAD-PRD-PS-01	SafeCom Secure Print Server	(Guest) Print Management/ID Card Assignment
UKADPROXY01	Symantic Web Proxy	(Guest) Client Web Filtering
UKADMDT01	Microsoft Deployment Tool	(Guest) Windows Operating System Deployment Server

Microsoft Office 365

Utilised for:

- Exchange Online – in hybrid configuration
- SharePoint Online – customised structure for all UKAD corporate content
- OneDrive for Business – provisioned for personal storage
- Office ProPlus – for desktop installation

Microsoft Azure Active Directory

- User authentication and Identity management
- Conditional access
- UKAD RBAC
- User auditing (sign in)

Microsoft Enterprise Mobility Suite

Configured for:

- Multi-Factor Authentication
- Azure Information Protection
- Azure Self-Service Password Reset
- Intune – configured for management of:
 - Windows10 Desktop Management
 - iOS and Android Mobile Device Management policies

Desktop Environment

HP Probook laptops running Windows 10 1803 with updates managed by Microsoft Service Rings.

- Windows Defender Anti Virus
- Office Pro Plus
- Information Protection Client
- FireEye monitoring agent installed
- IE11/Chrome/Firefox
- Barracuda Network Client
- Assorted 3rd party applications (e.g. Adobe Creative Suite, File Maker Advanced)

Other

- Skype for Business (externally hosted) for instant message, presence, screen share and telephony via SIP trunk. Integrated with desk Polycom telephones.
- Remote Access – provided via Barracuda Next Generation Cloud firewall/VPN hosted in Azure
- Mobile devices (iPhones, iPads)
- Local LAN (Cisco switches and Patch Panels)
- UPS (Switches & HP Micro Server)
- Meraki WIFI Access Points (Private and Public)
- Dual (HA) Internet connectivity
- Local Printers/MDFs
 - Kyocera (x2)
 - HP Printers (x2)

2. Managed Service Agreement – Contract Scope

The sections below are taken directly from the “ElysianIT Managed Service Agreement v1.2” and describe contracted scope of service to being delivered to UKAD.

Managed Service Description

1.1 Managed Service Summary

The ElysianIT Managed Service is designed to provide IT support for businesses who do not wish to run their own internal information technology or software environments, or wish to augment existing support capability to mitigate technical skill gaps. Through this contract ElysianIT can pro-actively manage and resolve issues that arise within your IT environment.

The ElysianIT Managed Service comprises the following components:

- An On Site named support resource (measured in Days) at UKAD Head Office – Fleetbank House
- Expenses included for On Site days for Support named resource
- Remote Support (not measured)
- Support during UK office hours (Monday – Friday 09:00 – 17:00 excluding public and Bank Holidays)
- Issue management and resolution
- Issue Ticketing Solution
- Monthly Reporting
- Quarterly Review Meetings (on site)
- IT Strategy and guidance support

The service components, service delivery methods and service conditions are described as below.

1.2 Managed Service Scope

Support and issue resolution for;

- UKAD Microsoft cloud services;
 - UKAD Office 365 Tenant (excluding Skype for Business (formerly Lync))
 - UKAD Azure Tenant (Virtual Machine Environment - Infrastructure as a Service IAAS)
 - UKAD Intune Tenant
 - Windows mobile 8.1 Two Factor Authentication
 - UKAD Active Directory (including Active Directory synchronisation to Microsoft cloud services)
 - Federated Authentication Services (ADFS)
- Management of UKAD domain name services (DNS)
- Desktop support (Windows 8.1) and patch management
- On-premise environment (limited to single server)
- Decommissioning of legacy on-premise environment hosted on UKAD Virtual environment (applicable to first year of service only)
- Windows Mobile Device Policies

1.3 Managed Service Exclusions (Out of Scope Items)

- Local Networking and Telephony (e.g. Network Switches, Hubs, Cables, wall ports, patch panels)
- Mobile device hardware and voice and data providers
- Juniper VPN and Juno Pulse desktop client
- Backup - tape changes and Iron Mountain dispatch
- Door security & access system
- Printers – hardware, consumables and 3rd party liaison
- Franking machine
- Display screen equipment / Sky / projectors
- Hardware procurement, provision or replacement
- Changes / enhancements to the service that require over 2 Working Days effort to execute
- Legacy IT hardware removal and disposal
- Microsoft Lync (Skype for Business) including Unified Messaging
- UKAD 3rd party applications and associated software and services (e.g. Jade, Access, Investigator etc).
- Licencing procurement and associated costs and management
- SharePoint Online software development

