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Tender

Managed Service Agreement WAN, LAN, WLAN & SD-WAN

NORTHERN GAS NETWORKS LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-017796

Procurement identifier (OCID): ocds-h6vhtk-02ccf2

Published 27 July 2021, 12:58pm

Section I: Contracting entity

I.1) Name and addresses

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

Contact

Rebecca Rowley

Email

rrowley@northerngas.co.uk

Telephone

+44 7935077342

Country

United Kingdom

NUTS code

UKE42 - Leeds

Internet address(es)

Main address

www.northerngasnetworks.co.uk/procurement

Buyer's address

www.northerngasnetworks.co.uk/procurement

I.3) Communication

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

www.northerngasnetworks.co.uk/procurement

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the following address:

Rebecca Rowley

Leeds

Contact

Rebecca Rowley

Email

rrowley@northerngas.co.uk

Country

United Kingdom

NUTS code

UKE - Yorkshire and the Humber

Internet address(es)

Main address

www.northerngasnetworks.co.uk/procurement

I.6) Main activity

Production, transport and distribution of gas and heat

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Managed Service Agreement WAN, LAN, WLAN & SD-WAN

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Scope - Wide Area Network underlay

NGN would like the potential supplier to provide the following:

Wide Area network underlay to the following locations with minimum speeds specified in the table.

Options for different connectivity types and speeds available at each for the site stated.

The potential supplier should include full-Service Management for the WAN

The potential supplier should include a full network management solution capable of providing NGN with full visibility to all aspects and elements of the network in real time.

Services at Locations should adhere to the following:

- Office/Branch/Cross Connects minimum speed 100Mb/100Mb
- Office/Branch/Cross Connects desired speed 100Mb/1Gb

Resilient links at the location which can work in an active/active configuration, links can be of different types MPLS, VPLS, DIA, FTTC, FTTP or other services

Resilient devices at each location with no loss of service on failure of an active circuit

Diverse where possible entry points to premise, different exchanges, and service providers

1Gb AWS Direct Connect Links fully resilient connectivity via diverse physical locations. Please provide an indication of the expected time to recover from a failure if any.

Legacy data center connectivity as specified in the above

10Gb Internet breakout with full redundancy via diverse physical locations. Please provide an indication of the expected time to recover from a failure if any. Alternatively provide sufficient capacity to support all locations.

Can the potential supplier as part of their proposal confirm the period of notice required from NGN to cease a circuit?

Northern Gas Networks would like the potential supplier costs for the WAN to be broken down into non-recurring cost (NRC), that is one-off charges and monthly recurring revenue (MRR) for the duration of the contract

Security is of critical importance to NGN please confirm within your response that your solution prevents data visibility in the event of unauthorized access or theft, that is protected when data is at rest, in motion and in use.

Scope - Local Area Network Both Wired and Wireless

- The LAN equipment at office locations currently comprises of:
 - Cisco 3850, Layer 3, PoE switches
 - Cisco 2960-X, Layer 2, PoE switches
 - Meraki MR42 and MR33 wireless access points

The potential supplier should include full-Service Management for the LAN and WLAN connectivity.

The potential supplier should include full Network Management, that is full visibility of all aspects of all elements to the network in real time.

Northern Gas Networks would like the potential supplier costs for the LAN and WLAN to be broken down into non-recurring cost (NRC) that is one-off charges and monthly recurring revenue (MRR) for the duration of the contract.

Scope - SD-WAN

There is currently no SD-WAN solution in place at NGN, however implementation of the technology is currently being considered. The standard setup for NGN locations is a set of at least two underlay connections to ensure redundancy. SD-WAN technology provides benefits even on a single link and can create overlays utilizing any type of transport.

With the flexibility of each circuit configured for both MPLS and DIA, the most efficient and flexible solution would be to use one of the links as MPLS and the secondary as DIA.

A set of overlay tunnels will be created on top of both transports, but internet traffic as well as traffic destined for public cloud SaaS services will not be backhauled through the centralized internet breakout, thus minimizing latency.

The potential supplier should include full-Service Management for the SD-WAN.

Northern Gas Networks would like the potential supplier costs for the SD-WAN to be broken down into non-recurring cost (NRC), that is one-off charges and monthly recurring revenue (MRR) for the duration of the contract

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

Managed Service Agreement WAN, LAN, WLAN & SD-WAN

Procurement contact: Rebecca Rowley

rrowley@northerngas.co.uk

Contract notice period ends 11th August 2021 at 12.00pm

In this timeframe please confirm to the NGN contact your expression of interest via email. If your interest to participate is not made to the NGN main contact provided on the front page of the tender documents within this timeframe you will not be able to participate in this tender event.

Brief introduction of the NGN estate

NGN are currently operating at 16 branches, connected by MPLS circuits to various data centers as well as AWS cloud services. Internet connectivity is provided centrally via one of the SCC data centers in Birmingham.

NGN is also increasingly reliant on cloud-based SaaS applications from providers like Microsoft, SAP and others.

IP telephony, with physical Mitel phone systems located at four different locations, is used across some of company's offices.

Video conferencing NGN operates a few video conferencing systems including Starleaf, and Creston.

NGN operate streaming services across all their locations.

There are several cross-connects in place with various third parties, like National Grid, Cadent Gas, Arqiva.

NGN utilizes Brand Communication client-based VPN.

The legacy applications and services have been partially migrated to Amazon AWS, As a result of the migration the connectivity to legacy data centers (SCC) will not persist for the length of the contract and will want to be decommissioned by NGN as soon as possible.

Scope - Wide Area Network underlay

NGN would like the potential supplier to provide the following:

Wide Area network underlay to the following locations with minimum speeds specified in the table.

Options for different connectivity types and speeds available at each for the site stated.

The potential supplier should include full-Service Management for the WAN

The potential supplier should include a full network management solution capable of providing NGN with full visibility to all aspects and elements of the network in real time.

Services at Locations should adhere to the following:

- Office/Branch/Cross Connects minimum speed 100Mb/100Mb
- Office/Branch/Cross Connects desired speed 100Mb/1Gb

Resilient links at the location which can work in an active/active configuration, links can be of different types MPLS, VPLS, DIA, FTTC, FTTP or other services

Resilient devices at each location with no loss of service on failure of an active circuit

Diverse where possible entry points to premise, different exchanges, and service providers

1Gb AWS Direct Connect Links fully resilient connectivity via diverse physical locations. Please provide an indication of the expected time to recover from a failure if any.

Legacy data center connectivity as specified in the above

10Gb Internet breakout with full redundancy via diverse physical locations. Please provide an indication of the expected time to recover from a failure if any. Alternatively provide sufficient capacity to support all locations.

Can the potential supplier as part of their proposal confirm the period of notice required from NGN to cease a circuit?

Northern Gas Networks would like the potential supplier costs for the WAN to be broken down into non-recurring cost (NRC), that is one-off charges and monthly recurring revenue (MRR) for the duration of the contract

Security is of critical importance to NGN please confirm within your response that your solution prevents data visibility in the event of unauthorized access or theft, that is protected when data is at rest, in motion and in use.

Scope - Local Area Network Both Wired and Wireless

- The LAN equipment at office locations currently comprises of:

- Cisco 3850, Layer 3, PoE switches
- Cisco 2960-X, Layer 2, PoE switches
- Meraki MR42 and MR33 wireless access points

Can the potential supplier please include in their proposal sufficient LAN and WLAN at each NGN location replacing the existing managed service provider equipment?

The potential supplier should include full-Service Management for the LAN and WLAN connectivity.

The potential supplier should include full Network Management, that is full visibility of all aspects of all elements to the network in real time.

Northern Gas Networks would like the potential supplier costs for the LAN and WLAN to be broken down into non-recurring cost (NRC) that is one-off charges and monthly recurring revenue (MRR) for the duration of the contract.

Scope - SD-WAN

There is currently no SD-WAN solution in place at NGN, however implementation of the technology is currently being considered. The standard setup for NGN locations is a set of at least two underlay connections to ensure redundancy. SD-WAN technology provides benefits even on a single link and can create overlays utilizing any type of transport.

With the flexibility of each circuit configured for both MPLS and DIA, the most efficient and flexible solution would be to use one of the links as MPLS and the secondary as DIA.

A set of overlay tunnels will be created on top of both transports, but internet traffic as well as traffic destined for public cloud SaaS services will not be backhauled through the centralized internet breakout, thus minimizing latency.

Can the potential supplier please include in their proposal a SD-WAN that compliments NGN application use and security requirements?

The potential supplier should include full-Service Management for the SD-WAN.

Northern Gas Networks would like the potential supplier costs for the SD-WAN to be broken down into non-recurring cost (NRC), that is one-off charges and monthly recurring revenue (MRR) for the duration of the contract

The potential supplier should include a full network management solution capable of providing NGN with full visibility to all aspects and elements of the network in real time.

The duration of all the contracts should be 3 years, with additional options for an additional year extension and one final year's extension making the length of the contract a maximum of 5 years. The additional years if taken up by NGN should be priced at exactly same cost as the cost for the initial 3 years in term of monthly recurring revenue.

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

36

This contract is subject to renewal

Yes

Description of renewals

2 x 1 year extension provisions available for NGN to use at our discretion

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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

11 August 2021

Local time

12:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Rebecca Rowley

Leeds

Email

rrowley@northerngas.co.uk

Country

United Kingdom