



Ministry of Housing,
Communities &
Local Government

FURTHER COMPETITION

FOR

**Ministry of Housing, Communities and Local Government
(The Authority) – Telephony and Networks
CPD4121157 (revised version 27/8/21)**

**CONTRACT
UNDER FRAMEWORK RM3808 Network Services 2 (Lots 1,2
and 10)**

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1. GLOSSARY

1.1 In this Further Competition Invitation the following words and phrases have the following meanings:

“Authority” means The Ministry of Housing, Communities and Local Government, Fry Building, 2 Marsham Street, London SW1P 4DF;

“Call-Off Tender” means the tender submitted by the Supplier in response to the Buyer’s Statement of Requirements following a Further Competition Procedure;

“CCS” means the Minister for the Cabinet Office as represented by Crown Commercial Service, which is an executive agency and operates as a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;

“Contract” means the Call-Off Contract;

“Deliverables” means Goods and/or Services that may be ordered under the Contract;

“Further Competition” means the Further Competition Procedure described in Framework Schedule 7 Call-Off Award Procedure that facilitates the provision of Telephony and Networks.

“Further Competition Template and Invitation to Tender (ITT)” means this document and all related documents published by the Authority in relation to this Further Competition;

“Marking Scheme” means the range of marks that may be given to a Potential Provider depending on the quality of its response to a question which is located in the boxes next to the applicable question;

“Minimum Total Score” means the minimum score that the Potential Provider must obtain in order to be awarded the Contract;

“Order Form” means a completed Order Form Template (or equivalent information issued by the Authority) used to create a Call-Off Contract;

“Order Form Template” means the template in Framework Schedule 6 Order Form Template and Call-Off Schedules;

“Potential Provider” means a company that submits a Call-Off Tender in response to the Further Competition Invitation;

“Schedules” means any attachment to a Framework Contract or Call-Off Contract which contains important information specific to each aspect of buying and selling;

“Supplier” means the person, firm or company identified in the Order Form;

“Tender Clarifications Deadline” means the time and date set out in paragraph 4 for the latest submission of clarification questions; and

“Tender Submission Deadline” means the time and date set out in paragraph 4 for the latest uploading of Tenders.

“Total Score Available” means the maximum potential score that can be awarded for a response to a question;

2. INTRODUCTION

PLEASE NOTE THIS REQUIREMENT HAS BEEN REVISED AND RE-ISSUED UPON ADVICE FROM CROWN COMMERCIAL SERVICE (CCS). WE ARE NOW CONDUCTING THE FURTHER COMPETITION ACROSS FRAMEWORK LOTS 1, 2 AND 10. THE PUBLIC ENQUIRY SERVICE (PES) IS NO LONGER INCLUDED AND WILL BE SOURCED SEPARATELY. HOWEVER, THE PES FORMS PART OF THE CURRENT SERVICE SO DETAILS FOR THIS REMAIN IN THE DOCUMENTATION FOR INFORMATION ONLY AND IT IS CLEARLY MARKED ACCORDINGLY. OTHER THAN THE REMOVAL OF PES THE REQUIREMENT REMAINS UNCHANGED AND THERE ARE NO CHANGES TO ITT QUESTIONS OR EVALUATION CRITERIA.

- 2.1 This Further Competition Invitation relates to the Further Competition to award a three year Contract, with the option of extending for a further two years in one year increments, for Telephony and Networks.
- 2.2 This Further Competition Invitation contains the information and instructions the Potential Provider needs to submit a Tender.
- 2.3 This Further Competition is being conducted under the CCS Network Services 2 Agreement (reference RM3808) Lots 1, 2 and 10 (revised following CCS advice).

3. OVERVIEW OF INVITATION TO TENDER

- 3.1 The following appendices and schedules accompany this ITT:

- **Appendix A – Order Form (Framework Schedule 6 Order Form Template and Call-Off Schedules)**
Sets out the rights and obligations which apply to the Potential Provider and the Authority during this Further Competition as per the core terms of the contract and specific Schedules.
- **Appendix B – Statement of Requirements**
A statement issued by the Authority detailing its requirements in respect of Deliverables issued in accordance with the Further Competition Procedure;
- **Appendix C – Further Competition Questionnaire**
The questionnaire created by the Authority to test the suitability of the Potential Provider to meet necessary criteria in order to provide the required goods and associated services.

This is used to provide final scoring and decide the Supplier. The further competition questionnaire will tell the Potential Provider how their bid will be evaluated by clearly describing the evaluation model including criteria and weightings.
- **Appendix D – Price Schedule REDACTED**
To be completed and submitted by the Potential Provider with their response. This spreadsheet has been produced by the Authority and the format must not be amended. The cells highlighted in dark green will be used for the pricing evaluation.
- **Appendix E – Low Level Network Requirements (Mandatory Service) REDACTED**

This details the low level requirements for the Authority's future internet circuit and WiFi/network solution.

- **Appendix F – Low Level Mobile Telephony Requirements (Optional Service) REDACTED**

This details the low level requirements for the Authority's future mobile telephony solution.

- **Appendix G – Low Level Unified Communications Requirements (Optional Service) REDACTED**

This details the low level requirements for the Authority's future unified communications solution.

- **Appendix H – Public Enquiry Service (Information only) REDACTED**

This details a current service provided by the incumbent supplier as part of the overall contract that this ITT will replace. It is for information only and is not included in this requirement and will be sourced separately.

- **Appendix I – 2 Marsham Street Network Performance Review (Telstra Purple) REDACTED**

This is an independent summary of network performance undertaken at 2 Marsham Street in May 2021.

- **Appendix J – 2 Marsham Street Ekahau WiFi Report REDACTED**

This is an independent WiFi health validation undertaken at 2 Marsham Street.

- **Appendix K – 2 Marsham Street Floor Plans REDACTED**

These are the floor plans for the five floors occupied by the Authority at 2 Marsham Street, London SW1.

- **Appendix L – WAN Overview Topology Diagram REDACTED**

This is the current version of the wide area network topology diagram. Suppliers are to note that there are planned building moves which will result in the diagram requiring amendment.

- **Appendix M – Site List REDACTED**

This is the current version of the Authority site list. There are planned building moves which will result in the document requiring amendment. The comments column details the latest position.

- **Appendix N – Supply Chain Security Policy REDACTED**

The objective of this policy is to define the security requirements and obligations of both the Authority's service and system owners as well as suppliers of goods and services to the Authority.

- **Call Off Schedules** (1, 2, 3, 6, 7, 8, 10, 11, 12, 13, 14, 15, 16 and 18).
- **Joint Schedules** (5 and 11).

4. FURTHER COMPETITION TIMETABLE

4.1 The timetable for this Further Competition is set out in the table below.

4.2 The Authority may change this timetable at any time. Potential Providers will be informed if changes to this timetable are necessary.

- 4.3 The Authority must receive all Call-Off Tenders before the Tender Submission Deadline.
- 4.4 Call-Off Tenders received on or after the Tender Submission Deadline may be rejected by the Authority to ensure that all Potential Providers are treated fairly. The decision whether to reject a Call-Off Tender received after the Tender Submission Deadline is made entirely at the Authority's discretion.
- 4.5 Potential Providers accept and acknowledge that the Authority is not bound to accept any Tender or award a contract with any Potential Provider at all.
- 4.6 If the Authority deems that none of the tenders received in response to the Further Competition are satisfactory, it reserves the right to terminate all or part of this Procurement.
- 4.7 The Authority will not reimburse any costs incurred by a Potential Provider (including the costs or expenses of any members of its Group of Economic Operators (if acting as a Lead Contact), Sub-Contractors or advisors) in connection with the preparation and/or submission of the Potential Provider's Tender, including (without limit) where:
- This Procurement is cancelled, shortened or delayed for any reason (including, without limitation, where such action is necessary due to non-compliance or potential non-compliance with the law, including the Regulations);
 - All or any part of the ITT is at any time amended, clarified, added to or withdrawn for any reason;
 - A contract is not awarded in respect of some or all of the Goods and/or Services for which tenders are invited; or
 - The Potential Provider and/or its Tender is disqualified from participation in this Procurement for any reason, including breach of these Terms of Participation.

DATE	ACTIVITY
27 August 2021	Publication of the ITT
27 August 2021	Clarification period starts
12:00 Hours on 10 September 2021	Clarification period closes (" Tender Clarification Deadline ")
15 September 2021	Deadline for the publication of responses to Tender Clarification questions
12:00 Hours on 29 September 2021	Deadline for submission of a Tender to the Authority (" Tender Submission Deadline ")
29 September 2021	Commencement of Evaluation Process
14 October 2021	Senior Management/Financial Sign-off
15 October 2021	Potential Providers made aware of intention to award and start date of 10-day Standstill period to commence
28 October 2021	Proposed Award Date
29 October 2021	Expected execution (signature) date for Call-Off Contract

DATE	ACTIVITY
w/c 01 November 2021	Expected Contract Start Date

5. QUESTIONS AND CLARIFICATIONS

- 5.1 Potential Providers may raise questions or seek clarification regarding any aspect of this Further Competition at any time prior to the Tender Clarification Deadline.
- 5.2 If you have any questions you need to ask them as soon as possible after the procurement event is published. This is because we have a set deadline for submitting questions – the clarifications questions deadline (Refer to timelines for competition above). This gives you the chance to check that you understand everything before you submit your bid.
- 5.3 You need to send your questions through the eSourcing Suite. This is the only way we can communicate with Potential Providers. Try to ensure your question is specific and clear. Do not include your identity in the question.
- 5.4 The Authority will not enter into exclusive discussions regarding the requirements of this Further Competition with Potential Providers.
- 5.5 To ensure that all Potential Providers have equal access to information regarding this Further Competition, the Authority will publish all its responses to questions raised by Potential Providers on an anonymous basis.
- 5.6 Responses will be published in a questions and answers document to all Potential Providers who were invited to tender.
- 5.7 At times the Authority may issue communications to the email address for the Potential Provider contact provided in Appendix C (Tender Questionnaire) of the formal response, therefore please ensure that this mailbox is reviewed on a regular basis.