1.4 Customer Obligations and Prerequisites:

- Provision of the necessary administration access to the UKAD IT and software environment (including licensing)
- Provision of remote access to the UKAD IT and software environment
- Provision of onsite access to the UKAD offices and associated facilities for ElysianIT staff to provide the necessary support
- Provision of a nominated UKAD employee to aid issue resolution when ElysianIT providing remote support (not onsite support).

1.6 Managed Service Features



Managed Service Features - Table 1	
Target response time all Priority Calls	2 Working Hours
Target Fix time for Problem resolution for Priority 1	24 hours* (1 Working Day)
Target Fix time for Problem resolution for Priority 2	48 hours* (2 Working Days)
Target Fix time for Problem resolution for Priority 3	120 hours* (5 Working Days)
Problem resolution for Priority 4	Best Endeavours
Problem resolution for Priority 5	By Agreement
Consultant Onsite Visit Attendance Response time	5 Working Days
On Site Named Support Resource Days at Customer main office location (per annum)	60 Working Days
Remote Support	Yes
Access to Senior Consultants	Yes
Named Technical Account Manager	Yes
Named Onsite Support Engineer	Yes
Issue and Request Logging and Ticketing Solution	Yes
Reporting	Monthly Via Dedicated Web Site
Review Meetings	Quarterly (on customer site)
IT Strategy and Guidance	Yes – during quarterly Review meetings

* Subject to Microsoft SLA and Microsoft Support response

The On Site Support Days will be delivered on the basis of 5 Working Days per month.

On Site Support Days will be used for activities to resolve issues relating to, and optimisation of, the technology and systems covered by the Managed Service Scope.

On Site Support Days can be used for;

- Resolution of technical issues relating to normal operation of the UKAD IT and software environment as designed and documented
- The creation or removal of user accounts and associated configuration of software and associated hardware
- Execution of environment changes or enhancements that are, in themselves, less than 2 days effort to execute (based on a previously agreed estimate)
- Pro-active monitoring and management of the UKAD IT and software environment to optimise operation

1.8 Consultancy and Change Management

In response to requests for changes or enhancements to the scope of the Managed Service that take over 2 Working Days effort to execute, ElysianIT can provide consultancy and implementation resources. ElysianIT will assign a suitably experienced consultant to each of the requests to work for you at the prevailing rate outlined within the Managed Service Particulars.

Development/Infrastructure Consultancy will be provided face-to-face on an hourly basis at ElysianIT premises or on-site at your premises (as agreed between parties). If a Customer site visit is required then a minimum of a full working day will expended for each such site visit.

Subject to being given reasonable notice, ElysianIT will endeavour to schedule the resources to meet the Customer's requirements. Under normal circumstances, ElysianIT would expect to provide Development/Infrastructure Consultancy onsite of each request although the response time will depend on the nature and subject of the particular request.

Additional amounts of Development/Infrastructure Consultancy, for example to execute specific change or enhancement projects or activities, can be purchased at any point during the service period, at the prevailing rate outlined within the Service Particulars.

