

**ICT, Cloud, Support & Related Services Framework**

**Tender Reference 2017/S 230-480767**

**INVITATION TO TENDER**

**Return Date of ITT 12 noon Friday 16th February 2018**

**EAST OF ENGLAND BROADBAND NETWORK (E2BN)**

**INVITATION TO TENDER**

**TENDER REFERENCE NO: OJEU Nov 2017 MT 201869**

**TO BE RETURNED BY 12 noon ON Friday 16th February 2018**

**TENDER FOR: ICT, Cloud, Support & Related Services Framework Tender**

**CONTRACT PERIOD FROM: March 2018 – March 2021 plus possible one year extension**

**IN CASE OF QUERY CONTACT: E2BN TEL NO: 01462 834588  
EMAIL:** [**tender@e2bn.org**](mailto:tender@e2bn.org)

**NOTICE TO TENDERERS**

**Return of Tenders.** You are invited to submit a tender for the above in accordance with the conditions of contract and requirements of this invitation and any documents, schedules and specifications attached.

The completed tender and all supporting documents should be combined into one file (or ‘zipped’ as one file) and should be uploaded before the deadline at <https://www.e2bn.org/cms/ict-cloud-support-related-services> You will receive a confirmation to the email address you supply that the upload was successful.

In the event of any problems accessing the documentation or uploading your submission please contact [tender@e2bn.org](mailto:tender@e2bn.org) , **01462 834588,**  East of England Broadband Network, Unit 1 Saltmore Farm, New Inn Road, Hinxworth, Hertfordshire SG7 5EZ.

Tenders received after the due deadline or which are returned incomplete or which infringe these instructions may be rejected without consideration of offer. Tenderers are therefore requested to make every effort to meet the submission requirements of this tender invitation.

Any tender that is found to have had the requirements below altered in any way may be disqualified from the process.

A tender shall be subject to the general and special conditions (if any) set out herein but in the event of inconsistency the special conditions shall prevail. Any other terms or conditions of contract or any general reservations which may be printed on any correspondence from the tenderer in connection with this tender or with any contract resulting from this tender shall not be applicable to this tender or to the contract.

Unless otherwise stated all information supplied (whether in these documents or otherwise) is for general guidance in the preparation of tender and shall not be binding on E2BN. E2BN does not guarantee that any such information is correct or complete although reasonable endeavours have been used with a view to correctness and completeness.

It is a condition of making a tender that the tenderer agrees that it has and will have no claim against E2BN in respect of costs, expenses and claims incurred in this procurement process save in respect of any fraud by or any death or injury occasioned by E2BN.

E2BN does not bind itself to accept the lowest or any tender.

Any alterations or corrections on the returned tender must be initialled by the tenderer.

All prices quoted in any tender shall, unless otherwise stated, include profit, transport, labour, materials, fuel, plant charges, insurance and all other expenses of every kind which under the conditions of contract are borne by the tenderer. Prices quoted in the tender shall be exclusive of Value Added Tax. VAT shall be applied at the rate as applicable to any invoice.

Any successful tenderer(s) may be required to enter into a formal contract incorporating the tender, all the conditions and terms upon which it is based and any subsequent clarifications (“an Agreement”). Until execution of that Agreement there shall be no binding agreement between E2BN and any tenderer for services including ancillary works and provision of goods other than the commitment by the tenderer embodied in the attached Declaration.

**DECLARATION TO BE COMPLETED BY THE TENDERER**

**To: E2BN**

I/We DO HEREBY UNDERTAKE in consideration of acceptance of my/our tender either in whole or in part to supply goods or perform the services or works on such terms and conditions and in accordance with such specifications as are contained or incorporated in the invitation to tender and in our tender as duly embodied in a contract to be entered into by me/us.

This tender remains valid for consideration for  weeks from the date fixed for return of tenders.