6. PRICE

- 6.1 A separate pricing appendix (Appendix D) has been produced by the Authority which will be issued with the ITT pack. Suppliers will be asked to complete the appendix and guidance will provide detail of how the scoring will work.
- 6.2 Suppliers are to note:
 - all prices are exclusive of VAT.
 - The currency to be used is UK Pounds Sterling.
 - all pricing shall be FIRM for the entire duration of the Contract including any optional extension periods. Indexation shall not be applied.

7. SUBMITTING A TENDER

- 7.1 You must submit your bid by the required deadline in English and through the eSourcing Suite only. Attachments are acceptable.
- 7.2 Ensure you submit your bid in good time and before the bid submission deadline.
- 7.3 A tender must remain valid and capable of acceptance by the Authority for a period of 90 days following the Tender Submission Deadline. A Tender with a shorter validity period may be rejected.

8. TENDER EVALUATION

- 8.1 Tenders will be evaluated in line with the Marking Scheme set out in Appendix C (Tender Questionnaire).
- 8.2 The Total Score Available for each questionnaire set out in Appendix C (Tender Questionnaire) is as follows:

QUESTIONNAIRE NUMBER	QUESTIONNAIRE	TOTAL SCORE AVAILABLE
1	Company Information	Information Only
2	Potential Provider Contact Information	Information Only
3	Mandatory Questionnaire	Pass / Fail
4A	The Technical Solution and Previous Experience	2.5%
4B	2 Marsham Street WiFi Improvements	23.5%
4C	Flexibility and Cost Reductions	7.5%
4D	Transition of Services	5%
4E	Future Change	5%
4F	The Ongoing Service	5%
4G	Greening Government	1.5%
4H	Assistive Technology (this will not be scored as it relates to Unified Communications, which is an optional service),	N/A
5	Social Value	10%
6A	Price – WiFi Improvements at 2 Marsham Street	10%
6B	Price	30%
Total		100%

9. CONTRACT AWARD

- 9.1 The Potential Provider that achieves the highest total score will be awarded the Contract.
- 9.2 If two or more Potential Providers obtain the highest total score, the Potential Provider with the highest score for Question 4b - “2 Marsham Street WiFi Improvements and WiFi/LAN” element of the tender evaluation will be deemed the winner and awarded the Contract.
- 9.3 If the Authority receives only one Tender in relation to this Further Competition, the Potential Provider will be awarded the Contract provided that they meet the Minimum Total Score of 80.

APPENDIX A – ORDER FORM SCHEDULE 6 - TERMS OF THE FURTHER COMPETITION

1. INTRODUCTION

- 1.1 Sets out the rights and obligations which apply to the Potential Provider and the Authority during this Further Competition as per the core terms of the contract and specific Schedules.
- 1.2 All Call-Off Schedules and Joint Schedules applicable to this Call-Off contract are detailed within Framework Schedule 6 Order Form Template and Call-Off Schedules (see table below and separate attachments).

Call Off Schedule	Description	Issued with ITT	Required for Contract and will be finalised at award
1	Transparency Reports	X	
2	Staff Transfer	X	
3	Continuous Improvement	X	
4	Call Off Tender		X
5	Pricing Details		X
6	ICT Services	X	
7 v2	Key Supplier Staff	X	
8	Business Continuity & Disaster Recovery (BCDR)	X	
9	Security		X
10	Exit Management	X	
11	Installation Works	X	
12	Clustering	X	
13	Implementation Plan & Testing	X	
14	Service Levels	X	
15	Call Off Contract Management	X	
16	Benchmarking	X	
17	MOD Terms	N/A	N/A
18	Background Checks	X	
19	Scottish Law	N/A	N/A
20	Call-Off Specification		X

21	Northern Ireland Law	N/A	N/A
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Joint Schedule	Description	Issued with ITT	Required for Contract and will be finalised at award
1	Definitions and Interpretation		X
2	Variation Form		X
3	Insurance Requirements		X
4	Commercially Sensitive Information		X
5	Corporate Social Responsibility	X	
6	Key Subcontractors		X
7	Financial Difficulties		X
8	Guarantee	N/A	N/A
9	Minimum Standards of Reliability	N/A	N/A
10	Rectification Plan		X
11 v2	Processing Data	X	
12	Supply Chain Visibility	N/A	N/A

APPENDIX B – STATEMENT OF REQUIREMENTS

1. INTRODUCTION AND BACKGROUND TO THE AUTHORITY

- 1.1 The Ministry of Housing, Communities and Local Government (The Authority) is a central government department whose role is to create great places to live and work, and give more power to local people to shape what happens in their area.

2. OVERVIEW OF REQUIREMENT

- 2.1 The Authority have a contract with Daisy Corporate Services for the provision of desktop telephony, site internet access, WiFi and a public enquiry service, as well as a contract for mobile telephony with Gamma. These contracts, through which services

are also consumed by the Planning Inspectorate (PINS), the Valuation Tribunal Service (VTS) and the Ebbsfleet Development Corporation (EDC), expire on 14th May 2022 (Daisy services) and 12th December 2021 (Gamma service). This requirement seeks a Supplier to provide Internet Circuits, Networks/WiFi, Unified Communications and Mobile telephony for three years, with an option of a further two years to be taken in one year increments.

- 2.2 Whilst the above is the current position, the longer term view is that the Authority is at a transformational point due to several factors; an increase in remote working, technology that supports hybrid working, the need to increase efficiencies and projects such as 'Beyond Whitehall' which will see a large move of staff out of London and into regional offices. This transformation will see changes to the size and number of sites (both up and down) and a significant reduction in desktop telephony across all sites. Services provided through this contract will need to be able to cater to these changes as and when the Authority identifies them.
- 2.3 The current user number is made up of 2,900 Authority staff, 1,000 PINS staff, 65 VTS staff and 35 EDC staff.
- 2.4 It is currently envisaged that 4,000 users (in the Authority, PINS, VTS and EDC) will be in scope of this requirement. These staff are located across 24 sites (see Appendix M) but there are a number of office moves underway and this is subject to change. There is a possibility that the wider Authority group (see list below and in Schedule 12) may be interested in securing all or some of the services during the term of the contract, at the Authority's discretion.
- 2.5 Should there be any machinery of government changes, or the Authority take on additional bodies during the contract period, the Authority reserve the right to permit them to secure services through this contract at the agreed rates.

The wider Authority group

Executive agency

- [Queen Elizabeth II Conference Centre](#)

Executive non-departmental public body

- [Homes England](#)
- [Housing Ombudsman](#)
- [Leasehold Advisory Service](#)
- [Regulator of Social Housing](#)

Advisory non-departmental public body

- [Building Regulations Advisory Committee](#)

Tribunal non-departmental public body

- [Valuation Tribunal for England](#)

Public corporation

- [Architects Registration Board](#)

Other

- [Local Government and Social Care Ombudsman](#)
- [UK Holocaust Memorial Foundation](#)

- 2.6 At a high level, the procurement strategy is to contract for two mandatory services which are intrinsically linked – internet circuits and networks/WiFi (which includes switches, firewalls, WiFi access points and associated support) – see table 1 below.
- 2.7 There are also two optional services which are unified communications and mobile telephony, which the Authority will take at its discretion following the evaluation of supplier bids. For the avoidance of doubt, the Authority will decide whether to take all, some or none of those optional services but realises the value in having one Supplier deliver all. Where some or none of the optional services are taken, the remaining optional services will be procured separately in advance of the expiry of their respective contracts and the supplier will be required to work collaboratively with these Supplier(s) to ensure the best service outcomes for the Authority.

Suppliers are to note that the price and quality evaluation will be for the mandatory services only. However, the Authority will choose to take all, some or none of the optional services, from the successful supplier, at the price submitted, at its discretion. Therefore, suppliers must provide pricing for all mandatory and optional services. The decision to take the optional services will be based on best fit and value for money.

Table 1

Service	Mandatory/Optional
Internet Circuits	Mandatory (Evaluated)
Networks/WiFi (including switches, firewalls, WiFi access points and associated support.	Mandatory (Evaluated)
Unified Communications	Optional (Not Evaluated)
Mobile Telephony	Optional (Not Evaluated)

- 2.8 Although the Authority are satisfied with the WiFi service provided by Daisy in our regional offices, there have been issues with the WiFi service at our central London HQ building. In light of this, the Authority wish to transition the current WiFi service to the successful supplier before the end of the Daisy contract and for them to improve the WiFi solution at 2 Marsham Street within three months of contract commencement.
- 2.9 Other elements of the service such as the Public Enquiry Service (which handles calls from the public), unified communications and internet circuits will remain with Daisy up until the end of the contract in May 2022. Mobile telephony will remain with Gamma

up until the expiry of that contract in December 2021. The Authority is mindful of the long lead times for provision of internet circuits and the Supplier is required to provide a plan which details the transition of all mandatory and optional services. Although the transition plan (see Schedule 13) will need to include both the mandatory and optional services, the Authority will only evaluate on the transition of the mandatory services.

- 2.10 The staggered approach to the implementation of the replacement services provides flexibility to pivot in response to a change in the Authority's requirements for Digital services following Covid-19 and our Beyond Whitehall initiative (a project to move staff out of London and into our regional offices). Our rationale for staggering delivery of these services between now and May 2022 is that a phased approach will ensure the department achieves high quality and value for money for each service.
- 2.11 Given the business impact of the Covid-19 pandemic, the Authority, PINS, VTS and EDC will be adopting a hybrid working model following the lifting of restrictions. Through our new contract, It is imperative that the successful Supplier provides us with the necessary flexibility to scale services up and down whilst reducing costs.
- 2.12 The Authority has provided further detail on its specific requirements for the new service at Appendix E, F and G but a high level outline of what we are seeking is as follows:
- Internet Service (from May 2022): Provision of a fully managed service for Dedicated Internet Access (DIA) circuits to a number of sites (as defined in the pricing matrix – Appendix D) across England and potentially other areas of the UK, typically two circuits per site.
 - Network/WiFi Service (Improve WiFi and take on network services within three months of contract commencement), as well as provision of a fully managed Local Area Network (LAN) and WiFi service at a number of current (see appendix M) and future sites. This will require taking on an existing fully managed service of a Cisco Meraki solution with embedded Software Defined Wide Area Network (SDWAN) and Cisco Meraki WiFi Access Points. At our 2 Marsham Street site, the existing Cisco Meraki WiFi solution is not performing as needed and will need to be changed/upgraded/replaced as decided by the supplier. New sites may have whatever Local Area Network and WiFi solutions the supplier decides upon, provided that SLAs are met or exceeded and that spare Cisco Meraki is utilised if there is any.
 - Optional Unified Communications (UC) Service (from May 2022):

Using a supplier fully managed SIP platform for inbound delivery of our 0303 numbers with a Teams Direct Routing SBC, the Authority internally delivers an M365 service with E5 licencing for PSTN calling in Microsoft Teams. The SIP/SBC platform also allows for a separate fully managed hosted Mitel PBX service for up to 4,000 users. This combined solution allows for integration between Teams and desk phones with call transfers, one 0303 phone number regardless of which platform the user is on and the ability for staff who are set up on both Teams & Mitel desk phones to have inbound calls ring on both platforms simultaneously with the users choosing which platform to answer on.