3. Scope of Activities Delivered

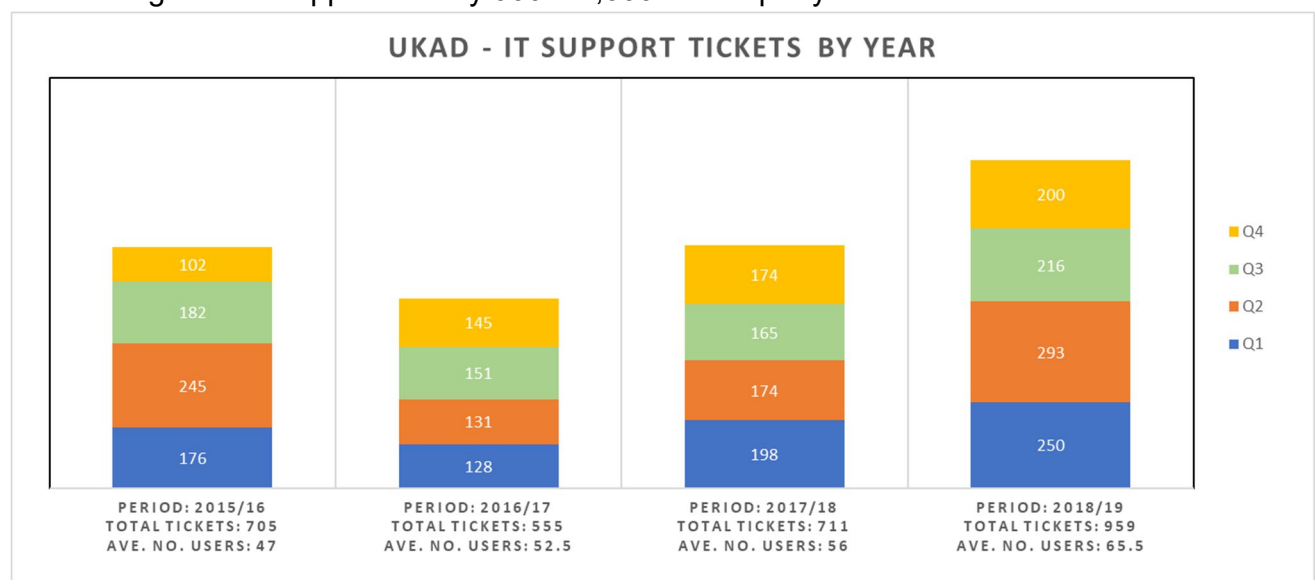
Desktop and End User Support

Provision of remote and onsite support service subject to SLAs for response and resolution times as defined in Section 1.

Onsite support for 60 days per year, 5 working days per month including at least 1 day per week.

Provide 1st and 2nd line end user support (on and offsite):

- Troubleshooting, remediation of end user issues
 - Operating system, Microsoft applications, mobile devices
 - Management of approximately 900 – 1,000 tickets per year



Period	Average Number of Tickets Per User Over Period
2015/16	15.0
2016/17	10.6
2017/18	12.7
2018/19	14.6

N.B. Q3 & Q4 2018/19 are estimated

- Desktop Patch Management
 - Maintain Patch Management process
 - Monitor deployment process
 - Liaise with Test Group and agree approved release to estate

Activities undertaken outside of Managed Service Scope

- Hardware (Laptops, Desktops, Monitors and peripherals)
 - Identity hardware issues and resolve where possible

- Manage hardware issues; advise UKAD of resolution options, provide replacement specifications
- Liaise with hardware vendors and manage warranty repairs
- Replace hardware components when appropriate
- Identify and recommend replacement/upgrades (including providing costed options) e.g. Laptops, port replicators, mobile devices
- Organisation of secure hardware disposal (cataloguing, quotation, liaise with agreed UKAD agent, support disposal, asset register updates etc.)
- Printing
 - Monitor and manage 3rd party printing service (SafeCom)
 - Provision print cards
 - User access management (setup users, program cards, issue resolution)
 - Printer issue resolution (post 3rd party maintenance and repair) – reconfigure; email settings, scan folder, address book, printer operations panel
 - Manage UKAD printing issues and liaise with 3rd party (Danwood) to provide resolution
- 3rd Party Applications
 - Install 3rd party client applications
 - Maintain licence assignment and application register
 - Manage, liaise and work with 3rd parties to identify resolutions for application issues
 - Provide 3rd party client application compatibility advice and test with proof of concept/investigation where appropriate (e.g. Convene, Adobe Acrobat DC, Titus, Pulse Secure, new Barracuda VPN client)
 - Provide advice and guidance options to UKAD for 3rd party software incompatibility and issue resolution
- Remote access (VPN)
 - Identity VPN user connectivity issues and provide advice/guidance and resolve where possible
 - Liaise with network provider (NSE, Barracuda)
 - Provide user guidance and documentation for client application
 - Provide UKAD with VPN advice
- Monitor and resolve Device Compliance (Laptops, Desktops, Mobile Devices)
 - Ensure devices meet the required compliance standard of UKAD (BitLocker, SecureBoot, Password Policy, Firewall enabled)

