



Tender for Connectivity for the Bath & Wells Multi Academy Trust

The Bath and Wells Multi Academy Trust require connectivity for each of our 33 sites, with either direct connections to the internet if an SD-WAN solution will be used or underlying connectivity if an MPLS routing solution is to be used.

Each School will be offered a choice of the following connectivity after the contract is awarded.

80:20 FTTC

80:20 EoFTTC

100:100 Leased Line on 100Mb Bearer

200:200 Leased Line on 1Gb Bearer

300:300 Leased Line on 1Gb Bearer

Any other offerings (such as 300Mb Cable) can be proposed and included.

Service Proposal requirements

Each site listed in the attached spreadsheet requires the following connectivity:

- FTTP, Cable or FTTC at a minimum speed of 40Mbps download and 10Mbps upload
- 3 static IPv4 addresses per site (99 total)
- A block of Public IPv6 addresses
- Filtering at network level of the IWF URL List
- Modem with passthrough functionality or ability to use the connectivity directly with common technologies (Routers/Firewalls).
- Ability to add an additional FTTC connection for resilience of use of SD-WAN capability.

Deployment Plan

The Trust understand that in most cases, 3rd parties are involved in the deployment of connectivity. As part of your tender submission you should detail the expected timescales for deployment of the connectivity.

The Trust will provide a member of their technical team to supervise installations by third parties.

Service Strategy

The Trust wish to have a constructive approach with a supplier to ensuring continuity of service. The service requirements are as follows:

- 12 working hours to resolution for all faults.
- Direct access for Trust ICT employees to the providers business/public sector service desk.
- Direct email address for you service desk to which automated reports from Trust or routing equipment will be sent if performance indicators are not being met.
- Named points for escalation of service calls
- Invoice credit should connectivity be interrupted for more than 12 working hours (defined by Trust working hours of 8am to 6pm)
- Advanced notification (20 working days) of scheduled network maintenance work to a nominated Trust account.
- Blackholing of the provided Public IP's at network level in the event of a DDoS incident.

Performance Targets & Monitoring

The Trust invite parties to demonstrate the Key performance indicators to which SLA's will adhere.

Key technical performance indicators should include Maximum Latency, Maximum Jitter & Maximum Packet Loss on a connection, and these will be measured by the Trust with equipment procured in the Routers and Firewalls Tender.

Automated alerts should be issued to the connectivity provider should these exceed agreed levels for resolution.

Contractual requirements

The Trust is open to contractual negotiations and have requirements as follows:

- Excess Installation costs spread over the initial 3 year term of the contract.
- Ability to cancel or transfer 20% of connections during the contract term (if schools leave the Trust or are rebuilt at another location).
- Ability to extend services for a further 2 years beyond the end of the contract.
- Where FTTP is not available at the outset of the contract, Upgrades to FTTP or other faster connectivity when it becomes available at each site without penalty for the existing connection.
- Additional sites and connectivity added during the term of the contract must be co-termed to the initial contract end date.
- KPI's will be measured at the School end of the connection, although bidders are welcome to specify another point at which the technical KPI's will be measured, as long as this is visible to the Trust's technical team.
- If the providers business model is that of a reseller and multiple links from different ISPs are used across the tender, the provider will be responsible for the interactions between the underlying ISP and the provider. The SLA required is between the Trust and the Provider, not the Trust and the ISP.
- Invoices must be sent to the Central Team.
- Invoice credit should SLA's not be met after 8 hours

Demonstrating Experience & Knowledge

As one of the largest Multi Academy Trusts in the Country, The Bath & Wells Multi Academy Trust need to be assured of the knowledge and experience of their suppliers.

Submissions should include

- At least 2 references, one from a customer of a similar size.
- A list of supplier accreditations

Tender Submissions

The deadline for submissions is the 27th of August 2020 12PM.

Please ensure your response contains a completed copy of the pricing schedule included with this documentation.

Submissions should be sent via email to tenders@bwmat.org

Scoring of Responses

The responses will be scored using the following criteria:

Criteria	Weighting
Service Proposal	5%
Service Strategy	15%
Deployment Plan	5%
Performance Targets & Monitoring	15%
Contracts	10%
Demonstrating Experience & Knowledge	10%
Pricing Schedules	25%
Value for Money	10%
Financial Standing	5%

Timeline of Tenders & Awards

- August 6th 2020: Release of Tender Documents
- August 6th to August 26th 2020: Clarifications
- August 27th 2020: Deadline for responses to all 3 Tenders
- September 1st 2020: Shortlisting and Clarifications from Trust
- September 4th: Negotiations with shortlisted suppliers
- September 5th: Notifications of Award
- September 5th – 15th 2020: Schools make connectivity choices for Tender 1 and standstill period.
- September 15th 2020: Connectivity orders placed. PoC of Filtering & Firewalling implemented where possible.