We wish to continue to be able to use our own E5/Microsoft Teams solution, with a PSTN calling solution provided by the Supplier that we can integrate Teams with.

We wish to still have a separate (not provided through our M365 service) desk phone capability that runs from May 2022, but expect this to include a substantially reduced number of desk phones. Where users opt for both a desk phone and Teams, calls for a particular user should be capable of being delivered to one or both of these solutions (as determined by the user).

Additionally, we wish to utilise our existing range of 0303 numbers for the delivery of inbound telephone calls, along with the ability for our staff to be able to receive their phone calls via their 0303 number on their Teams app or desk phone as they choose (if they have opted for a desk phone as well). Finally, calling between the Microsoft Teams and desk phone environments should be possible, with callers/users only having one extension number to call regardless of which phone service (PBX or Teams) the recipient is working upon.

- Optional Mobile service (from May 2022):

The Authority utilises Apple iPhones 7 or later on the Three network to provide a corporate mobile solution. We are seeking a replacement mobile telephony service that we will move our current iPhones onto and that we can purchase replacement phone handsets through. The service will need to offer access to an alternative network for some users where the primary network coverage is not sufficiently good enough in the area the member of staff works. Some Authority staff work flexibly on their laptops in different locations or whilst travelling, so data connectivity is often more important than voice.

3. CONTINUOUS IMPROVEMENT

- 3.1 It is imperative that the new contract provides flexibility in scaling services up and down, as well as delivering cost reductions. The Authority expect Suppliers to identify opportunities for doing so throughout the life of the contract.
- 3.2 The Authority expects the successful Supplier to provide regular updates of any incentives, training/seminars and new features that have become available.
- 3.3 The Supplier should seek to offer improvements/enhancements to their services to provide best value for money to the Authority at all times.
- 3.4 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.

4. QUALITY

- 4.1 The Authority require that the Supplier has a proven track record of providing the mandatory services and is able to improve the WiFi service at 2 Marsham Street.
- 4.2 The Authority requires that the Supplier can work collaboratively with its current Suppliers and has positive business relationships with other suppliers in the industry.

- 4.3 Suppliers will be required to detail examples of providing these services to similar organisations and provide references.
- 4.4 It is imperative that the Supplier improves the WiFi service at 2 Marsham Street such that users are able to connect their device to the WiFi network, unexpected disconnections are minimal, throughput is consistent, packet loss is within acceptable limits and the experience of using the network is generally positive. This is a key factor on which the new service will be perceived by our staff. The Authority have engaged a third party to test the WiFi solution at 2 Marsham Street and detailed reports of their findings (including signal strength and interference across each of the floors) are included at appendix I and J.

5. SERVICE LEVELS AND PERFORMANCE

The service levels are fully defined in Schedule 14. Please also note the following:

- 5.1 Invoicing should be accurate. Invoices are to include, as a minimum, a valid purchase number, an accurate description of the work completed and a cost that can be reconciled with a prior quote.
- 5.2 The Authority expects that the Supplier will attend ad-hoc meetings, at their own cost, where there has been a significant failure in the service.
- 5.3 The Authority expects that designs for both the individual elements of, and the overarching service, are kept up to date throughout the contractual period. The Authority will own the designs.

6. LOCATION

- 6.1 Services will be required to be carried out remotely and, where necessary, engineers will need to visit Authority Group offices at varying locations across the UK. The Authority headquarters office is in 2 Marsham Street, London SW1 and addresses of all regional sites are included in the ITT pack (see appendix M).
- 6.2 Suppliers are to note that there are a number of office moves that are either underway or will happen in the coming year/s. This will include the creation of a new Authority HQ building in Wolverhampton to complement that in London. The ITT pack provides an accurate picture at the current time but this is subject to change.

7. BACKGROUND

- 7.1 The services that the Authority will procure through this contract will underpin our IT solution and it is imperative that the department has continuity beyond the expiry of current contracts. The services, aside from the WiFi service at 2 Marsham Street, are held in high regard by staff and, through this contract, the department expects to:
- Transition services before the end of current contracts.
 - Improve the WiFi service at 2 Marsham Street.
 - Build flexibility into the new contract.
 - Reduce costs.

- Introduce, where possible, new services which will help deliver efficiencies and, in turn, help the Authority to deliver its objectives.
- 7.2 The Covid-19 pandemic has impacted organisations across the globe and, at very short notice, changed the way we work and deliver our objectives. As well as having an impact on current working practices, the pandemic will also have a big impact on how we work moving forwards. The Authority will introduce a hybrid working model where staff can be flexible with regard to how, when, and where they work. Our technology provision has been a key facilitator of this but the Authority realises that change in technology is constant and we must take advantage of these changes. It is important that the Authority contracts with the right Supplier who we can work with collaboratively to implement and facilitate further changes.
- 7.3 In light of changes to the way the Authority works, this contract will need to provide flexibility and not restrict the Authority to a rigid operating model. The Authority's staff numbers have steadily increased in the last few years, new sites have opened and working practices have changed. The introduction of new functionality (e.g. PSTN calling through Teams) will reduce the requirement for a large volume of desk phones and there will no doubt be other changes that will affect how the Authority works. Flexibility in delivery models, service provision and pricing will help to facilitate change and ensure that the Authority receives value for money from future services.
- 7.4 The Authority operates services using a mix of in-house and external suppliers to deliver best fit for the Authority. To support this we utilise the ServiceNow ITSM tool and some Suppliers have direct access to this to progress incidents and/or requests. Additionally, we utilise a 3rd party service desk Supplier who acts as the primary service desk for staff to log incidents and requests regardless of which service the incident/request relates to. This Authority service desk will also work directly with other Supplier service desks to ensure that tickets are appropriately logged, tracked and resolved. The Authority preference is that new Suppliers integrate at a process level with our existing service desk (technical integration is not required), however where necessary the Authority does allow staff to contact Supplier service desks directly, though only where this is the best fit and agreed by both parties.

8. SPECIFICATION

- 8.1 The Authority is seeking the provision of a new three year contract to provide internet circuits, network services and WiFi, with the Authority having the discretion to contract for optional services which include unified communications and mobile telephony. The contract will include the option of extending for two years in one year increments. As detailed above, the Authority would like the Supplier to take on and improve the WiFi service within three months of contract commencement and ensure internet circuits are installed/novated, where possible, before the end of the Daisy contract in May 2022. All services apart from Networking/WiFi will remain with Daisy and Gamma until their respective contracts end.

9. OUTCOME LETTERS AND CALL OFF CONTRACTS

- 9.1 Upon contract award Potential Providers will be notified of the tender outcome via the eSourcing portal

10. GDPR

- 10.1 See Joint Schedule 11.

11. SECURITY

11.1 See Call Off Schedule 9.

12. PENETRATION TEST

A penetration test, also called a *pen test* or *ethical hacking*, is a cybersecurity technique organisations use to identify, test and highlight vulnerabilities in their security posture.

12.1 The new solution will require an annual PEN test. The Authority's intention is that the Supplier will arrange and pay for the first, and the Authority will then decide who will carry out the PEN tests thereafter (Supplier or the Authority). The Authority will pay for the annual PEN tests following the first one.

12.2 The Authority's cyber team will assure the new solution.

13. GREEN REQUIREMENTS

13.1 The Authority is committed to the UK Government's 'Greening Government' agenda and vision which will embed sustainable development in its procurement and operation.

The Authority aims to:

- Make more efficient use of ICT. Any proposals should include options for out of hours energy saving and standby options for e.g. handsets.
- reduce travel through the use of web-conferencing / desktop video and smarter working.
- commit to innovative green ideas, which reduce waste, maximise energy efficiency, productivity and improve performance.
- reduce consumable consumption through e.g. electronic billing and reporting.
- promote smarter ways of working through adoption of mobile technologies, flexible and remote working.

13.2 The Supplier must demonstrate in its response a commitment to environmental and social sustainability throughout its supply chain and business operations.

SOCIAL VALUE

The Government must take account of Social Value in all of its contracts, i.e. how the contract might secure wider social, economic and environmental benefits that are relevant and proportionate through the delivery of this service.

The Supplier response must therefore demonstrate how the contract will yield benefits in the following areas:

- Covid-19 recovery (helping local communities to manage and recover from the impact of covid-19).
- Fighting climate change (effective stewardship of the environment) e.g. local staff, local suppliers and local work reducing the carbon footprint.
- Eliminate discrimination, harassment or victimisation of any kind; and advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

Joint Schedule 5 details corporate social responsibility and what the Authority expects from our Suppliers.

APPENDIX C – FURTHER COMPETITION QUESTIONNAIRE

1. INTRODUCTION

- 1.1 Appendix C sets out the questions that will be evaluated as part of this Further Competition.
- 1.2 The following information has been provided in relation to each question (where applicable):
 - Weighting – highlights the relative importance of the question;
 - Guidance – sets out information for the Potential Provider to consider when preparing a response; and
 - Marking Scheme – details the marks available to evaluators during evaluation.

2. DOCUMENT COMPLETION

- 2.1 Potential Providers **must** provide a response to every question in the blue shaded boxes. All responses must be in Arial font, no less than size 11.
- 2.2 Potential Providers **must not** alter / amend the document in any way.
- 2.3 Potential Providers **must not** submit any additional information other than that specifically requested in this document (attachments are acceptable).
- 2.4 Potential Providers must complete and upload Appendix D Price Schedule.

3. RESPONSE TEMPLATE

1	COMPANY INFORMATION/CONTACT DETAILS	Weighting 0%
1.1	Please state your full company name and address	
1.2	Please state your company number	
1.3	Please state if your company is an SME Yes/No	
1.4	Please state the contact's name	
1.5	Please state the contact's telephone number	

1.6	Please state the contact's e-mail address	
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2	INFORMATION ONLY	Weighting 0%
2.1	<p>Please provide details of any sub-contractors you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their;</p> <ul style="list-style-type: none"> Trading Name(s) Registered Address(ees) and contact details <p>Goods/Services to be provided</p>	

3 PASS/FAIL QUESTIONNAIRE		Pass/Fail 0%	
Please Note: The following question are Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement. The Potential Provider should confirm by deleting the inappropriate answer.			
3.1	Have you read, understood and accepted the Bid Pack and all associated attachments?	Yes	No
3.2	Do you agree, without caveats or limitations, that in the event that you are successful, the Terms and Conditions of CCS Framework Agreement RM3808 and those detailed in Appendix A/Framework Schedule 6 and accompanying Schedules will govern the provision of this contract?		
3.3	Do you confirm your Organisation's e-Sourcing suite profile is complete and accurate at the time the bid closed and that any amendments made following acceptance of this event will be notified to the buyer in writing?		

4	QUALITY QUESTIONNAIRE	Weighting 50%
<p>The following marking scheme will be used to assess the responses provided to the questions in section 4:</p>		
100	<p>An excellent comprehensive response that more than adequately meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence. Solutions proposed use best practice configurations or recommendations, are well suited to meet the requirement, well understood by the Supplier and/or well supported by the Vendor. Processes are well designed/normalised/pro-active and automated whenever possible. Manual</p>	

	processes are avoided as much as practical. The answer may also demonstrate a high degree of flexibility or ability to respond to future needs.
75	A good response that meets the requirements with good supporting evidence. Demonstrates good understanding. Supporting evidence generally confirms the requirements can be met with few weaknesses. Solutions mostly utilise best practice configurations or recommendations, are suitable for the requirement, there is a good level of confidence the solutions and processes proposed are well understood and supportable by the Supplier. Manual processes are sometimes used in place of automation. There is some degree of pro-active activity in place to avoid issues.
50	Meets the requirements – the response generally meets the requirements but lacks sufficient detail to warrant a higher mark. Key elements of the answer rely on non-standard configuration or design and there are concerns that the supplier has not fully understood the requirement or will not be able to fully support it. Much of the response indicates a reliance on bespoke or manual processes that are reactive in nature.
25	A poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements. Solutions do not appear to be a good fit for the requirement or require a high degree of customisations.
0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.

Section 4A - The Technical Solution and Previous Experience

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4A (1)	Supplier to outline their technical solution for delivery of internet connectivity and networks/WiFi for existing and future sites	1%	Appendix E	<p>Provide a technical explanation of the services and components you intend to use for internet circuits and how these will deliver the required technical requirements whilst remaining secure. Diagrams and design documents should be included as necessary. The Supplier should be clear on whether any design or diagrams are generic examples or specific drafts for this proposal. The Supplier may include links to relevant vendor hardware or software but should ensure that within the response there is already sufficient information for the Authority to assess the answer.</p> <p>Provide a technical explanation of the services and components you intend to use for delivery of LAN and WiFi services at sites. Diagrams and Design documents should be included as necessary. Specifically ensure that your answer addresses:</p> <p>A) sites (excluding 2 Marsham St) that are currently using Cisco Meraki equipment for networking and WiFi where you are talking on this equipment/service,</p> <p>B) The 2 Marsham St site which comprises Cisco Meraki equipment for networking and WiFi where you are taking on the network element as is and amending WiFi as you deem necessary</p> <p>C) New sites which could comprise of Authority owned spare Cisco Meraki equipment, a mix of existing Cisco Meraki and new equipment or entirely new equipment as there is no available Cisco Meraki equipment to re-use.</p> <p>New sites should also have consideration for the sizing of network equipment such as firewalls with appropriate recommendations to meet typical requirements.</p> <p>Confirm how the networking/WiFi solution is technically secure including secure administration, output of logs and updating of relevant Indicators of compromise/exploit behaviours used by Firewalls at Authority sites or other locations.</p> <p>Identify any equipment that will need to be hosted outside of the Authority location and confirm how this will be kept up to date and secure.</p> <p>Note that section 4B requires detailed technical information on elements of WiFi provision and so suppliers should ensure responses across section 4</p>

				<p>reflect an overall set of answers with a minimum of duplication except where that is necessary.</p> <p>Please note that the response should relate to the Mandatory services only.</p>
4A (2)	<p>Unified Communications optional service.</p> <p>Supplier to outline the technical solution that their service delivers for provision of UC services</p> <p>This response is not evaluated</p>	0%	Appendix G	<p>Provide a technical explanation of the desk phone PBX service you can provide which is secure and not part of the Authority's Microsoft365 E5 licencing solutions.</p> <p>Confirm how handsets are able to connect to any data centre service regardless of whether the handset is in a site where network and internet connectivity are provided by the Supplier or another provider.</p> <p>Confirm how ACD type solutions are supported to allow the Authority to run several small internal helpdesks.</p> <p>Given the move to working in both the office and at home over the course of a week, confirm how the PBX solution facilitates Authority staff to work flexibly in this manner</p> <p>Provide a technical explanation of the PSTN calling capability you can provide to allow the Authority's Microsoft365 E5 Teams application to make and take PSTN phone calls.</p> <p>Confirm how your UC solution provides the ability to act as one service regardless of whether a member of staff wants to use a desk phone, Microsoft Teams or both in the course of their working day. In particular outline how:</p> <p>A) Inbound calls to their 0303 number can be delivered to the user's choice of device(s) (e.g. Desk phone, Microsoft Teams or both simultaneously)</p> <p>B) How users on both desk phones and Microsoft Teams can make internal calls to others in the Authority regardless of whether the recipient of the call is using a desk phone or Teams client, and in particular without the dialling party knowing which device the recipient is currently using.</p> <p>C) Transfer calls from the device they have used to answer a call, to another party in the Authority who may be on PBX or Microsoft Teams, or both.</p> <p>D) How users of the UC service are able to identify the right person or phone number to call a particular user.</p>

				<p>Confirm whether from a user perspective they will only identify as having one phone number, regardless of how technically the call is routed to their device.</p> <p>Provide a technical explanation of how the Authority existing 0303 number range can be moved across to the new solutions</p> <p>Confirm that the existing 3 outbound CLIs (1 for the Authority staff, 1 for PINS staff and 1 for VTS staff with having their own defined extension ranges) can be maintained and that the right CLI can be presented for a user regardless of whether they are using a desk phone or Microsoft Teams to make a call.</p> <p>Where appropriate provide diagrams and designs to support the explanations above, being clear on what is an example and what is a proposed design for the Authority.</p> <p>Please note that the response should relate to the UC Optional service only.</p>
4A (3)	<p>Mobile - optional service.</p> <p>Supplier to describe the mobile network solution they would provide for provision of mobile connectivity to the Authority's corporate iPhones.</p> <p>This response is not evaluated</p>	0%	Appendix F	<p>Provide an overview and technical explanation of the mobile network service you can provide to the Authority.</p> <p>Confirm what would be the expected (but not guaranteed) network service capabilities (voice, data and type of data connection such as 4G) indoors for iPhone 7 or later users, at each of the sites in the site list.</p> <p>Confirm how your service will be able to provide improved connectivity within Authority sites if the normal network provision in that location is not sufficiently good for staff to use their corporate mobiles for voice and data</p> <p>Confirm any technical solutions that you can provide for staff who have consistent difficulty in achieving sufficient network coverage in a location they use their phone in often (for example at home).</p> <p>Confirm any technical solutions that you can provide that allow staff to ad-hoc use an alternative mobile network in locations that do not have sufficient coverage on the primary network. Any technical information</p>

				<p>should confirm how this solution is implemented on an Apple handset, if it requires pre-setup manually on the device and whether this can be done by the Authority prior to shipping the iPhone to a user. As the Authority uses Intune to manage iPhones, confirm if this prevents any relevant handset configurations from being made.</p> <p>Detail how excessive mobile charges can be prevented automatically and pro-actively, for example because a phone is stolen or because a phone is taken abroad without the Authority's knowledge.</p> <p>Please note that the response should relate to the Mobile telephony Optional service only.</p>
4A (5 - Part 1) The service and previous experience of providing internet circuits and network services/WiFi.	<p>Suppliers are required to provide a case study of providing internet circuits where an established service exists and a case study of improving network/WiFi services. This should include an example of where they have upscaled resource rapidly to meet an urgent requirement. Suppliers are to provide references that the Authority may contact.</p> <p>As stated in the requirements document, the internet circuit and networks/WiFi Supplier will be required to work collaboratively with both the service desk and, where necessary, other Authority suppliers. Suppliers are required to detail how they will</p>	1.5%	Appendix E	<p>Suppliers are to provide two relevant case studies. One outlining the provision of internet connectivity within a similar timescale to the Authority requirements where an existing service already exists and therefore there are the complexities of additional space, power and structured cabling required as the existing service cannot be turned off during implementation.</p> <p>The second should demonstrate the capabilities of the provider to provide a quality network and wifi service within a high-density location and/or poorly performing wifi service. Provide evidence that the supplier has the existing capability, tools and experience to correctly design and tune a wifi solution where the environment is challenging, preferably in a way that is similar to what the Authority is experiencing in it's 2 Marsham St location (see Appendix I and J for detailed information). Both can be public or private sector. Suppliers are to provide references that the Authority can contact.</p> <p>Suppliers are to detail how they intend to work with the Authority's service desk and other suppliers. Suppliers are also required to provide detail of how they will work with other non-Authority third party suppliers to ensure that the Authority receive a quality service.</p> <p>Suppliers are to detail how other relationships they have in the industry may be of benefit to the Authority.</p> <p>Please note that examples in this section should relate to the Mandatory services and not the Optional services.</p>