Infrastructure Support

- Provide 3rd line infrastructure support (on and offsite):
 - Troubleshooting, remediation of issues
 - Liaison with Microsoft and 3rd parties
 - Subject to SLAs for response and resolution times

- Infrastructure Server Patch Management
 - Maintain Patch Management process/regime
 - Identify required security patches
 - Management of deployment releases
 - Monitor deployment process
 - Liaison and Scheduling with UKAD for any downtime for service
 - Patch out of hours as required
- Active Directory
 - Maintain AD structure and health (replication to Azure)
 - Execute Joiner/Mover to the UKAD RBAC model
 - Execute Leaver processes
 - Management of the UKAD RBAC model
 - DHCP
 - DNS
 - Group Policy
 - Create and maintain Group Policies for User, Desktop and Server estate
 - Troubleshoot and resolve Group Policy issues
- Cloud Identity Management
 - Monitor and Manage Azure AD synchronisation service
 - Update of Azure AD synchronisation service
 - Management of Seamless Single sign on service
 - Management of Conditional Access Policies to meet UKAD security requirements (e.g. block user access from non UKAD network joined machines)
- On premise Hyper-V Virtual Machine Management
 - Monitor and manage on premises servers
- MFA Server for remote access
 - User provisioning and User Management
 - Maintain RADUIS and Firewall integration
 - Support liaison with Microsoft
 - Deploy and maintain solution updates
- Office 365
 - Exchange Online
 - Mailbox Provisioning
 - Unified Messaging enablement
 - Mailbox delegation management
 - Manage and Monitor message hygiene (Anti-SPAM, ATP (Safe Links & Attachments), Anti-Malware, Anti Phishing)
 - Maintain Dynamic Distribution Group management (Membership rules)
 - SharePoint Online
 - Resolving User Issues
 - User Guidance and 'How to'

- Maintain UKAD site topology
- Create SharePoint sites as requested to UKAD templates
- OneDrive for Business
 - Resolving User Issues
 - User Guidance and 'How to'
- Delve
 - Resolving User Issues
 - User Guidance and 'How to'
- Azure Active Directory
 - Maintain user provisioning and Office 365 Licencing
 - Maintain Self Service Password reset solution
 - Maintain Company Branding for cloud services sign in pages

Activities undertaken outside of Managed Service Scope

- Maintain Azure Backup and Recovery
 - Daily Backup and monitoring of all Azure Virtual Machines
 - Identify and resolve backup failures
 - Ensure Backup and Recovery process is maintained and viable
- Maintain Azure Site Recovery
 - Monitor replication of On-Premises Virtual Machines to Azure Backup Vault
 - Identify and resolve ASR failures
 - Ensure Recovery process is maintained and viable
- Public Web Site Infrastructure
 - Support Azure PaaS for UKAD migrated public web site
 - Liaison with 3rd party solution provider
 - ClearDB escalation point
 - SendGrid escalation point
 - Maintain backups
- Web Filter Management (Symantec Cloud)
 - Manage and maintain Web Access Rules for Blocking and whitelisting websites
 - User / Group Management
 - Liaison with 3rd Party (Symantec)
 - Management of 3rd party Schemus directory sync tool
- Proxy Server Management
 - Maintain the On-Premises Virtual Machine 'Proxy Server' for Symantec Cloud
 - Manage and update PAC files
 - Resolve Proxy issues
- FireEye
 - Package and deploy latest FireEye client throughout UKAD
 - Monitor and resolve package deployment issues
 - Monitor FireEye appliance for detections

- Maintain and update FireEye appliance
- Liaise with 3rd party (FireEye)
- Office 365
 - Maintain Information Protection Labels and Policies for Sensitive Labels
 - Maintain Tenant to meet UKAD security requirements
- Barracuda Next Gen Firewall
 - Configure and Maintain VPN appliance
 - Maintain RADIUS integration and resolve issues
 - Liaise with 3rd party
 - Maintain updated Barracuda VPN client deployment package
 - Deploy updated Barracuda VPN client package to UKAD estate
 - Monitoring Barracuda service and respond to issues
- Microsoft Cloud App Security
 - Support the configuration and provide advice and guidance
 - Business Continuity Planning
 - Maintain Infrastructure BCP procedures in line with UKAD business BCP
 - Provide advice to UKAD as required

