



INVITATION TO TENDER
Colocation Services

ENTRUST
August 2019

1. EXECUTIVE SUMMARY

- 1.1. ENTRUST is seeking a supplier to provide ENTRUST with a colocation service for its Information Technology (IT), or to provide one, or more of the individual elements of that service.
- 1.2. This invitation to tender document sets out:
 - Background to ENTRUST;
 - ENTRUST's current IT infrastructure;
 - Tender Specification;
 - Tender Process;
 - The Tender timetable; and
 - The Tender selection criteria.

2. ENTRUST

- 2.1. ENTRUST was appointed as the Regulator of the Landfill Communities Fund (LCF), under a Terms of Approval (TOA) by HM Revenue & Customs (HMRC) