

United Kingdom-Shipley: Disaster recovery services

OJ S 206/2016 25/10/2016

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Accent Corporate Services Ltd

National registration number: IP29264R

Postal address: Charlestown House, Acorn Park Industrial Estate, Charlestown

Town: Shipley

NUTS code: UKE41 Bradford

Postal code: BD17 7SW

Country: United Kingdom

Contact person: Chris Cuthell

E-mail: businesscontinuity.rfp@accentgroup.org

Telephone: +44 3456780555

Internet address(es):

Main address: <http://www.accentgroup.org>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.accentgroup.org/dr-procurement>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.accentgroup.org/dr-procurement>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Request for Proposal: the provision of Disaster Recovery and Business Continuity (DR/BC) and back-up services.

II.1.2. Main CPV code

72251000 Disaster recovery services

II.1.3. Type of contract

Services

II.1.4. Short description

Accent is currently reviewing its Business Continuity and systems back-up provision to meet the requirements of the UK Homes and Communities Agency governance standards and the wider needs of its own business.

We wish to identify any opportunities within the business continuity management services market place for utilising a third party provider that can offer a range of services which deliver against our stated requirement to meet Accent's internal business recovery objectives in order to minimise and/or mitigate the impact of a serious untoward incident affecting our Head Office, which additionally hosts our National Contact Centre.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72910000 Computer back-up services, 72251000 Disaster recovery services

II.2.3. Place of performance

NUTS code: UKE4 West Yorkshire

Main site or place of performance: Within 20 miles of BD17 7SW as defined by the shortest route for motor vehicles displayed in Google Maps.

II.2.4. Description of the procurement

1) DR & BC

Accent have approximately 50 systems in the following TTR categories which are eligible for DR, full details are provided in Appendix 6 of the RfP Server List for DR Services (MS Excel XML workbook).

Category 1 Systems (please see Appendix 6 for a list including Cores, RAM and Disk Partitions) to be actively synchronised in real time, and to fail-over to live in the event of an outage of the primary systems. Fail-over to live to be available to either BD17 7SW or the DR Centre (dependent upon the origin of the outage) and all other Accent WAN sites

Category 2 Systems (please see Appendix 6 for a list including Cores, RAM and Disk Partitions) & their associated storage to be presented and available to both the WRS and all other Accent WAN sites with current data presented within 4 hours of invocation

Category 3 Systems (please see Appendix 6 for a list including Cores, RAM and Disk Partitions) & their associated storage to be presented and available to both the WRS and other WAN sites with current data presented within 48 hours of invocation.

Category 4 Systems & their associated storage to be presented as backed up data together with adequate hardware upon which to rebuild & restore. Re-build and restoration work to be carried out by Accent Technical Staff. These systems would only be required in the event of an extremely extended invocation. Please price by VM based upon a nominal 4 cores, 8 GB RAM & 2 partitions totaling 350GB disk space per server.

2) Business as usual (BAU) Back Up

A full list of systems to be covered under this statement of requirements are provided in Appendix 2, Server List for Back Up Services (MS Excel XML workbook).

We require a resilient reliable and simple to operate BAU back up solution which allows both scheduled and ad hoc back-ups of any or all our systems and rapid user friendly restoration at every level from individual file through directory to complete system.

Given the probable size of the proposed data circuit (100MBps) from Accent's MPLS network into the supplier's DR facility you may wish to consider placing a back up device into Accent's head office to both facilitate rapid restorations and de-duplicate data prior to onward transmission to your data vault.

Current back up requirements are between 23 & 33 TB, however over the life of the contract it is inevitable that despite on-going data cleansing activities within Accent this will continue to grow. We are looking for a back-up solution which is scalable without significant additional cost, and especially wish to avoid breaching software pricing break points below 40TB of backed up data.

3) Workplace Recovery Requirements:

40 Workplace Recovery Seats (WRS) located in the same facility as the recovered systems to be available to Accent Staff within 4 hours of invocation.

The ability, by mutual agreement to increase and decrease the number of contracted WRS at any time during the life of the contract always providing that the number of WRS will not at any time reduce below the original contracted number.

Each WRS to be presented with an agreed standard desktop PC with dual 21" or greater monitors (minimum PC specification Core-i5 / 8GB RAM / 250GB SSD / Dual video output).

Each WRS to be presented with an agreed IP Telephone handset / headset (exact specification TBC post Accent Connect Contract Award).

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The contract is for 3 years with discretion to extend three times i.e. for 1 year in year 3, 1 year in year 4 and again for a final year in year 5. (3+1+1+1) giving a maximum contract term of 6 years (72 months).

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Please see the full RfP for the Options requested.

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1.

Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Current certification for both organisation and all premises to be used for DR / workplace recovery and off site backups:

ISO 22301 & 27001

Please note this is a PASS / FAIL requirement.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 09/12/2016 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.7. Conditions for opening of tenders

Date: 09/12/2016 Local time: 12:01

Place:

Accent Corporate Services Ltd

Charlestown House

Acorn Park Industrial Estate

Charlestown

ShIPLEY

West Yorkshire

BD17 7SW.

Information about authorised persons and opening procedure: The tenders will be opened with 2 members of the ICT Development team present and a note will be made of the total number of submissions received and who they are from.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Not Required

Town: n/a

Country: United Kingdom

VI.5. Date of dispatch of this notice

21/10/2016