Environment Maintenance

- Microsoft Deployment Toolkit (MDT) – Windows Imaging
 - Maintain MDT & Windows Assessment Deployment Kit (ADK) to latest Operating system Version to support Windows
 - Maintain imaging Task sequences for Windows builds
 - Monitor MDT service
 - Maintain Windows PXE boot configuration
- Creation and management of Windows 10 Operating System images
 - Injecting Hardware drivers
 - Removing Consumer Applications
 - Installing LOB applications
 - Undertake update tests and resolve deployment issues
 - Maintain GPOs to UKAD build standard
- Creation and management of Windows 8.1 Operating System image
 - Injecting Hardware drivers
 - Removing Consumer Applications
 - Installing LOB applications
 - Undertake update tests and resolve deployment issues
 - Maintain GPOs to UKAD build standard
- Microsoft Intune
 - Maintain client Intune enrolment for end user device
 - Deploying Windows updates through Service Rings
 - Monitoring and reporting

- Resolve deployment issues
- Package and deploy UKAD appropriate LOB applications
- Monitoring and reporting
- Resolve deployment issues
- Monitor Device Compliance and resolve non-complaint devices (e.g. Bitlocker enabled)

Mobile Device Management

- Mobile Device policies
 - Creation and Management of Enrolment Profiles for iOS devices
 - Creation and Management of Device Restrictions and Policies
 - Uploading Corporate identifiers for enrolment
 - Releasing mobile devices from Email Quarantine
- Mobile Application Management
 - Creation and Management of MAM Policies for Corporate owned devices.
- Deployment management for standard Business applications

Activities undertaken outside of Managed Service Scope

- None

Licensing

In scope – none

Activities undertaken outside of Managed Service Scope

- Review of Azure and Office 365 licencing renewals and provide renewal options
- Advise UKAD on Microsoft licencing vehicles and align to UKAD licencing requirements (MPSA, OVS, Azure Enterprise Agreement)
- Renegotiation of all Microsoft licensing on an annual basis
- Provide advice and guidance to UKAD for licencing renewals and identify cost savings

Ticketing and Reporting

- Provide Service Desk solution
 - Dedicated UK service desk and UK phone number
 - Dedicated support email address
 - Dedicated Office 365 integrated Self-Service ticketing portal
- Monitor and manage support tickets and requests:
 - Maintain service availability Announcements
 - Maintain FAQs
 - Create, manage and resolve support tickets
- Provide monthly support reporting:

- Summary of months support tickets, tasks, advice
- Tickets logged, resolved, carried over to next month, Affected service categories
- Summary on Priority 1 support ticket(s)
- Summary on any SLA Breached support tickets and actions taken to prevent reoccurrence
- Top 5 support ticket loggers
- 3 Month trends – Tickets logged, Affected service categories
- Office 365 license assignment summary table
- Azure compute consumption graph
- Email Protection Graphs
 - Top SPAM Recipients
 - Top Malware Recipients
- Overall SPAM detection and Prevention

Quarterly Review Meetings

Undertake preparation for quarterly onsite review meetings for UKAD to cover:

- Arrange meeting date and prepare meeting materials and lead review meeting
- Review minutes and actions from previous quarter review
- Review Support report and performance for quarter
- Provide summary of UKAD IT estate regarding immediate issues arising (if required)
- Provide strategic guidance:
 - Office 365 technology enhancement review - Proactive review regarding Microsoft Office 365 enhancements that are relevant and of which UKAD could take advantage
 - Azure technology enhancement review - Proactive review regarding Azure enhancements that are relevant and that UKAD could take advantage of
 - Advise on Security enhancements or updated Microsoft technologies options to maintain or strengthen UKAD security stance
 - Review with UKAD plans and needs moving into following quarters
- Provide status of current IT projects being undertaken and agree future IT projects
- Review UKAD 3rd party IT projects and agree and support UKAD with supporting action/activities/advice
- Maintain and distribute meeting minutes and actions
- Undertake actions arising

Consultancy and Change Management

- Provide consultancy (projects) to UKAD for enhancements to the IT estate for the technologies summarised in Section **Error! Reference source not found.** within the terms given in Section 2 (1.8)
- Provide SharePoint Online consultancy and development for 'The Hive' Intranet and Collaboration solution

4. Out of Scope Activities

The following are the significant technical areas that are not covered by the existing Managed Service Scope.