Signature:

Name: (CAPITALS)

**Tick** **as appropriate:** Position held:

Limited Company  Name & Address of Tenderer:

(CAPITALS)

Unlimited Company

Public Limited Company

Limited Liability Partnership  Post Code:

Telephone Number:

Partnership

Fax Number:

Individual

Email Address:   
  
Date:

**REQUIREMENTS SPECIFICATION – EVALUATION MODEL**

**Evaluation Criteria**

Within the specification, each item or requirement has been allocated an evaluation criteria. Those criteria are:

Essential - Whilst not mandatory, these facilities are expected to be within the tender and will be weighted accordingly. –

**BASE LEVEL 0-10 X WEIGHTING (LOW =1, MEDIUM =2 & HIGH = 3) FOR EACH ITEM**

Desirable - These facilities would enhance the solution although they may or may not be available. –

**BASE LEVEL 0-5 ONLY**

Requirements possible score 270 (80%) plus shopping basket possible 66 (20%) Total Possible 336

**Evaluation Criteria will be in accordance with the advertised criteria which are:**

Award Criteria:

A) Lowest Price  No Yes B) The most economically advantageous tender in terms of:

1 - Full-life cost

2 - Compliance with specification/technical merit/functional characteristics

3 - After sales service/technical assistance

4 - Delivery

5 - Continuous improvement & knowledge management

In descending order of priority: **No** ~~Yes~~  B2) Criteria as stated in contract documents: ~~No~~ **Yes**

EACH SECTION WILL BE EVALUATED/SCORED SEPARATELY

Cost comparison and shopping basket will be presented separately.

**Proposed Solution**

This column should contain a detailed description of the proposed solution and will be the basis for evaluation of your completed tender. Where the answer utilises any diagram, schedule or other graphic and it is not appropriate to enter that within the proposed solution area then please include at the end of the response suitably referenced.

