



Connectivity, Equipment and Filtering Tenders for the Bath & Wells  
Multi Academy Trust 2020



## Invitation to Tender for connectivity services & hardware for the Schools of the Bath & Wells Multi Academy Trust.

### Introduction

The Bath & Wells Multi Academy Trust's internal ICT team are implementing and developing cloud based solutions across its 33 schools, removing local servers, minimising support costs and encouraging educators to deliver excellent Teaching and Learning by providing the latest technologies and systems at home and in our schools.

As a result, the Bath & Wells Multi Academy Trust's requirement for bandwidth and reliable connectivity in Schools is increasing at a time of budget constraint. The Trust are looking to build a solution to give resilience, speed and reliability to its Telecoms and Broadband connectivity whilst keeping costs and management/reporting under control.

The Trust are open to different and require modern solutions, and as part of this we have segregated connectivity, firewalling and filtering into separate tenders - we invite you to bid for the all lots below that are applicable to your business, detailing your design approach and deployment.

This approach allows us to assess the market and technologies effectively and combine the best offerings into a solution for our schools.

### Tenders

We are procuring services using three separate Tenders. Parties are welcome to bid for all tenders based on their ability to provide solutions.

#### **Tender 1: Connectivity**

SLA backed FTTC, FTTP or leased line internet connectivity for 30 schools including P2P options.

#### **Tender 2: Routing & Firewalling**

SLA backed routing that allows inter site communication and hosted or distributed firewalls with direct VPN connectivity to Azure via either Azure's VPN service or proprietary VPN solutions.

Professional services for initial configuration and ongoing support.

### **Tender 3: Filtering & Monitoring of Internet Use**

Filtering and monitoring solutions with role based access control and centralised reporting. Ongoing support.

#### General Response Requirements

Each tender requires a separate response with pricing for lot displayed separately. Tender 1 requires the use of a template for your pricing response. If you are responding to more than one Tender you should copy and paste your generic responses.

Each response requires at least two references from other, similar sized customers.

#### Contractual Requirements

All responses should be based on a 3 year contract, with an additional 2 year extension by mutual consent that can be triggered at 2 years and 8 months. Tender 1 has some exceptions (EoFTTC/FTTC circuits will be bought on an annual basis and upgraded to FTTP where possible).

Tenders 2 and 3 are subject to a successful proof of concept implementation at two sites throughout the Trust (Oakhill and Churchfield) after which the Trust can choose to withdraw from the agreement – contracts should include a clause to allow the Trust or supplier to withdraw at the pilot stage and associated costs at this point.

#### Financial Standing

Each interested party's financial standing will be assessed as part of shortlisting.

#### Clarifications

Any interested party may clarify any part of the documentation. Clarifications will be issued to all interested parties.

## Timeline of Tenders & Awards

- August 6th 2020: Release of Tender Documents
- August 6<sup>th</sup> to August 26<sup>th</sup> 2020: Clarifications
- August 27<sup>th</sup> 2020: Deadline for responses to all 3 Tenders
- September 1<sup>st</sup> 2020: Shortlisting and Clarifications from Trust
- September 4<sup>th</sup>: Negotiations with shortlisted suppliers
- September 5<sup>th</sup>: Notifications of Award
- September 5<sup>th</sup> – 15<sup>th</sup> 2020: Schools make connectivity choices for Tender 1 and standstill period.
- September 15<sup>th</sup> 2020: Connectivity orders placed. PoC of Filtering & Firewalling implemented.
- September-December: Installations (All three projects managed by Trust ICT Manager).
- 1<sup>st</sup> Jan 2021: Go live for Connectivity, Firewalling & Filtering tenders.



## 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, 3<sup>rd</sup> 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, transfer or re-provision 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 12 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 27<sup>th</sup> 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](mailto: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%

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## 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.

