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Tender

Network Infrastructure Strategic Partner

Heriot-Watt University

F02: Contract notice

Notice identifier: 2022/S 000-006735

Procurement identifier (OCID): ocids-h6vhtk-0320e9

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Section I: Contracting authority

I.1) Name and addresses

Heriot-Watt University

Moyen House, Research Park North, Heriot-Watt University

Riccarton, Edinburgh

EH14 4AP

Email

f.davidson@hw.ac.uk

Telephone

+44 1314515700

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://hw.ac.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00307

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.gov.uk

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

www.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Network Infrastructure Strategic Partner

Reference number

HWU-UK-2122-029

II.1.2) Main CPV code

- 32424000 - Network infrastructure

II.1.3) Type of contract

Supplies

II.1.4) Short description

Heriot-Watt University Network Infrastructure at both the UK and Malaysia campuses is approaching end of life and requires refresh or replacement. This project provides an opportunity to develop a new global network strategy for all campuses underpinned by modern, flexible and secure network technologies that will enable the delivery of long-term strategic objectives.

Current and future networking requirements on the UK and Malaysia campuses shall be reviewed under this project in order to enhance global networks to support an innovative, digitally enabled campus which includes embedding a next-generation, software defined network to support state-of-the-art digital teaching spaces as well as enabling research requirements and aspirations.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32424000 - Network infrastructure

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

Heriot-Watt University Network Infrastructure at the UK and Malaysia campuses is approaching end of life and requires either refresh or replacement. A global network strategy requires to be developed for all campuses underpinned by modern, flexible and secure network technologies that will enable the delivery of long-term strategic objectives.

Current and future requirements will be reviewed with a view to enhancing our global network to support an innovative, digitally enabled campus, embedding a next generation, software defined network to support state of the art digital teaching spaces as well as enabling research requirements and aspirations.

Heriot-Watt University is seeking a partner with sustainable goals that will contribute to Environmental Sustainability Strategic Performance Indicators supporting our pathway to NetZero and enabling our emerging Network strategy 2022-27 which supports the following.

Wi-Fi first but flexibility for wired as required

Ease of use

Flexibility and mobility

Connected hybrid working

Globally connected learning of staff and students

High level of security, segmentation and monitoring

Management Information to enable future planning and development

Analytics on usage, study and work patterns that can be utilised for other purposes e.g. student engagement

Intelligent campus way finding, location based services or information

Bridge the gap between traditional campus network and remote working, remote networks

A cloud first, Software as a Service (SaaS) strategy

Capability to support and monitor Internet of Things (IoT)

Heriot-Watt University are seeking a strategic partner to assist in delivering, initially for our Edinburgh and Malaysia campuses, and in keeping with the design principles implemented on our Dubai campus, the following.

Develop a clear network strategy for 2022-2027.

Review current and future requirements.

Procure new equipment and local maintenance arrangements.

Appoint a proven strategic network partner to help define, implement and maximise benefits from our network.

Provide a clear network design for each campus outlining design principles and resilience.

Deploy network enhancements in a phased approach.

Ensure colleagues in global teams receive appropriate training and support materials.

The partner must provide first class service supporting the networks on the Edinburgh and Malaysia campus with minimal disruption.

II.2.5) Award criteria

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

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Option to extend by a further five years in single year extensions.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

To Be Advised

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Heriot-Watt University may seek to incorporate the network and associated technologies at our Dubai Campus into this contract when the existing support agreement concludes in late 2025.

II.2.13) Information about European Union Funds

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

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

Evidence of substantial prior experience in creating a partnership with an HEI that has supported them to achieve their networking infrastructure ambitions will require to be demonstrated at stage one of the procurement process.

III.1.2) Economic and financial standing

List and brief description of selection criteria

The bidder must provide evidence of adequate financial stability. A review of audited accounts will be undertaken. This review may lead to additional requests for further financial information to assess financial stability where required.

III.1.3) Technical and professional ability

List and brief description of selection criteria

[SPD Question 4C.1.1] Describe your previous experience in creating a partnership with an HEI that has supported them to achieve their networking infrastructure ambitions. Responses should detail how you have achieved this, what the delivery outcomes were, what objectives were achieved and what were the success outcomes.

[SPD Question 4C.1.2] Provide three evidence-based examples/case studies from within the past five years infrastructure for a Higher Educational Institution of a similar size that describe your relevant experience and expertise in: designing, building and delivering comparable network; Global capability; skills and resources; providing 24/7 monitoring for wired & wireless networks; using network data within analytics; adopting a Wifi first approach.

[SPD Question 4C.1.3] Heriot Watt is seeking a strategic partner who will deliver best of breed solutions for Wired Network, Wifi network, VPN, Firewall, Security and associated services. Detail the hardware vendors you partner to deliver similar projects ideally within a Higher Education Institute and the typical criteria used to select them including their management of health and safety and safety record.

[SPD Question 4C.1.4] Describe your reliance on the capabilities of third parties to deliver similar projects ideally within a Higher Education Institute where a high level of quality is key.

[SPD Question 4C.1.5] Heriot-Watt University requires its networks to meet industry standard security certification, including ISO27001 or equivalent. Provide evidence of certification for your products and whether certification is for the product itself or is inherited from the data centre provider? If you don't have this accreditation, do you work with partners that have this accreditation? Provide evidence of the current accreditations you have with the suppliers and indicate how long you have held this level of accreditation.

[SPD Question 4C.1.6] Describe your current service levels for a similar project? Heriot-Watt University's current service levels include: Engineer support; Portal ticket logging or phone M-F 0800-1800 (local time zones) answerphone or logged ticket outside this period; Remote VPN access for additional support by partner engineers; Advanced Device replacement to arrive next business day; Enhanced 4hr on-site for critical network and system elements.

[SPD Question 4C1.1.7] Describe the process you typically operate to migrate to a proposed network considering the existing network may include equipment which wouldn't usually be proposed.

[SPD Question 4C1.1.8] In respect of Health and Safety, please provide a copy of your latest RIDDOR report and details of any prohibition or infringement notices served in the last five years. For our Malaysia campus, please confirm familiarity with the following regulations: Malaysian Environmental Health & Safety (EHS) Regulatory requirements enforced by Department of Occupational Safety & Health (DOSH); Fire and Rescue Department of Malaysia (BOMBA); Department of Environment (DOE); Construction Industry Development Board (CIDB).

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

11 April 2022

Local time

8:00am

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

27 April 2022

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 30 June 2022

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=686374.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:686374)

Download the ESPD document here:

[\[\[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=686374\]\]](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=686374)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Chambers Street

Edinburgh

Country

United Kingdom