	<p>work collaboratively with other third-party Suppliers to ensure that the Authority receives a quality service.</p> <p>Suppliers are to confirm that they can deliver all of the requirements marked as Mandatory in appendix E.</p>			
<p>4A (5 - Part 2)</p> <p>The service and previous experience of providing Unified Communications and mobile telephony.</p>	<p>Suppliers are to confirm that they are able to deliver all of the requirements marked as Highly Desirable in appendix F and G.</p> <p>This response is not evaluated</p>	0%	Appendix F, G and H	<p>Suppliers are to provide two relevant case studies of providing unified communications and mobile telephony to similar organisations – these can be public or private sector. Suppliers are to provide references that the Authority can contact.</p> <p>The case studies should include examples of upscaling resource at short notice to meet an urgent requirement and may include quotes from recipients of the service.</p> <p>Suppliers are to detail how they intend to work with the Authority's service desk and other suppliers. Suppliers are also required to provide detail of how they will work with other non-Authority third party suppliers to ensure that the Authority receive a quality service.</p> <p>Suppliers are to detail how other relationships they have in the industry may be of benefit to the Authority.</p> <p>Please note that examples in this section should relate to the Optional services and not the Mandatory Services.</p>

Section 4B - 2 Marsham Street WiFi Improvements and WiFi/LAN Service

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (1) 2 Marsham Street WiFi improvement	Suppliers are to confirm that they can meet or exceed all low-level requirements (see	3%	Appendix E, I, J, K, L and M.	Suppliers are to review the low-level requirements at Appendix E and confirm that they can meet or exceed them. Where they can be exceeded, the Supplier is required to detail how. The response to this question should not include any pricing information.

s and WiFi/LAN service.	Appendix E) pertaining to the ongoing provision of the WiFi and LAN service (both at 2 Marsham Street and at our regional sites). Confirm any key points or requirements where this will not be possible.			Suppliers to confirm whether they are unable to meet any of the low-level requirements and, if so, why that is. Please note that the response should relate to the Mandatory services only.
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Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (2)	Administrative access to the Network/WiFi solutions is very desirable to the Authority. Suppliers to confirm whether administrative access to the Cisco Meraki solution will remain available to Authority staff (The Authority is content to agree the criteria for who should have access to ensure that the risk of service issues is minimised and that issues caused by the Authority personnel will not be subject to SLA).	0.5%	Appendix E Schedule.14 Schedule 9	Supplier to confirm that administrative access to the networks and WiFi solution is possible, detailing which systems they can provide administrative access to the Authority. Supplier to confirm how the administrative access will work and what the criteria for access will be. Supplier to confirm whether administrative access will be constant or whether it will need to be requested as and when necessary. Supplier to confirm how quickly they will be able to provide/remove administrative access if required. Please note that the response should relate to the Mandatory services only.

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
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4B (3)	Administrative access to the Network/WiFi solutions is very desirable to the Authority. Suppliers to confirm whether administrative access to the additional network/WiFi solutions you are proposing to provide for the Authority service will be available to the Authority. The Authority is happy to agree the criteria for who should have access to ensure that the risk of service issues is minimised and that issues caused by the Authority personnel will not be subject to SLA.	0.5%	Appendix E Schedule.14 Schedule 9	<p>Supplier to confirm that administrative access to the additional networks and WiFi solution is possible, and which systems that can provide access to by the Authority.</p> <p>Supplier to confirm how the administrative access will work and what the criteria for access will be.</p> <p>Supplier to confirm whether administrative access will be constant or whether it will need to be requested as and when necessary.</p> <p>Supplier to confirm how quickly they will be able to provide/remove administrative access if required.</p> <p>Please note that the response should relate to the Mandatory services only.</p>
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Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (4)	Suppliers are to provide an example of where they have resolved a similar WiFi issue involving users being unable to connect and/or performance issues in high density environments as that at 2 Marsham Street, for another Authority. The example should include, but not be limited to the issue, steps taken, timescales and the result	1.5%	Appendix I, J and K.	<p>Suppliers to provide an example as requested. The example, where possible, should be similar to the problems the Authority is experiencing in 2 Marsham Street.</p> <p>Suppliers may want to include:</p> <ul style="list-style-type: none"> • How they researched the issue and came up with a suitable solution. • What third parties they involved (if any). • How they implemented the fix (steps taken). • How long did it take to implement the fix and what resource was required. • Whether new hardware was required. • What tools were utilised • How the environment was confirmed to be operating successfully.

	of the changes made on performance.			<ul style="list-style-type: none"> • What monitoring processes or solutions were provided • How the environment was maintained • How “not” spots were identified and dealt with • What was the change in performance (Suppliers may want to include graphs, reports, feedback etc). • Whether performance continued to be at a good level following the changes. <p>Please note that the response should relate to the Mandatory services only.</p>
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Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (5)	Suppliers are to detail their working relationships with third party suppliers in the industry (e.g. Cisco, Aruba, HP) and where, through these relationships, they believe they can add value in resolving the 2 Marsham Street WiFi issues.	0.5%	Appendix E, I, J and K.	<p>Suppliers are to provide detail of their working relationships with other third party suppliers in the industry.</p> <p>Suppliers are to evidence how, through those relationships, they believe they can add value in resolving the specific WiFi issues at 2 Marsham Street. For example if Vendor A's solution is being proposed, demonstrate how the relationship or engagement the supplier has with Vendor A add's value to the solution proposed.</p> <p>Please note that the response should relate to the Mandatory services only.</p>

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
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4B (6)	<p>Suppliers are to provide a detailed implementation plan for how they will improve the WiFi solution at 2 Marsham Street within three months of contract commencement. The plan will need to include, but not be limited to, technical change, hardware/software requirements, testing, timescales, resource requirements (Supplier and the Authority), and alignment of third parties that may be involved in delivery.</p> <ul style="list-style-type: none"> Suppliers are to note that the Authority expects the improvements of the WiFi service to be delivered within three months of contract commencement and are to confirm whether this is achievable. The Supplier is to confirm that they will have skilled resource available to deliver this and that they will have no issue sourcing any hardware they may require. 	1.5%	<p>Appendix E, I, J, K and N.</p> <p>Schedule 13</p>	<p>Suppliers are to provide a detailed plan of how they will improve the WiFi solution at 2 Marsham Street. The Authority have a requirement for the solution to be improved within three months of contract commencement.</p> <p>The plan will need to include:</p> <ul style="list-style-type: none"> Phases, gateways and milestones (where appropriate). The critical path. Technical change. Hardware and software requirements. Testing. Timescales. Resource requirements (Supplier and the Authority). Involvement of third-party resource. <p>Suppliers are also required to confirm that their skilled resource, and that of other third parties they use to improve the WiFi service, will be readily available to commence the work.</p> <p>Suppliers are to confirm whether the improvements to the WiFi solution can be made within three months of contract commencement. They are to assume that any requirements of the Authority (e.g. resources, building access, deliveries, storage etc) will not be an issue.</p> <p>Suppliers are to confirm that any additional hardware required to improve the WiFi solution at 2 Marsham Street can be sourced without issue.</p> <p>Please note that the response should relate to the Mandatory services only.</p>
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Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (7)	<p>After consideration of the 2 Marsham Street independent WiFi report, and the floor plans (see appendix I, J and K), Suppliers are to explain their technical solution for resolving the issues with the WiFi at 2 Marsham Street. The Authority are keen to understand why Suppliers believe the solution they are proposing will improve the service.</p> <p><i>Any reference to price should not be included in the quality section of the Supplier response.</i></p>	3%	Appendix E, I, J and K	<p>Suppliers are to provide a detailed technical solution of how they will resolve the WiFi issue at 2 Marsham Street.</p> <p>Suppliers are to evidence why they believe their proposed solution will improve the service. This may include how they are going to work with other third party suppliers to ensure the service is improved.</p> <p>Suppliers are to quantify how much of an improvement they expect to see at 2 Marsham Street following resolution of the issues.</p> <p><i>Please note that the response should relate to the Mandatory services only.</i></p>

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (8)	Supplier to confirm how they will monitor and identify network/WiFi environmental issues (as opposed to hardware failures for example) from both the technical and user level in the existing Meraki environment sites, the improved 2 Marsham Street site and new sites	3%	<p>Appendix E, L and M</p> <p>Schedule 14</p>	<p>Suppliers are to confirm how they will monitor and identify network/WiFi environmental issues (as opposed to hardware failures for example) from both the technical and user level in the existing Meraki environment sites, the improved 2 Marsham Street site and new sites during the contract period.</p> <p>Suppliers are to detail how they will be able to proactively identify that a site, part of a site or groups of users are experiencing issues relating to the performance of the network/WiFi whilst it is operating in a business-as-usual state.</p>

	over the course of the contract. Specifically, the Authority would like to see how the Supplier will be able to proactively identify that a site, part of a site or groups of users are experiencing issues relating to the performance of the network/WiFi whilst it is operating in a business as usual state.			Suppliers are to confirm what additional reporting their solution will provide and whether the Authority and their service desk will have real time access. Please note that the response should relate to the Mandatory services only.
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Criteria	Question/Area to address	Weighting %	Schedule/Appen dix Reference(s)	Tenderer proposals to provide the following evidence
4B (9)	Given the emphasis on improving the WiFi at 2 Marsham Street, the Authority require the Supplier to propose a method for ensuring that the new service meets or exceeds the service levels specified in the tender (see Schedule 14) and that levels of unacceptable network performance will be adequately addressed through the life of the service. Although service credits and the possible retention of a percentage of the monthly service charge are incentives for the Supplier to deliver a service that is fit for	3%	Appendix E, I, J and K See Schedule 14	Suppliers are to propose a method for ensuring that the new service meets or exceeds the service levels in the tender. Supplier to advise how levels of unacceptable network performance will be adequately addressed throughout the contract. For the avoidance of doubt, the Authority are keen to receive a quality service rather than service credits for not meeting SLAs. Please note that the response should relate to the Mandatory services only.

	<p>purpose, the Authority would rather receive a quality service than penalise the Supplier for poor performance.</p> <p>Suppliers should not refer to price in their response but can list a percentage.</p>			
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Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (10)	Suppliers are to confirm that they are content with the proposed SLAs and KPIs (see Schedule 14) and that they are achievable. The Authority is content for the supplier to suggest further additional SLAs/KPIs in addition.	2%	Appendix E Schedule 14	<p>Suppliers are to confirm that they are content with the proposed SLAs and KPIs and that they are achievable.</p> <p>Suppliers may suggest further additional SLAs/KPIs in addition.</p> <p>Please note that the response should relate to the Mandatory services only.</p>

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (11)	The Authority are aware of future planned improvements to WiFi standards and hardware (e.g. WiFi 6) and would like to understand the intended roadmap with the solutions being used	0.5%	Appendix E	<p>Suppliers to detail the intended roadmap regarding the solutions they propose for network/WiFi provision for the Authority.</p> <p>Suppliers response should include how the proposed existing Cisco Meraki and new equipment for networks and WiFi will support WiFi 6 both from a protocol and hardware perspective.</p>

	<p>for network/WiFi provision for the Authority. The response should include how the proposed existing Cisco Meraki and new equipment for networks and WiFi will support WiFi 6 both from a protocol and hardware perspective, and other future improvements.</p> <p>Suppliers should not refer to price in their response but can list a percentage.</p>			<p>Suppliers are to provide any additional detail not relevant to WiFi 6 which could lead to improvements in the service.</p> <p>Please note that the response should relate to the Mandatory services only.</p>
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Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (12)	<p>Where Suppliers plan for improving the WiFi solution at 2 Marsham Street does not involve the use of existing Cisco Meraki kit and access points, the Supplier is to detail whether they are able to purchase any Cisco Meraki kit that becomes redundant and offset this against the improvement cost.</p> <p>Suppliers should not refer to price in their response but can list a percentage.</p>	0.5%	Appendix E, I, J and K.	<p>Suppliers are to detail whether they can purchase any Cisco Meraki kit that becomes redundant as a result of implementing their proposed solution. Where this is the case, the Authority prefer the value to be used as a credit against the monthly charge.</p> <p>Please note that the response should relate to the Mandatory services only.</p>

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (13)	Supplier to confirm that it is able to support re-use of existing spare Cisco Meraki equipment for expansion in sites that are already using Cisco Meraki equipment, and whether they are also able to support re-use of existing spare Cisco Meraki equipment at new sites and/or sites where the supplier has initially installed an alternative Vendor solution. Where existing spare Cisco Meraki equipment can be used to deliver a service, the Authority reserve the right to require that the existing Cisco Meraki equipment be used, subject to it being suitable for the intended purpose,	0.5%	Appendix D, E and M	<p>Suppliers are to confirm that they are able to support the re-use of existing spare Cisco Meraki equipment for expansion in sites that are already using Cisco Meraki equipment.</p> <p>Suppliers are to confirm that they are able to support the re-use of existing spare Cisco Meraki equipment at a new site and/or sites where the supplier has initially installed an alternative vendor solution.</p> <p>Please note that the response should relate to the Mandatory services only.</p>

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (14)	The Authority have an ever-changing estate with numerous building moves currently underway and more planned in the coming	0.5%	Appendix E and M	<p>Suppliers are to detail how the WiFi service they propose will provide flexibility to the Authority and, in doing so, realise cost savings.</p> <p>Please note that the response should relate to the Mandatory services only.</p>

	year/s. Suppliers are to explain how the WiFi service they propose will provide flexibility to the Authority and, in doing so, realise cost savings.			
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Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4B (15)	<p>Supplier to confirm how the proposed network/WiFi solutions at new sites, and the additional elements at 2 Marsham Street, will deliver the intended WiFi service for both guest and corporate devices. The response should include specific elements to confirm:</p> <ul style="list-style-type: none"> Whether access points that record a DFS event will return to their assigned channel, and how this move is initiated. For example is it after an appropriate time without DFS events, or only when there are no 5Ghz clients attached to the access point. The Authority has found that leaving APs on non-DFS channels for long 	3%	Appendix D, E, I, J, K, L and M	<p>Supplier to confirm how the proposed network/WiFi solutions at new sites and the additional elements at 2 Marsham Street will deliver the intended WiFi service for both guest and corporate devices.</p> <p>The response should include the specific elements detailed in the bullets to the question and any other additional information that is relevant.</p> <p>Please note that the response should relate to the Mandatory services only.</p>

	<p>periods leads to more higher interference and a tendency for most APs to only utilise the lower 4 of the 5Ghz channels.</p> <ul style="list-style-type: none"> • How the solution supports roaming and load balancing of clients for each of the Authority's device types – Surface Laptops 1 through to 4, Surface Tablet Pro and iPhone 7s or later. Include how the following protocols (and others) will be used with the corporate devices we have – 802.11k,v and r. • How effective power and channel management in 2 Marsham Street and new sites will be achieved once the solution is operating on a day to day basis and subject to external environmental factors such as other WiFi signals. 			
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Section 4C – Flexibility and Cost Reductions

Criteria	Question/Area to address	Weighting %	Schedule/Appen dix Reference(s)	Tenderer proposals to provide the following evidence
4C (Part 1)	<p>Given the introduction of a hybrid working model, partly due to the Covid-19 pandemic, the Authority require the new service to provide flexibility and deliver cost reductions through the contract period and in the event that the Authority's requirement for services change or reduce. Suppliers are to detail how the service they propose will deliver this and not restrict the department to a rigid operating model. The response will include technical change. Any reference to actual prices should not be included in this response.</p> <p>The Authority is keen to understand how the supplier intends to minimise cost during the life of the contract.</p>	7.5%	<p>Appendix D, E, I, and M</p> <p>Schedule 14</p>	<p>Suppliers are to detail how the new service (mandatory services) will provide the Authority with flexibility and deliver cost reductions throughout the contract period and in the event that the Authority's requirements change or reduce. The Authority is keen to understand how the supplier intends to minimise cost</p> <p>Suppliers are to detail how the service they propose will not restrict the Authority to a rigid operating model. The response will need to include technical change. Any reference to actual prices should not be included in this response.</p> <p>Suppliers are to note that the Authority have multiple building moves taking place. Some will involve a requirement for new internet connections, WiFi and associated services, whereas others will result in the Authority taking services from other government departments. Suppliers are to factor this scenario into their response.</p> <p>Suppliers are to detail what enhanced services they are able to provide at minimal/no additional cost.</p> <p>Please note that the response will be evaluated with regard to flexibility and cost reductions of the mandatory services.</p>
4C (Part 2)	<p>Given the introduction of a hybrid working model, partly due to the Covid-19 pandemic, the Authority require the new service to provide flexibility and deliver cost reductions through the contract period and in the event that the Authority's</p>	0%	<p>Appendix D, F, G, H, I, and M</p> <p>Schedule 14</p>	<p>Suppliers are to detail how the new service (optional services) will provide the Authority with flexibility and deliver cost reductions throughout the contract period and in the event that the Authority's requirements change or reduce. The Authority is keen to understand how the supplier intends to minimise cost</p> <p>Suppliers are to detail how the service they propose will not restrict the Authority to a rigid operating model. The response will need to include technical change. Any reference to actual prices should not be included in this response.</p>

	<p>requirement for services change or reduce. Suppliers are to detail how the service they propose will deliver this and not restrict the department to a rigid operating model. The response will include technical change. Any reference to actual prices should not be included in this response.</p> <p>The Authority is keen to understand how the supplier intends to minimise cost during the life of the contract.</p>			<p>Suppliers are to note that the Authority have multiple building moves taking place. Some will involve a requirement for new internet connections, WiFi and associated services, whereas others will result in the Authority taking services from other government departments. Suppliers are to factor this scenario into their response.</p> <p>Suppliers are to detail what enhanced services they are able to provide at minimal/no additional cost.</p> <p>Please note that the response with regard to the flexibility and cost reductions of the optional services will not be evaluated.</p>
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Section 4D – Transition of Services

Criteria	Question/Area to address	Weighting %	Schedule/Appen dix Reference(s)	Tenderer proposals to provide the following evidence
4D (Part 1)	The supplier is to provide a realistic plan for the transition of the mandatory services (see Schedule 13), before the expiry of the current contracts. The supplier is to evidence why they have confidence that they can meet transition	5%	<p>Appendix D, E, F, G, I, J, K, L, M, N</p> <p>Schedule 13</p> <p>Schedule 14</p>	<p>Suppliers are to provide a <u>realistic</u> plan for the transition of internet circuits and WiFi/network services before the end of the current contract.</p> <p>Suppliers are to evidence why they have confidence that they can meet transition deadlines (WiFi improvements within three months of contract commencement and internet circuits by May 2022) or why this will not be possible in the required timescales.</p> <p>Suppliers are to confirm that:</p>

	<p>deadlines or detail why they will not be possible in the required timescales. The supplier is to confirm that:</p> <ul style="list-style-type: none"> ○ The Authority will not be charged for the running cost of new internet circuits delivered or implemented earlier than three months before the new contract commences on 14th May 2022, so as to minimise dual running costs. ○ That new internet circuits for all sites can be delivered by 14th May 2022. ○ They will be able to transition the WiFi service as is and improve the WiFi service in 2 Marsham Street within three months of contract commencement. ○ How they will mitigate the impact of late delivery of circuits past 14th May 2022, working with the Authority's existing provider of internet circuits 			<ol style="list-style-type: none"> 1) The Authority will not be charged for the running cost of new internet circuits delivered or implemented earlier than three months before the new contract commences on 14th May 2022, so as not to incur dual running costs. 2) New internet circuits for all sites can be delivered by 14th May 2022. 3) They will be able to transition the WiFi service as is and improve the WiFi service in 2 Marsham Street within three months of contract commencement. 4) How they will mitigate the impact of late delivery of circuits past 14th May 2022, working with the Authority's existing provider of internet circuits. 5) They will work collaboratively with the Authority's other third-party providers to ensure a smooth transition of services. <p>The plan must only include the transition of the Mandatory services.</p>
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4 D (Part 2)	<p>The supplier is to provide a realistic plan for the transition of unified communications and mobile telephony before the end of the current contract. (see Schedule 13).</p> <p>The supplier is to evidence why they have confidence that they can meet transition deadlines or detail why they will not be possible in the required timescales. The supplier is to confirm that:</p> <ul style="list-style-type: none"> Unified Comms, if required by the Authority, will be transitioned before 14th May 2022, or 12th December 2021 for mobile telephony. <p>This response is not evaluated.</p>	0%	<p>Appendix D, F, G, M and N</p> <p>Schedule 13</p> <p>Schedule 14</p>	<p>Suppliers are to provide a <u>realistic</u> plan for the transition of unified communications and mobile telephony before the end of the current contract.</p> <p>Suppliers are to evidence why they have confidence that they can meet transition deadlines or why this will not be possible in the required timescales.</p> <p>Suppliers are to confirm that:</p> <ol style="list-style-type: none"> Unified Comms will be transitioned before 14th May 2022, or 12th December 2021 for mobile telephony. If this is not possible, the Supplier is to explain why. They will work collaboratively with the Authority's other third-party providers to ensure a smooth transition of services. <p>The plan must only include the transition of the optional services.</p>
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Section 4E – Future Change

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4E (Part 1)	The Supplier is to provide detail as to how it	5%	Appendix D, E, L, M, N	Suppliers are to provide detail as to how they will work collaboratively with the department to identify and implement future changes.