**Division of Bids**

E2BN does not intend to divide the tender into Lots. Tenderers are invited to bid for all elements of the requirements below comprising the ICT, Cloud, Support & Related Services Framework. E2BN intends to award a single contract for a supplier to deliver the whole dependent upon bids received.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Requirement** | **Level** | **Weight** | **Proposed solution** | **Score** | **Total** |
| **1 – Contract**  Please see the contract and contract schedules at <https://www.e2bn.org/cms/ict-cloud-support-related-services> , E2BN do not intend to negotiate on these and will expect the successful tenderer to sign the contract in its current form. Please confirm that, if successful, you will sign the contract. | **E** | **3** |  |  |  |
| **2 - Framework Management, Sustainability, Marketing & Promotion**  E2BN are looking for one company to manage a comprehensive range of suppliers to deliver products and services to the public sector with a clear focus on Education. We require an open, honest and transparent approach to collaborative working and as such all pricing is to be based on an 'open book accounting' approach throughout the supply chain, detail your experience with examples and provide your options to address this requirement.  To ensure the framework is constantly relevant how will you ensure new and innovative products and services are available throughout the term of the framework?  How will you address due diligence with the supply chain while keeping the framework up to date?  Due to the complexity of some of the expected orders through the framework running a competitive dialogue under framework would be seen as a best practice option, being fair and open to the supply chain. Detail your methodology to this and what experience you have with this approach.  How will you ensure customers investment is protected in the event that an ordered product or service ceases to be delivered or supported within the term?  How will you address any conflicts of interest within the supply chain that could undermine the frameworks success?  As one of the main criteria is choice of products and services within all categories how will you ensure there are competing companies in all (where possible) categories and how do you intend to manage them?  Detail how you propose to offer flexibility, choice and options of products and services within the categories?  How do you intend to Market and Promote the framework, its products and services, throughout the term of the contract to ensure best value choice for customers while managing fairness and expectations from the supply chain?  How will you support and collaborate with E2BN to market the service to schools and LAs and other public sector institutions?  What is your experience of, and how would you address, the conflict of interest that can occur within E2BN member LAs with situations where E2BN provides services direct to the LA’s customers and/or indirectly via the LA to customers?  Detail your approach to contracting and marketing to manage the range of services required while maximising the E2BN name and reputation. Also explain any issues you perceive in this area and what steps you would take to mitigate such issues.  How would you ensure visibility of products and services through-out the term of the framework?  Detail your companies approach to ensuring that all products and services that are provided continue to achieve best value.  What will your approach be to price through the supply?  Please detail how you will ensure all services comply with GDPR legislation, including any amendments to the legislation, throughout the term of the framework?  How will you evidence compliance with the Modern Slavery Act through your proposed supply chain?  What is your experience of, and philosophy to, working with UK Education, Local Government, Central government and devolved administrations and other areas of the Public Sector?  All systems and products offered through the framework must be interoperable if required, if it occurs some are not that an institution procures the cost to make them interoperable must fall to the supply chain and NOT the customer. Please details how you will achieve this.  There is a move to ‘Pay as you go’ and/or ‘Products as a service**’** and many institutions are looking to move to this approach**,** please indicate which products/services you are able to provision in this manner and the advantages and dis-advantages inherent in either approach.  Financing may be required in a number of areas please detail what agreement or provision you can make in this area to address this requirement.  Provide, in detail, your proposals (and any options) for income generation for E2BN to guarantee the sustainability of the organisation to manage the framework on behalf of the Public sector. | **E** | **3** |  |  |  |
| **3 - Networking (Carrier/WAN/Co-location/Hosting)**  Please provide full details of your overall approach to the provision of wide area networking and networking equipment, carrier services, support, management and consultative services on a framework basis. Do you have a standard discount level from recommended retail price, or a cost plus approach, or some other approach?  Please define your logistics arrangements and processes inclusive of delivery of equipment to site.  What escalation or other management processes will be applied to any framework arrangements with E2BN in particular relation to connectivity?  What support services will be available to assist with any customer complaints, delivery time-scales or other queries throughout the sales/implementation processes? Please describe fully.  What project management resources and methodology would you propose to use during any project activity provided as part of the framework?  For each of the consultative services identified, please detail the standards and processes that will be applied to their operation and delivery.  What specific products do you propose initially to meet requirements for Wireless Networking, both licensed and unlicensed, within the framework arrangements? Please describe the warranty offered for all network hardware items referred to. Also what level of warranty will be provided to ensure that items offered through framework arrangements will be fully supported by the manufacturer (Please include information about ‘source of origin’ for products).  Please identify and describe your proposal for all required operating and other system software required for any of the network hardware referred to, including provision of warranty, maintenance and support.  Please identify proposed costs for the maintenance and support of all network hardware and software referred to above, broken down into the various elements if necessary. Also at what point this service becomes active (Proposed SLA to be included). Please provide details of spares holding policy for the services to be supplied.  How would the maintenance and support service, both for new and existing equipment (some institutions may wish to procure support and maintenance on existing equipment), be provided? Please describe in detail the provision of maintenance and support services including resources available within that service.  Network Cabling may be required, please describe the standards you adhere to and the resources available to undertake this. Please indicate your ability to upgrade sensitive sites such as schools while the schools are open and teaching.  Please describe your co-location provision in detail including costs.  What level of security do your hosting centres offer?  Please include any related Service Level Agreement for individual services within your tender response.  Please supply details of any Management Information (specifically on service delivery and financial controls) that will be made available to E2BN, and its authorised users, as part of the operational responsibility on network services provided under the framework.  What carrier services are you proposing to offer as framework provision and how is this costed? Please indicate what access to other contractual arrangements you have whereby carrier service costs are aggregated. Please describe fully any benefits attributable to aggregation of such services.  Please indicate what percentage of your current provision of carrier services meet or exceed their agreed and stated delivery dates.  Please detail your proposed pricing structure, including any breakpoints, and associated costs for network access bandwidth provision.  Please describe your proposed solution for the provision of optional resilient circuits.  Internet provision, please confirm that any ISP s on the framework are/will be members of the IWF - Internet Watch Foundation. Detail the range of suppliers you can provide through the framework to offer choice.  Internet Filtering is a requirement, especially within Education, and any products offered should be able to dynamically filter both URLs and Content of the web page (both HTTP & HTTPS, Provision of flexible filtering profiles that are appropriate to the user, real time list updates, search filtering, file extension blocking and anti malware, authenticated access, UK support base, BYOD and mobile device filtering, transparent filtering as well as flexible and detailed reporting by the user. Please detail how you will achieve this. | **E** | **2** |  |  |  |
| **4 - ICT Equipment, LAN infrastructure & hardware support and maintenance; office equipment, support and installation**  Detail the range of LAN infrastructure, hardware, wireless devices and associated equipment you are able to provide and explain how you will ensure optimum price discount while maintaining good support and maintenance. (note: pricing examples to be include in the separate ‘shopping basket’)  What options will be available to institutions to deliver their LAN requirements and how will you manage expectations?  How will you work with institutions to manage the delivery of infrastructure to meet the strategic outcomes for customers’ educational, financial and commercial needs?  Where working in sensitive, and live, situations such as schools, how are you able to manage an infrastructure installation while minimising the negative impact that accompanies such upheaval?  What wireless product options can you provide?  What experience have you in the delivery, management and maintenance of wireless networks?  Can you provide laptops, desktops, tablets, phones, photocopiers and other equipment? Please provide example of the ranges that can be delivered.  What range of printers (including 3D); plotters; photocopiers can you provide and how will you provide choice for the customer, support and where necessary financing that meets Government and, in schools, DfE guidelines on finance and leasing arrangements?  What products can you provide to address IP telephony and VOIP solutions for institutions? Describe the features and level of service associated with the telephony offerings and the typical savings that can be achieved.  With many mobile devices there is a need for mobile device management MDM. Please detail what products and service you can provide to address this requirement.  What Audio Visual devices and or services can you provide?  What video conferencing solutions can you provision?  CCTV is an increasingly valuable asset especially in the area of security for many institutions. Describe what products and supporting service you can provide.  Access control systems are required by many public sector bodies and not least schools, please describe your experience and options to provide these services.  Cashless catering is required in many areas and specifically schools, what products can you provide?  Increasingly the management and improvement in efficiency with energy use of electricity, gas and water is vital. What products and services can you provide and how else can you assist in supporting organisations ‘Green’ agenda?  What other office and/ICT products and/or services can you provide in these areas?  How will you present a 'pay-as-you-go' service to deliver any, or all, of the above? | **E** | **3** |  |  |  |
| **5 - Consultancy, Audit & Change Management**  There is a need to recognise and address the issues surrounding Change Management, and its magnitude, in implementing new ways of working, especially in the Education market.  Change management shall be pervasive throughout the vendor’s proposal especially, but not exclusively, in components such as: Legacy systems, Installation & Configuration, Support & Maintenance, Management, Continuing Professional Development, Documentation, Quality Assurance, Interoperability and elsewhere as appropriate.  What is your companies approach to Change Management and how do you propose to deliver it?  Detail your proposed solution/s, with particular emphasis on who you will you engage with and over what period to transform, for example, a whole schools approach to ICT delivery and a radical change in teaching and learning, as well as the management and administration of the institution.  What type of report/s would you provide the school and how do you envisage they would use it?  What obstacles could occur and how would your company mitigate them?  At what point would you engage with the school in terms of seniority and timing?  Detail your offering for Consultancy to advise and support the public sector but with emphasis on Schools, colleges and LA decision making.  What types of consultancy are you able to provide?  There is a requirement for specific curriculum consultants, detail you experience and approach to this requirement.  Auditing of organisations, especially schools, helps them understand their current situation and enables them to make the right decision to progress. Describe your skill and experience in this area with a particular emphasis of providing impartial advice for the benefit of the institution rather than the supply chain. | **E** | **3** |  |  |  |
| **6 - Single Sign-On (SSO)/ Identity Management (IDM)**  The Public sector are increasingly making use of SSO, especially in Education and Local Authorities, so it is important to have a range of services that provide a seamless access to all resources, data and products in a secure and easy way.  Detail what SSO’s you can provide.  Confirm that any SSO and IDP provision is federated to the UKAMF.  Describe the full functionality of your SSO for learners, citizens and public sector workers with particular attention to the need to access all their resources, support and data from anywhere and on any device. | **E** | **2** |  |  |  |