Networking / Telephony Provision

- Hosted Skype for Telephony
 - Telephone number provisioning and allocation
 - Call hours / calling plans
 - SIP Trunk
 - Integration with Polycom desk phones & Skype client
 - Auto attendance / voicemail management
 - Call queues / hunt groups
 - No requirement for call centre / reception service
 - SLA Backed
- Networking
 - CISCO Network switches
 - CISCO Meraki Wi-fi
 - CISCO Router
 - Juniper Firewalls / Site to Site VPN and routers
 - Support UKAD LAN and Wi-fi networking issues / changes
 - SLA Backed
- Internet Service Provision
 - Dual high availability 100Mbit leased line into Telecity (provided by Virgin and BT)
 - 100Mbit internet breakout from Telecity
 - SLA Backed

IT related activities conducted by UKAD

- Hardware procurement (desktop and mobile devices)
- Mobile hardware and hardware allocation and mobile device enrolment in Intune
- To be expanded on by UKAD

Respondents must also address the following areas, and provide instances wherever possible:

Technical Competency

Evidence of competency to undertake IT support provision in a public sector body. This should relate to both the experience of the firm overall and key individual members of the team including:

- Specialist skills and relevant level security cleared personnel if required
- Compliance with relevant ISOs and Cyber Essentials Plus and the provision of annual assurance reports to UKAD

Approach to Quality and Service Provision

Brief description of your overall approach to IT support provision including:

What is your understanding of the main issues UK Anti-Doping?

- What is your analysis of the major risks facing UK Anti-Doping in relation to this service
- Procedures for maintaining information security of UK Anti-Doping data to which you may have access in the course of carrying out the service

Economics

A comprehensive budget for three years, showing the service activities proposed, with charge-out rates and budgeted hours, including any value added considerations. Preference will be given to tenders which show ingenuity in conducting the work

Quality assurance reviews of the work

The Successful Bidder shall ensure that all work conforms to relevant legislation

Background

Tenderers are required to provide information about its history; strategy; corporate structure; departments & teams and key staff leading their Tender.

Relocation

UKAD expects to relocate during the duration of this contract with part of the operation remaining in a different central London location and the remainder relocating to Loughborough. Costs for the transfer of the service should be set out in the tender.

Contract terms

Proposed contract terms must be submitted as part of the tender including which (if any) Crown Commercial Framework applies to the tender.

Appendix 2 – Forms and confirmations

Form of Tender

The completion of the documents will be taken as part of the contract between the Tenderer and UK Anti-Doping.

Please note that if any errors, omissions or mistakes are identified during the tender evaluation process UK Anti-Doping may:

- Invalidate the tender; or
- Ask the tenderer to stand by the Tender as submitted or withdraw it; or
- Allow the Tender to be amended.

To: United Kingdom Anti-Doping Limited

I/we hereby undertake to provide at the price given in the tender the Services under the terms contained within this ITT which, for the avoidance of doubt, include all of the following:

- Contract
- Specification & Pricing Matrix
- Form of Tender
- Certificate of bona fide tendering
- Declaration of criminal convictions, tax affairs and controversial situations
- Insurance cover and operational policies
- Non-canvassing, non-collusion and non-corruption certificate

Date

Signature

Name of signatory

Position in tendering
organisation

Name of tendering organisation

Bona Fide Tendering

To: United Kingdom Anti-Doping Limited

We the undersigned having read the Invitation to Tender, the Specification and associated documents annexed hereto declare and hereby certify that we are not parties to any agreement or agreements under which:

- we have communicated the amount of our tender to any other person before the time of submission of this tender
- any other tenderer was reimbursed any part of their tendering costs
- our tendered prices have been adjusted by reference to those of any other tenderer

We understand that UK Anti-Doping reserves the right to seek clarification and/or negotiate pre-tender and post tender.

We further understand that the information contained in the tender documents is confidential to other parties except as is absolutely essential for such purposes as those related to insurance matters or for the purpose of fulfilling our obligations under the Contract.