	<p>will work collaboratively with the Authority to identify and implement future changes (e.g. WiFi 6) at minimal cost. A roadmap of the technical improvements that will be deployable to 2 Marsham Street over the course of the 3-year contract.</p> <p>Changes/improvements to networking/WiFi at existing and new sites over the life of the contract.</p> <p>Details of the technical solution for networking/WiFi at future sites.</p> <p>The supplier is to detail how it would go about setting up a service at a new site. As an example, the site would house 50 users, require internet circuits, WiFi, a UPS, and connectivity of the Authority's print solution.</p>		Schedule 14	<p>Suppliers are to provide a roadmap of the technical improvements that will be deployable to 2 Marsham Street over the course of the three-year contract (and possibly beyond should the two year extension period be taken).</p> <p>Suppliers are to provide detail of changes and improvements they can make at existing and new sites over the life of the contract.</p> <p>Suppliers are to provide details of the technical solution for networking/WiFi at future sites.</p> <p>Suppliers are to detail how they would set up a service at a new site as per the example in the question.</p> <p>Suppliers to detail how they would increase, reduce or remove services at existing sites whilst providing flexibility and reducing costs.</p> <p>Please note that the response should relate to the Mandatory services only.</p>
4E (Part 2)	<p>The supplier is to detail how it would go about setting up a service at a new site. As an example, a new site would house 50 users and require telephony.</p> <p>This response is not evaluated</p>	0%	<p>Appendix D, F, G, H</p> <p>Schedule 14</p>	<p>Suppliers are to provide detail as to how they will work collaboratively with the department to identify and implement future changes.</p> <p>Suppliers are to provide a roadmap of the technical improvements that will be deployable to the Authority over the course of the three year contract (and possibly beyond should the two year extension period be taken).</p> <p>Suppliers are to provide detail of changes and improvements they can make at existing and new sites over the life of the contract.</p>

				<p>Suppliers to detail how they would increase, reduce or remove services at existing sites whilst providing flexibility and reducing costs due to projected changes to the technology stack or services.</p> <p>Please note that the response should relate to the Optional services only.</p>
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Section 4F – The Ongoing Service

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4F (1)	The Supplier is to explain how the ongoing technical solution(s) in the service (Mandatory elements) will support ongoing management of the services being provided.	2%	Appendix E	<p>Detail how the technical solutions support provision of ongoing service management.</p> <p>Detail how solutions are able to monitor, record and report on the status of the environment (equipment and/or services) including event logging, failures, automatic indication of version/patch update availability, unusual event detection or incidents.</p> <p>Detail how your solutions handle security event monitoring and alerting and the ability to integrate with the Authority Azure Sentinel solution.</p> <p>Confirm how your technical solutions will support the early/quick identification of issues by relevant personnel/service desk, including how these will be alerted to relevant personnel/service desk.</p> <p>Confirm what portals/reporting systems/services or solutions Authority staff (cleared at the SC level) will have access to so that the Authority can be confident the service is operating as it should, view/create management information and/or make/request changes to the service. Be clear on whether access is read-only, full admin or another type of role. The Authority understands that administrative access by the Authority may not always be possible, or may only be possible if the Supplier is satisfied certain criteria or concerns are met.</p>

				Suppliers are to provide a response to the mandatory elements of the service.
4F (2)	The Supplier is to provide detail as to as to how the ongoing service (Mandatory elements) will be provided in terms of its service desk, support model, security, change, working collaboratively with the Authority and its Suppliers, access to tools, service metrics, asset and configuration management, recording of visits and work undertaken, and account management.	3%	Appendix E, I, J, K, L, M and N Schedule 9 and 14	<p>The Supplier should explain how its service desk and support model will function to ensure that it can meet the appropriate service to users. For example, it should confirm the model used for incident resolution, problem management and service improvement, the use of expert teams or capability units and working with other Authority suppliers. The Supplier should confirm how user escalations and complaints will be managed.</p> <p>The Supplier is to define how their service will integrate with the other supplier services from a security perspective, detailing dependencies and any assumptions you are making.</p> <p>The Supplier is to detail how they will continuously and proactively monitor, review and investigate the Services for non-compliance against the Security Management Plan, the Security Standards and the Security Processes</p> <p>Given their responsibility for change management, the Supplier is to detail how they will agree and implement and ITIL compliant change process. The Supplier is required to detail how they will manage change quickly whilst also ensuring it is delivered accurately and continuity of service is appropriately maintained. The supplier is to detail how they will work with the Authority's Change Advisory Board (CAB). This will include how they intend to document, test and implement change, whilst ensuring that asset information remains accurate.</p> <p>The Supplier is required to detail how they intend to work with other Authority Suppliers, for instance providing impact assessments on other supplier changes which are part of or may impact upon the services being provided.</p> <p>The Authority are keen to ensure that its Live Services team are provided with the tools and access to monitor the service elements, track progress of incidents and Moves & Changes (MACs) / Service Requests and have suitable automated reporting in place such that it is made aware of problems in a pro-active manner and can advise users and senior managers appropriately.</p> <p>The supplier should explain how service metric information will be gathered at SLA level and below, how its accuracy will be confirmed and how such</p>

				<p>reports will be made available to the Authority. The supplier should detail any automated systems used in the gathering or creation of regular reports to the Authority and clarify the flexibility of the reporting systems to cope with changes occurring within the contract.</p> <p>The Supplier shall be responsible for asset and configuration management and is to detail how asset and configuration management will be achieved and maintained.</p> <p>The Supplier is to detail how it will maintain a record of all visits where the Authority approved site work is undertaken by supplier (and / or its Sub-contractors) staff and the work they carried out. Supplier to confirm that these records will be available to the Authority upon request.</p> <p>The Supplier is to detail how they intend to manage the account. This may include, but not be limited to, appointing an account manager, regularly reviewing performance, highlighting to the Authority any new technologies or options to improve the service, providing proposals for new services/changes, identifying and resolving issues, and being the day-to-day contact for the service. The Supplier is to confirm that the account manager will attend monthly meeting and be available on an ad-hoc basis should, this be required.</p> <p>Suppliers are to provide a response to the mandatory elements of the service.</p>
4F (3)	The Supplier is to explain how the ongoing technical solution(s) in the service (Optional elements) will support ongoing management of the services being provided.	0%	Appendix F, G and H	<p>Detail how the technical solutions support provision of ongoing service management.</p> <p>Detail how solutions are able to monitor, record and report on the status of the environment (equipment and/or services) including event logging, failures, automatic indication of version/patch update availability, unusual event detection or incidents.</p> <p>Detail how your solutions handle security event monitoring and alerting and the ability to integrate with the Authority Azure Sentinel solution.</p> <p>Confirm how your technical solutions will support the early/quick identification of issues by relevant personnel/ServiceDesk, including how these will be alerted to relevant personnel/ServiceDesk.</p>

				<p>Confirm what portals/reporting systems/services or solutions Authority staff (cleared at the SC level) will have access to so that the Authority can be confident the service is operating as it should, view/create management information and/or make/request changes to the service. Be clear on whether access is read-only, full admin or another type of role. The Authority understands that administrative access by the Authority may not always be possible or may only be possible if the Supplier is satisfied certain criteria or concerns are met.</p> <p>Suppliers are to provide a response to the optional elements of the service.</p>
4F (4)	<p>The Supplier is to provide detail as to as to how the ongoing service (Optional Elements) will be provided in terms of its service desk, support model, security, change, working collaboratively with the Authority and its Suppliers, access to tools, service metrics, asset and configuration management, recording of visits and work undertaken, and account management.</p>	0%	<p>Appendix F, G, I, J, K, L, M and N</p> <p>Schedule 9 and 14</p>	<p>The Supplier should explain how its service desk and support model will function to ensure that it can meet the appropriate service to users. For example, it should confirm the model used for incident resolution, problem management and service improvement, the use of expert teams or capability units and working with other Authority suppliers. The Supplier should confirm how user escalations and complaints will be managed.</p> <p>The Supplier is to define how their service will integrate with the other supplier services from a security perspective, detailing dependencies and any assumptions you are making.</p> <p>The Supplier is required to provide a Security Management Plan (see Schedule 9) detailing security processes and standards and confirm that they will fully comply with them. The Supplier is to detail how they will continuously and proactively monitor, review and investigate the Services for non-compliance against the Security Management Plan, the Security Standards and the Security Processes</p> <p>Given their responsibility for change management, the Supplier is to detail how they will agree and implement and ITIL compliant change process. The Supplier is required to detail how they will manage change quickly whilst also ensuring it is delivered accurately and continuity of service is appropriately maintained. The supplier is to detail how they will work with the Authority's Change Advisory Board (CAB). This will include how they intend to document, test and implement change, whilst ensuring that asset information remains accurate.</p> <p>The Supplier is required to detail how they intend to work with other Authority Suppliers, for instance providing impact assessments on other supplier changes which are part of or may impact upon the services being provided.</p>