| **7 - Classroom Management**  Classroom management systems are required and should be able to manage a full range of devices and operating systems in the educational setting. Teachers require control of what their student’s access and utilise, detail how your solution achieves this.  Does your system include analysis of use and to what extent?  How does your classroom management system/s address licensing?  To what extent can remote management be utilised, describe the functionality?  Can the system manage power and print and enforce policies?  What Analytical tools are provided to improve student achievement in the curriculum?  Evaluation of learning activities are important, detail how this would be achieved.  The Management tool must review, evaluate and improve all learning activities, detail how this is achieved.  In addition to recording a lesson, observation of resource use, recording and managing a school visit, confirm these are available, what other features can be provided? Describe the functionality.  How can the management tool be utilised for support? | **E** | **1** |  |  |  |
| **8 - Desktop as a Service**  To facilitate flexible learning and teaching users need to be able to connect to a virtual desktop via any device. Confirm your solution addresses this requirement and detail any limitations.  This solution should be fully managed detail how you achieve this.  To what extent can your solution support legacy equipment?  Detail the impact on school internet connectivity of your DaaS offering.  What availability has your solution met to date?  What experience have you in supporting DaaS in education, Local Authorities and wider public sector? | **E** | **3** |  |  |  |
| **9 - Software/Licensing/Resources**  Managing and maintaining legal and up to date software licensing is increasingly difficult and expensive. Detail how you can ease the burden, enforce legal licensing and ensure all licenses are at the optimum level?  What software can you provide and what level is your organisation for each?  Describe the full range of operating, application and resource licensing you can provision and at what discount rate? Please detail any assumed bulk purchases or other assumptions.  Online resources are an important aspect of learning and to support the use of teaching and learning a range of education resources are needed by educational establishments. Please detail the range of applications, resources and activities you can provision through the framework.  Can you provide licensing on a software as a service basis? Describe the limitations. | **E** | **1** |  |  |  |
| **10 - Safeguarding**  Describe your overall approach to supporting responsibilities to the safeguarding agenda including delivery.  Detail your system/s for secure case management to address all aspects of child protection.  Detail how your system/s supports staff members and other key personnel in their legal duties to cover actions by them and the school.  Detail the reporting facility handling from initial concern through to inter-agency referral and case management.  How does your system support safer recruitment?  Can the safeguarding service and systems be delivered as a service?  All systems must be GDPR compliant, please confirm. | **E** | **2** |  |  |  |
| **11 - MIS (Management Information Systems (school))**  Detail the range or options of Schools Management Information Systems that you can provide and the associated costs.  Schools MIS should have (please confirm):  Ability to comply with DFE statutory data returns.  Compliance with DfE common basic data set standards.  Compliance with DfE common transfer CTF standards.  Facilitate interoperability to SIF standards across other suppliers and other applications e.g. Admission authorities, cashless systems etc.  Ability to handle dual and multiple registrations, including attendance across multiple sites.  User-friendly management reporting tools to support leadership decision-making.  Ability to export in CSV/EXCEL format and re-import with additional information.  Ability to export changed data items for updating central LA systems.  Functionality to record and manage behaviour issues.  Functionality to record and track pupil attainment progress in the classroom environment with built-in analysis tools.  Functionality to report on individual or custom groups of pupils or staff.  Ability to handle school federations, multiple school or centralised LA versions.  Functionality to meet school attendance registration requirements.  Real-time remote data access and updating.  Appropriate access for parents and pupils.  Financial and budget management.  Timetable management.  Personnel Management linked to financial management.  Examinations management.  Workflow and letter/e-mail generation.  Recovery options for user data which may include learner or practitioner-generated content.  Payment and invoicing system.  Integrate with existing financial/accounting systems, e.g. SAGE, QuickBooks etc. | **D** |  |  |  |  |
| **12 - Learning Platform/VLE**  Many public sector customers, particularly schools, may require the facility of a Learning Platform, sometimes called a VLE (Virtual Learning Environment) please describe your experience in in this field. Any system provided should take account of the existing products that may be in place and ensure a smooth transition. Please provide detail on how you achieve this.  Products must address the following criteria:  Anytime anyplace education; access to commercial products and services, user data – including the necessary transfer of exiting materials, school materials; ability to flex with the school’s student population without becoming a costly burden; how training will be delivered and the frequency and cost; management reporting; limitations on interoperability and the adherence to standards, please detail; any additional resources that would be supplied as part of any purchase; dynamic link to the school MIS please detail the range of MIS that are linked and highlight any limitations; what tracking is available, range of tools available; backup and restore potential, options for cloud and institution base or hybrid thereof, Broadband impact;  Describe the tools available to the teacher and the functionality to manage and interact;  Maintenance and management overheads to be described;  Parent and governor engagement;  Reduce admin and ease communication with students, teachers, SMT and parents;  Compliance with data protect GDPR, Security and systems interoperability;  How will any system address authentication and authorisation and at what levels?  How could any proposed product help reduce teacher workloads?  Highlight any additional costs that would need to be factored in in the event an institution changed their platform? | **D** |  |  |  |  |
| **13 - All Areas**  In many of these areas there will be a need to fully integrate a whole range of services as a fully managed service. Please detail how you will achieve this and especially how this will be supported, including the processes involved, help desk, remote and on-site support and how these will be managed.  Detail which services can be provided ‘Pay as you Go’.  Detail financing options and limitations.  Detail what, if any, geographical limitations apply.  Detail any sector limitations e.g. in most cases working in a school will require all staff to be DBS checked.  Please provide any other supporting statements, evidence or information within each category that you consider is pertinent to the specific areas to be delivered through the framework. | **E** | **3** |  |  |  |
| **14 – Shopping Basket**  Please fill in the information in the spreadsheet to enable E2BN to analyse your costed proposals. Please note this section 14 counts as 66 points (20%) of the overall score. |  |  |  |  |  |
|  |  |  | **Grand Total** |  |  |