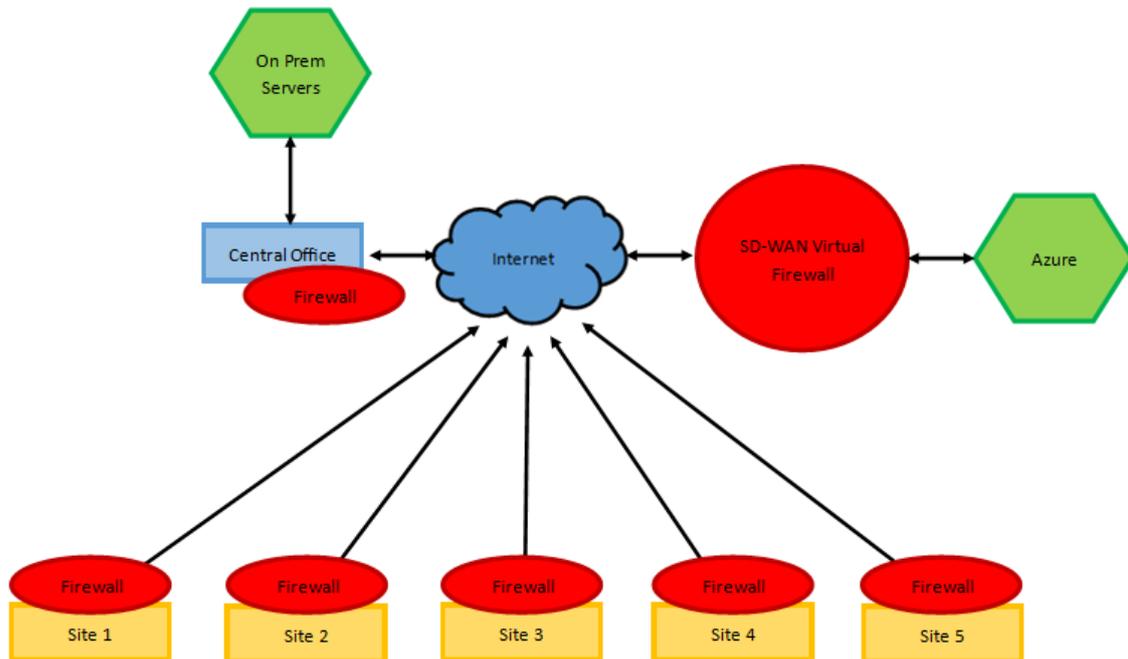
Please detail application lists/rule sets that are available and updated automatically – this is a significant time saving and support requirement for staff, especially for Microsoft, Google and Apple services

### 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 27<sup>th</sup> of August 2020 12PM. Submissions should be sent via email to [tenders@bwmata.org](mailto: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	12.5%
Contracts	7.5%
Demonstrating Experience & Knowledge	10%
Pricing Schedules	20%
Value for Money	10%
Financial Standing	5%

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September 15<sup>th</sup> 2020: Connectivity orders placed. PoC of Filtering & Firewalling implemented where possible.



## Tender for Filtering & Safeguarding Services for the Bath & Wells Multi Academy Trust

Filtering of information on the internet within schools is a statutory duty under both the current Prevent Legislation and Keeping Children Safe in Education Guidance.

The Prevent Duty Guidance states: Schools (and registered childcare providers) in England and Wales are required “to ensure children are safe from terrorist and extremist material when accessing the internet in school, including by establishing appropriate levels of filtering”

The Keeping Children Safe in Education Guidance states: “Schools are obliged to ensure appropriate filters and appropriate monitoring systems are in place. Children should not be able to access harmful or inappropriate material from the school or colleges IT system” however, schools will need to “be careful that “over blocking” does not lead to unreasonable restrictions as to what children can be taught with regards to online teaching and safeguarding.”

As a result of this guidance, the Bath & Wells Multi academy Trust require a filtering system that can scale and report at a Trust wide level, as well as allow support, alerting and notifications at a school level.

In the academic year 2020-2021 the Trust will provide support to

- 33 Schools
- 7,400 Students
- 1,000 members of Staff
- 500 Governors & Volunteers

### Service Proposal

The service must provide the following in addition to filtering that meets the KCSIE and Prevent duties:

- DNS level filtering with HTTPS inspection
- Forced Safe Search
- Ability to provide Guest networks with DNS filtering without HTTPS inspection based on DNS Servers or originating VLAN.
- Role based Access Control which distinguishes between users and sites

- Automated Synchronisation of users and groups in multiple domains directly from Azure Active Directory
- Single sign on authentication or identification with Azure Active directory (Please ensure you detail the resources needed to achieve this).
- Reporting functionality at Trust, School and individual level for parents
- Automated Alerting
- Filtering of devices outside of school premises
- Filtering of Apple, Chromebooks Android and Windows Devices
- **Resellers or integrators must be using a system that has a response available on the UK Safer Internet Centre for filtering providers or integrators.**
- The administrative panel must be accessible over the Internet.
- Solutions and storage to be hosted within the UK

**Please provide information on how you maintain and update filtering lists and the methods you use to detect unwanted content.**

Please detail further services that are available to the Trust as part of your submission – these may be offered to schools individually.

### Service Strategy

Please detail

- Assistance for the Trust with training users in the use of systems
- Resilience of the providers Filtering systems (at a high level)

### Deployment Plan

Please detail the deployment milestones and PoC milestones that you would expect before deployment. The Trust are building a centralised ICT service which allows easy maintenance of devices and configuration changes, which will be in place for January 2021.

The filtering service will go live on the 1<sup>st</sup> of January 2021 with schools coming on stream throughout November and December.

The Trust will provide on site assistance for the technical roll out of any system.

### Reporting & Alerting

Please detail the reporting and alerting functionality available at a Trust and School level, and the role based access control that manages access to alerts and reporting.