				<p>The Authority are keen to ensure that its Live Services team are provided with the tools and access to monitor the service elements, track progress of incidents and Moves & Changes (MACs) / Service Requests and have suitable automated reporting in place such that it is made aware of problems in a pro-active manner and can advise users and senior managers appropriately.</p> <p>The supplier should explain how service metric information will be gathered at SLA level and below, how its accuracy will be confirmed and how such reports will be made available to the Authority. The supplier should detail any automated systems used in the gathering or creation of regular reports to the Authority and clarify the flexibility of the reporting systems to cope with changes occurring within the contract.</p> <p>The Supplier shall be responsible for asset and configuration management and is to detail how asset and configuration management will be achieved and maintained.</p> <p>The Supplier is to detail how it will maintain a record of all visits where the Authority approved site work is undertaken by supplier (and / or its Sub-contractors) staff and the work they carried out. Supplier is to confirm that these records available to the Authority upon request.</p> <p>The Supplier is to detail how they intend to manage the account. This may include, but not be limited to, appointing an account manager, regularly reviewing performance, highlighting to the Authority any new technologies or options to improve the service, providing proposals for new services/changes, identifying and resolving issues, and being the day-to-day contact for the service. The Supplier is to confirm that the account manager will attend monthly meeting and be available on an ad-hoc basis should, this be required.</p> <p>Suppliers are to provide a response to the optional elements of the service,</p>
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Section 4G – Greening Government

Criteria	Question/Area to address	Weighting %	Schedule/Appen dix Reference(s)	Tenderer proposals to provide the following evidence
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4G (Part 1)	<p>The supplier should provide details on any “Green” or “Sustainability” processes or principles which form part of their solution.</p> <p>The response is to encompass the mandatory services (internet circuits and networks/WiFi)</p> <p>Note: The Authority own all the Cisco Meraki network equipment used in provision of the current network service.</p>	1.5%	<p>Appendix E, L and M</p> <p>Schedule 3</p>	<p>Suppliers are required to:</p> <p>Make clear any proposals for the re-use of existing Authority furnished assets, supplier equipment and sharing of services (data-centres etc).</p> <p>Demonstrate how their solution supports the Authority’s objective of reducing carbon emissions and tackling climate change.</p> <p>Detail how they intend to provide a solution that meets the above objectives, including both use of the services provided and the inherent ‘green’ properties of the solution.</p> <p>Demonstrate how the proposed service will minimise energy consumption and any assumptions made to achieve stated consumption levels.</p> <p>Specify power ratings and typical energy consumption of all proposed equipment (client or backend infrastructure) and any assumptions used to calculate these figures.</p> <p>Specify any energy standards e.g. Energy Star with which proposed equipment is compliant.</p> <p>Specify the number of physical servers and other devices required to deliver the service.</p> <p>Specify any energy saving that will be utilised, for example but not limited to: infrastructure virtualisation; out of hours standby mode for handsets. Specify any international energy standards with which its operation is compliant e.g. ISO 14001.</p> <p>Specify whether 3rd party Suppliers of services and equipment utilised in the delivery of the proposed service any international energy standards with which its 3rd party Suppliers of services and equipment relevant to this tender are compliant e.g. ISO 14001.</p> <p>Confirm that their solution is fully WEEE and RoHS compliant and its processes and procedures for decommissioning of unnecessary equipment including but not limited to handsets, patch leads, switches, servers etc.</p> <p>Confirm that product design will involve minimum resource materials in construction and where possible use recycled material.</p>
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				<p>Confirm that all materials will be responsibly sourced and disposed of with full audit trail availability.</p> <p>Confirm a commitment environmental and social sustainability throughout its supply chain and business operations.</p> <p>Confirm that on an annual basis, unless notified otherwise by the Authority, provide details of their approach to driving down their carbon footprint, ensuring continual improvement by identifying ways to reduce energy use, waste generation and resource consumption.</p> <p>Suppliers are to provide a response to the mandatory elements of the service.</p>
4G (Part 2)	<p>The supplier should provide details on any "Green" or "Sustainability" processes or principles which form part of their solution.</p> <p>The response is to encompass the optional services only (unified communications and mobile telephony).</p> <p>This response relates to the optional elements of the service and is not evaluated.</p>	0%	<p>Appendix F, G, L and M</p> <p>Schedule 3</p>	<p>Suppliers are required to:</p> <p>Make clear any proposals for the re-use of existing Authority furnished assets, Supplier equipment and sharing of services (data-centres etc).</p> <p>Demonstrate how their solution supports the Authority's objective of reducing carbon emissions and tackling climate change.</p> <p>Detail how they intend to provide a solution that meets the above objectives, including both use of the services provided and the inherent 'green' properties of the solution.</p> <p>Demonstrate how the proposed service will minimise energy consumption and any assumptions made to achieve stated consumption levels.</p> <p>Specify power ratings and typical energy consumption of all proposed equipment (client or backend infrastructure) and any assumptions used to calculate these figures.</p> <p>Specify any energy standards e.g. Energy Star with which proposed equipment is compliant.</p> <p>Specify the number of physical servers and other devices required to deliver the service.</p> <p>Specify any energy saving that will be utilised, for example but not limited to: infrastructure virtualisation; out of hours standby mode for handsets.</p>

				<p>Specify any international energy standards with which its operation is compliant e.g. ISO 14001.</p> <p>Specify whether 3rd party Suppliers of services and equipment utilised in the delivery of the proposed service any international energy standards with which its 3rd party Suppliers of services and equipment relevant to this tender are compliant e.g. ISO 14001.</p> <p>Confirm that their solution is fully WEEE and RoHS compliant and its processes and procedures for decommissioning of unnecessary equipment including but not limited to handsets, patch leads, switches, servers etc.</p> <p>Confirm that product design will involve minimum resource materials in construction and where possible use recycled material.</p> <p>Confirm that all materials will be responsibly sourced and disposed of with full audit trail availability.</p> <p>Confirm a commitment environmental and social sustainability throughout its supply chain and business operations.</p> <p>Confirm that on an annual basis, unless notified otherwise by the Authority, provide details of their approach to driving down their carbon footprint, ensuring continual improvement by identifying ways to reduce energy use, waste generation and resource consumption.</p> <p>Suppliers are to provide a response to the optional elements of the service.</p>
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Section 4H - Assistive Technology

Criteria	Question/Area to address	Weighting %	Schedule/Appendix Reference(s)	Tenderer proposals to provide the following evidence
4H (1)	The Authority and their suppliers have a legal obligation to ensure that assistive technology requirements are met. Users can have a range of visual, auditory	N/A	Appendix F and G	<p>Suppliers are to provide detail as to how they will ensure that the Assistive Technology requirements of the Authority will be delivered both now and over the duration of the contract.</p> <p>Suppliers are to detail where they have made such provision previously and whether they have experience in deploying solutions that work with the</p>

	<p>and mobility impairments which together we must serve.</p> <p>Therefore, Suppliers must demonstrate how they can provide support for these impairments with appropriate hardware and software.</p> <p>Examples of Hardware and Software currently used by the Authority are as follows:</p> <p>Hardware</p> <p>Single Ear headsets Double Ear headsets Handsets that are hearing aid compatible Amplifiers for phones</p> <p>Software</p> <p>Digimemo Handwriting Recognition v2.1 Dolphin Supernova Access Suite v13 Dragon Naturally Speaking v12 JAWS v14 Magic Screen Magnification v12 TrackballWorks (just software associated with mouse so should not impact this requirement) OpenBook Scanning and Reading v9 RSI Guard Stretch Edition v5.0.3</p>			<p>hardware and software the Authority has detailed or that the supplier intends to supply.</p> <p>Please note that this section is related to the optional elements of the service, and so the Supplier response will not be evaluated. However, a response must be provided.</p>
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	TextHelp Read Write Gold v10 and v11 Inspiration v9 Mind Jet Mind Manager v15 Zoom Text v10			
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Social Value Marking Scheme:	
The following marking scheme will be used to assess the response provided to this question:	
100	The response addresses the social value policy outcome and also shows in-depth market experience
75	The response addresses the social value policy outcome and also shows good market experience.
50	The response addresses most of the social value policy outcome and also shows general market experience.
25	The response makes limited reference (naming only) to the social value policy outcome set out within the invitation.
0	The response completely fails to meet the required social value standard or does not provide a response.
TOTAL 10%	

The Government must take account of Social Value in all of its contracts, i.e. how the contract might secure wider social, economic and environmental benefits that are relevant and proportionate through the delivery of this service. The model response guidance can be found here

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf

The supplier must therefore demonstrate how the contract will yield benefits in the following areas:

Theme 1 - Covid-19 recovery (helping local communities to manage and recover from the impact of covid-19).

- Model Award Criteria (MAC) 1.1 Creation of employment, re-training and other return to work opportunities for those left unemployed by COVID-19, particularly new opportunities in high growth sectors.
- MAC 1.2 Support for people and communities to manage and recover from the impacts of COVID-19, including those worst affected.
- MAC 1.3 Support for organisations and businesses to manage and recover from the impacts of COVID-19, including where new ways of working are needed to deliver services.

Theme 3 - Fighting climate change (effective stewardship of the environment) e.g. local staff, local suppliers and local work reducing the carbon footprint.

- MAC 4.1 Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.
- MAC 4.2 Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement.

Theme 4 – Equal Opportunity (eliminate discrimination harassment or victimisation of any kind. Advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it).

- MAC 5.1 Demonstrate action to increase the representation of disabled people in the contract workforce.
- MAC 6.1 Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce.
- MAC 6.2 Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract.

6A	PRICE QUESTIONNAIRE – WiFi Improvements at 2 Marsham Street	Weighting 10%
Guidance:		
Suppliers are to complete Appendix D. All cells are to be completed but the evaluation will be done using the pricing inserted into the cells highlighted in dark green.		
All prices shall be in GBP and exclusive of VAT.		
TOTAL 10%		
£		
Marking Scheme:		
The maximum mark available for Price will be 10%. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.		
The calculation that will be used to determine marks is as follows:		
$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 10 \text{ (maximum mark available)}$		
The price contained in cell B10 (tab 11 of Appendix D) will be used for the price calculation.		

6B	PRICE QUESTIONNAIRE – Other Elements	Weighting 30%
Guidance:		
Suppliers are to complete Appendix D. All cells are to be completed but the evaluation will be done using the pricing inserted into the cells highlighted in dark green.		
All prices shall be in GBP and exclusive of VAT.		
TOTAL 30%		

£

Marking Scheme:

The maximum mark available for Price will be 30%. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.

The calculation that will be used to determine marks is as follows:

$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 30 \text{ (maximum mark available)}$$

The price contained in cell B6 (tab 19 of the Appendix D) will be used for the price calculation.