



Tender for Routing & Firewall Equipment & Services for the Bath & Wells Multi Academy Trust

As the Trust implement their Cloud first strategy and develop their internal ICT team, the need for reliable routing and firewalling increases to

The Trust wish to procure a MPLS or SD-WAN solution with either Hosted or on-premises firewall solutions and where needed the associated professional services to setup and support the service after installation.

This service will be run over the connectivity provided as part of the Connectivity Tender.

Service Proposal requirements

The service must provide the following:

- Ability to directly link to Azure VPN or a virtual appliance that is available within Azure.
- Ability to monitor underlying connectivity (Jitter, Latency & Loss)
- Ability to report hardware faults.
- A shared technical responsibility for change with the Trust ICT team (up to the external Firewall)
- A clear network topology (see examples)
- Ability to Apply Layer 3 firewall rules
- Ability to apply application based (Layer 7) firewall rules.
- Ability to exclude certain traffic from inspection
- Ability to block traffic originating from outside of the UK
- Ability to prioritise/shape Traffic via QOS or other methods
- Intrusion Protection
- DDoS Protection
- Throughput on Firewalls of at least 250Mbps in both directions.

As well as one of the following:

- Equipment under warranty for 5 years
- A service plan including replacement devices within a 4 hour window.

- Or redundant equipment held by the Trust ICT Team to immediately ship to schools when a fault occurs.

If an MPLS Service with hosted firewall is being specified please detail:

- Resilience provided within core networks and systems outside of the Trust’s control
- Peering arrangements with Microsoft, Google and Apple
- Contention ratios for backhauled traffic to the Internet.

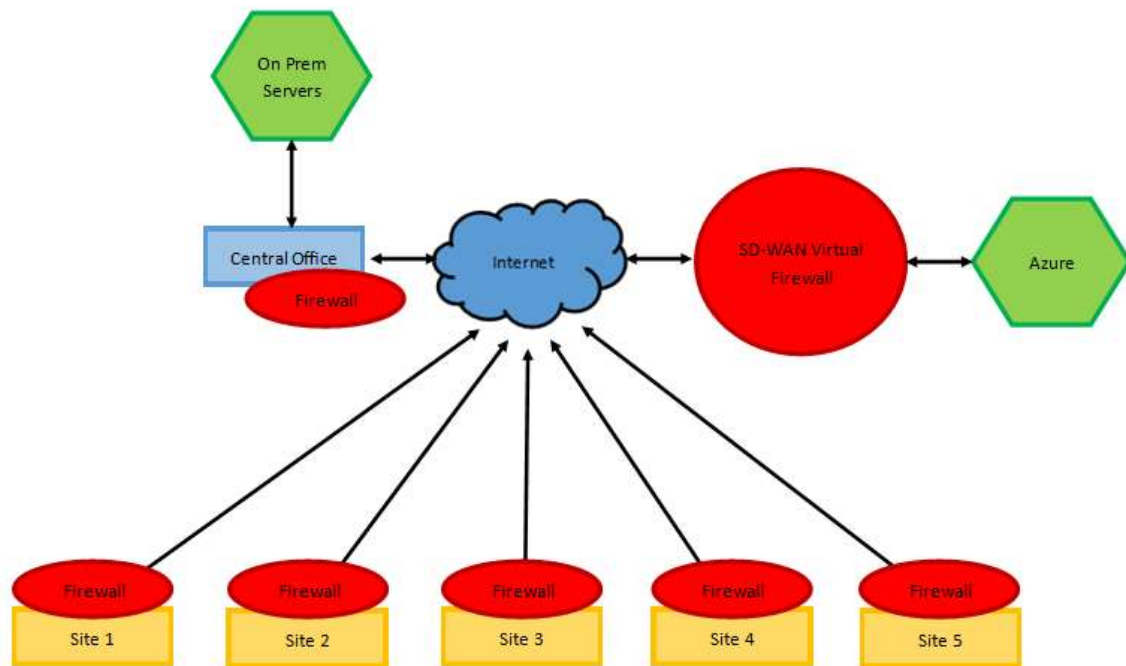
Please detail application lists/rule sets that are available and updated automatically – this is a significant time saving and support requirement for staff, especially for Microsoft, Google and Apple services

Example Network Topologies

MPLS type network



SD-WAN type Network



Service Strategy

The Trust expect this service to be in place for 5 years with a 'partnership' service strategy.

Service strategy will be developed with the Trust ICT manager when a preferred provider has been chosen, However it is important to note that the Trust expect technical transparency and access to systems, and associated training for key technical staff as required. This can be provided by third parties.

All appliances/firewalls must be available to manage through a browser based or remote interface The Trust and it's support provider will have full access over the appliances used. Agreed changes will/can take place with the knowledge of the provider using the ITIL framework but will be performed by the Trust.

Licence costs must be provided on an annual basis or as an outright purchase with a finance plan over a number of years (assume 5 for the purposes of the tender).

Please provide copies of your standard SLA's as part of your response.

Deployment Plan

The Trust intend to move to a VLAN based model for classes of devices and standardisation of subnets throughout the Trust to improve support.

During the deployment phase, the Trust will require a separate VLAN with a single subnet that matches the existing subnet, until the equipment can be

The Trust will provide a technical member of staff to deploy new equipment across our sites as part of the rollout.

Performance Targets & Monitoring

The solution should allow both the Trust and provider to monitor the following:

- Jitter, Loss and Latency across both WAN and VPN connections
- Up time and usage of WAN links.
- Up time and usage of LAN links.
- Device availability

Automated Reporting on all of the above with alerts sent to email addresses should be critical. This can be via SNMP or another method (reports via a centralised web console).

Contractual requirements

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

- A proof of concept period during which either party can leave the contract.
- Equipment costs spread over a 3-5 year period if purchased outright.
- Ability to cancel or transfer 10% of equipment to a separate contract during the contract term (where a school leaves the Trust).
- Ability to extend services for a further 2 years beyond the end of the contract.
- The Trust will retain the option to cancel 20% of the connections during the term of the contract at a pre agreed cost. At the outset of the contract this is 6 schools.

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

Scoring of Responses

The responses will be scored using the following criteria:

Criteria	Weighting
Service Proposal	10%
Service Strategy	20%
Deployment Plan	5%
Performance Targets & Monitoring	15%
Contracts	10%
Demonstrating Experience & Knowledge	10%
Pricing Schedules	20%
Value for Money	15%
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.