Date

Signature

Name of signatory

Position in tendering
organisation

Name of tendering organisation

Declaration of criminal convictions, tax affairs and controversial situations

To: United Kingdom Anti-Doping Limited

We the undersigned having read the Invitation to Tender, the Specification and associated documents annexed hereto declare and hereby declare that:

1. within the past five years, our organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any criminal offence.
2. we are not subject to any a judicial or administrative proceedings or decisions having final and binding effect in accordance with the legal provisions of any part of the United Kingdom, that our organisation is in breach of obligations related to the payment of tax or social security contributions, save as set out below.

3. within the past three years, except as set out below, our organisation has not:
 - 3.1 violated applicable obligations in the fields of environmental, social and labour law; your organisation is bankrupt or is the subject of insolvency or winding-up proceedings
 - 3.2 been found guilty of grave professional misconduct, which renders its integrity questionable
 - 3.3 entered into agreements with other economic operators aimed at distorting competition;
 - 3.4 created a conflict of interest that cannot be effectively remedied
 - 3.5 had prior involvement in the preparation of this procurement procedure which has resulted in a distortion of competition, that cannot be remedied
 - 3.6 shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions
 - 3.7 been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria

- 3.8 undertaken to unduly influence the decision-making process of the contracting authority, or obtain confidential information that may confer upon your organisation undue advantages in the procurement procedure
- 3.9 negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award

Conflicts of interest

In accordance with question 3.4, the authority may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure. Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform the authority, detailing the conflict in the box above. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the UK Anti-Doping should not represent a conflict of interest for the Supplier.

Date

Signature

Name of signatory

Position in tendering
organisation

Name of tendering organisation

Insurance and operational policies

We the undersigned having read the Invitation to Tender, the Specification and associated documents annexed hereto declare and hereby certify that we have and will keep in place for the duration of contract:

- Employer's liability insurance
- Public liability/third party insurance
- Policies covering Anti-Bribery
- Information Security
- Equality & Diversity
- Modern Day Slavery

Date

Signature

Name of signatory

Position in tendering
organisation

Name of tendering organisation

Non-canvassing, non-collusion or non-corruption

The essence of a formal selection process is that UK Anti-Doping receives bona fide proposals from all Tenderers.

In recognition of this principal we certify that this is a bona fide proposal. We have not fixed or adjusted the submission by or in accordance with any agreement or arrangement with any other person or party. We also certify that we have not done and we undertake that we shall not do at any time before the hour and date specified for the return of this submission any of the following acts:

- Directly or indirectly canvassed any official of UK Anti-Doping concerning the acceptance of this or any other tender or who has directly or indirectly obtained or attempted to obtain information from any such member or official concerning this or any other tender.
- Communicate with any other person other than the person calling for the submission except where the disclosure of information is necessary to obtain insurance.
- Enter into any agreement or arrangement with any person that he shall refrain from making a submission.
- To offer to pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person related to this submission;
- made or offered to make any type of payment or gift to any UK Anti-Doping employee or member or to anyone else where or not the person is directly connected to UK Anti-Doping directly connected with this Tender exercise; or
- offered or given or agreed to give any officer or member of UK Anti-Doping any gift or consideration of any kind as an inducement or bribe to influence its decision in relation to the tendering procedure.

Date

Signature

Name of signatory

Position in tendering
organisation

Name of tendering organisation

References

Organisation

Address:

Contract Name:

Telephone No:

Email Address:

Approximate Value:

Organisation

Address:

Contract Name:

Telephone No:

Email Address:

Approximate Value:

Appendix 3 - Checklist

Responsible	Date	Action
Tenderer	3:00pm, 31 May 2019	Confirmed expression of interest
Tenderer	3:00pm, 31 May 2019	Submitted any clarification questions
UK Anti-Doping	7 June 2019	Responses to clarification questions received
Tenderer	3:00pm, 21 June 2019	Submitted Tender in accordance with Appendix 1
Tenderer	3:00pm, 21 June 2019	Completed & Signed Forms at Appendix 2: <ul style="list-style-type: none"> • Form of tender • Bona fide tendering certificate • Declaration of criminal convictions, tax affairs and controversial situations • Insurance and operational policies • Non-canvassing, non-collusion or non-corruption • References
UK Anti-Doping	4 July 2019	Notification to successful/unsuccessful tenderers