# Replacement Wide Area Network (WAN)

**Subject:** Procurement Report
**Date:** 23rd August 2021
**Reference:** HWFRS/103

### 1. Background

Hereford & Worcester Fire and Rescue Service (HWFRS) have developed an ICT Strategic Programme, which will deliver the requirements set out in the 2017 ICT Strategy, to increase productivity through flexible and accessible systems, whilst delivering continued cost savings. See **Appendix 1** ICT Strategy 2017 for full strategy.

HWFRS must keep pace with modern, user-oriented models of operating in order to address changes in the expectations of our workforce and providing our communities with sustainable, high quality firefighting, rescue and preventative services.

The existing Wide Area Network was installed in 2017 to replace an aged wires-only network with a full fibre, fully managed MPLS service. This solution connects all of our wholetime and retained stations with Service Headquarters and Internet breakout.

Since the network was originally installed our needs have evolved. Furthermore, more recent changes to working practices means that we must ensure that our infrastructure can continue to support a distributed workforce in a post-pandemic environment.

The Authority is looking to replace the current solution with a flexible, software-defined infrastructure that supports our current needs, with capacity for future growth.

The current contract for WAN services expires in the end of August 2021. Therefore, the Authority is taking this opportunity to modernise the current WAN service, in order to support its digital strategies for the future.

This document aims to provide a clear and transparent rationale for how the appropriate supplier has been selected to provide technical and programme/project management. The Service has assessed the appropriate procurement routes, the appropriate available partners and the relevant costs of those partners.

### 2. Service Review

HWFRS consists of, in addition to its headquarters (SHQ), 27 fire stations strategically located across the two counties. Nineteen of these stations are Retained and predominantly located in Hereford. The remaining 8 stations consist of 3 day crewed and 5 whole time.

Following the review of ICT and to help the Authority meet is strategic aims over the next three years, programme objective will be delivered through three main deliverables:

- Modernised WAN service to provide a more agile and cost effective architecture that allows consumption to be based on changing demands, not fixed capacity circuits.
- A secure access model that supports our move to collaboration in the cloud

Based on the deliverables the Head of Corporate Services, Project Officer and Head of ICT reviewed and agreed based on the Authorities operational requirements a user specification inline with current legislation.

As part HWFRS review and finalising the process the following documents were agreed.

Finalising of Tender Documents

1. Statement of Requirements **Appendix 2**

The specification structure was agreed and the following criteria would be used to assess the overall economic advantages of the tender proposals:-

- **Price (30%)**
- **Quality (65%)**
- **Presentation (Quality) (5%)**

The Authority requires a 3 year contract with the option to extend for a further 24 months for the provision for a Wider Area Network Service.

3. **Procurement**

The Tender for the provision of a Wider Area Network Service was advertised on 21st May 2021, with a closing date for applications on 5th July 2021.

This was undertaken as a further competition under the Crown Commercial Services Agreement RM3808 Network Services- Lot 1-Data Access Services, via the Bluelight EU Supply e-Tendering Portal.
Crown Commercial Services (CCS), a national public sector procurement, offers a wide range of options and suppliers with heavily discounted public sector specific products. This framework also significantly reduces the costs and capacity otherwise required to undertake a full procurement (tender) process. This framework complies with all appropriate and relevant legal requirements.

Lot 1- Data Access Services
1. 4Net Technologies Ltd
2. Abzorb Group Ltd
3. Adept Technology Group PLC
4. British Telecommunications Public Limited Company
5. CAE Technology Services Limited
6. Cancom Managed Services Ltd
7. Cantium Business Solutions Limited
8. Capita Business Services Ltd
9. Charterhouse Voice & Data Limited
10. Cinos Limited
11. Commsworld Limited
12. Community Fibre Limited
13. Convergence (Group Networks) Limited