At a minimum, the Trust require:

- An ability to view reports at Trust and School Level
- An ability to alert groups of users and individuals to potential Safeguarding issues based upon group membership and Job Role.

### 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.
- Annual billing based on a minimum term of 3 years with a two year extension option at the same pricing.
- Ability to cancel or transfer users/licences to a separate contract during the contract term (where a school leaves the Trust).
- Ability to grow/contract user base by within a financial year without additional cost as schools join the Trust.

## 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 – in the case of a company reselling a filtering solution, the number of schools that you currently support with that solution and the partner level with that organisation.

## Safeguarding & GDPR

For both providers and integrators, please provide information on your internal Safeguarding strategies and training of internal staff.

Please advise on the data locations for the service, and if these meet the requirements of GDPR.

## Tender Submissions

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## Scoring of Responses

The responses will be scored using the following criteria:

Criteria	Weighting
Service Proposal	15%
Support Strategy	5%
Deployment Plan	5%
Reporting & Alerting functionality	15%
Contracts	10%
Safeguarding & GDPR	10%
Demonstrating Experience & Knowledge	10%
Pricing Schedules	15%
Value for Money	10%
Financial Standing	5%

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## Appendix 1: Documented Changes

All changes in this document are tracked and can be reviewed, however below are the changes made after the release of the initial documentation.

Introduction:

Change to remove reference to Templates that are not required.

Tender 1:

Under 'Contractual Requirements' - Ability to cancel, transfer or re-provision replaces ' - Ability to cancel or transfer'.

'Invoice credit should SLA's not be met after 8 hours' changed to 'Invoice credit should SLA's not be met after 12 hours' to align with 12 hour fault resolution in Service Proposal.

Tender 2:

Change to scoring to correct to 100% - Performance Targets & Monitoring reduced by 2.5%, Contracts reduced by 2.5%, Value for Money reduced by 5%

Tender 3:

Change to scoring to correct to 100% - Service Proposal and Value for money reduced by 5% each

## Appendix 2: Clarification Statements

The clarifications below are responses to queries received up to the 10<sup>th</sup> of August.

### Tender 1

#### **Cancellation/Transfer or Reprovision of circuits**

The Trust do not envisage scenarios where schools are removed from the Trust, however in the event the contract must be transferable to the new entity on the School leaving the Trust.

More likely is the transfer between buildings. In this instance the deprovision/reprovision of services should be included in the contract.

#### **IPv4 Addresses**

The requirement for 3 per site is mitigated should an MPLS solution be defined – a block of IPv4 addresses will still be required (minimum 8) if an MPLS is proposed.

#### **Excess Costs**

Excess Costs for building works should be spread over 3 years of the contract. Excess costs in excess of £1500 should be agreed with the Trust ICT Manager.

#### **Pre-Agreed Costs for cancellation**

For Tender 1 the Trust would expect to contract FTTC connections on a yearly basis and leased lines on a 3 yearly basis, with associated penalties for leaving the contract early (paying the remainder of the contract term).

### Tender 2

#### **Pre-Agreed Costs for cancellation**

For Tender 2 (Routers & Firewalls) we would expect outright ownership to be with the Trust after 3 years, so the pre agreed cost for the hardware could be agreed in advance.

### Tender 3

#### **DNS Filtering**

DNS base filtering is the minimum standard – other solutions can and should be proposed.

### General Queries

#### **Number of Devices to support**

The Trust has between 4,000 and 4,500 devices connected to its networks at any one time. The ability to easily scale equipment will be essential to a successful outcome.

### **Synchronisation of Users**

The Trust do not run a traditional 'on premise' Active Directory in any form.

Within Azure the Trust run Azure Active Directory Domain Services (AADDs), which synchronises from our Azure AD and supports secure LDAP.

The solutions that provision/authenticate directly with Azure AD would be more beneficial to the Trust than those that do not.

### **ICT Support**

The Trust will have an in-house ICT support provision from 2021 – this drives some of the requirements for transparency and reporting to enable first line support to filter queries.

### **Demonstrating Experience**

To clarify – we only require experience of dealing with customers and infrastructures of a similar size (15 sites or above). These do not have to be education specific customers, but in the event of a tie experience with education customers will be scored slightly than experience with business customers.

### **20% Cancellation in Tenders 1&2**

The statements are designed to ensure that we can cancel/transfer and re-provision connectivity during the term of the contract under different circumstances including:

#### **School Closure**

As a Trust, we make decisions on the viability of our schools and could with the DfE's approval close sites. This would be the only reason for total cancellation of a circuit. There is no expectation of this in the next 3 years.

#### **School Transfer**

Schools may be taken from the Trust by the DfE and given to another Multi academy Trust should we be deemed to be underperforming. In this event, the contract for connectivity for this school would need to be transferred to another MAT.

#### **Building Works**

Where a school is rebuilt, a cease and re-provision of connectivity would be required (with the re-provision happening before the cease to ensure continuity).