14. Daisy Corporate Services Trading Limited
15. Datrix Limited
16. Exponential E Limited
17. Fujitsu Services Limited
18. Gamma Telecom Ltd
19. GCI Network Solutions Limited
20. High Speed Office Ltd
21. I.P Integration Limited
22. KCOM Group PLC
23. Logicalis UK Limited Ltd
24. Lumen Technologies UK Limited
25. Maintel Europe Limited
26. MLL Telecom Ltd
27. North PB Limited
28. O2
29. Redcentric Solutions Limited
30. RM Education Ltd
31. Six Degree Technology Group Ltd
32. Softcat PLC
33. Southern Communications Corporate Solutions Limited
34. Thales UK Limited
35. UK Broadband Limited
36. Updata Infrastructure UK Ltd
37. Virgin Media Business Ltd
38. Vodafone Ltd
39. Wavenet Limited

https://www.crowncommercial.gov.uk/agreements/RM3808:1/lot-suppliers


### 4. Evaluation Stage

Evaluation Stages
- Stage 1- Evaluated Price (30%)
- Stage 2- Quality (65%), Presentation (5%)
- Stage 3- HWFRS requested further clarification/amplification

Evaluation questions were based on the following overarching criteria and weighted scores:

| Award Criteria | Weightings |
|---|---|
| Price | 30% |
| Quality | 65% |
| Presentation (Quality) | 5% |
| TOTAL | 100% |

Eight bids were received from the suppliers listed below.

Suppliers
1. Daisy Corporate Services Trading Limited
2. Datrix Limited
3. High Speed Office Ltd
4. MLL Telecom Ltd
5. North PB Limited

6. Softcat PLC
7. Virgin Media Business Ltd
8. Vodafone Ltd


**Stage 1- Price (30%)**

A full cost evaluation was carried out on all of the suppliers returned pricing schedules based on the contract period (3 years).


**Stage 2- Quality (65%) and Presentation (5%)**

The suppliers tenders submissions were reviewed against the above criteria and specification (**Appendix 2**) with the evaluation panel consisting of Project Officer and Head of ICT, agreeing, through consensus, an overall score for each question.


**Stage 3-Amplification/Clarification**

Amplification and Clarifications questions were requested from the three suppliers listed below, to further clarify responses within their tender submissions prior to the presentations on the 21$^{st}$ July 2021. **See Appendix 3**

1. MLL Telecom Ltd
2. Virgin Media Business Ltd
3. Vodafone Ltd


The below table summaries the weighted scores achieved by each of the eight suppliers

| Question | Daisy Corporate Services Trading Limited | Datrix Limited | High Speed Office Ltd | MLL Telecom Ltd | North PB Limited | Softcat PLC | Virgin Media Business Ltd | Vodafone Ltd |
|---|---|---|---|---|---|---|---|---|
| Price (30%) | 30% | 7.5% | 29.9% | 23% | 24.9% | 11.9% | 27.8% | 19.3% |
| Quality (65%) | 14.4% | 39% | 21.7% | 44.8% | 23.1% | 33.2% | 39% | 41.9% |
| Presentations (5%) | 0% | 0% | 0% | 5% | 0% | 11% | 2.3% | 4.3% |
| **Total score** | **44.4%** | **46.5%** | **51.6%** | **72.8%** | **48%** | **45.1%** | **69.1%** | **80.2%** |


5. Recommended Decision

MLL Telecom Ltd is appointed for the provision of Wide Area Network Services.
Contract Value would be £681,664.32 (3 year contract) which will commence 3$^{rd}$ November 2021.


6. **Projected Efficiencies**

HWFRS have benefited from using the CCS Framework as it is: quick and easy to use and no sign up fee and discounted products/services.


7. **Full Audit trail (including Specification/Scoring matrix)**

http://sharepoint1/sites/Procurement/Contracts/ICT/HWFRS103%20Network%20Services%20Wide%20Area%20Network%20WAN/Forms/AllItems.aspx?RootFolder=%2Fsites%2FProcurement%2FContracts%2FICT%2FHWFRS103%20Network%20Services%20Wide%20Area%20Network%20WAN%2FMLL%20Telecom%20Ltd&FolderCTID=0x0120008FFA45BCFFECF1458B41FF1DEE4BA384&View={F2845F1E-7273-4A3F-BE09-7508ECAC624D}

| **Appendix 1-** ICT Strategy 2017 | HWFire ICT Strategy v1.0.pdf |
|---|---|
| **Appendix 2-** Statement of Requirements | HWFRS ITT WAN Replacement 05.07.2 |
| **Appendix 3-** Authority Clarifications | HWFRS WAN ITT - Authority Clarification |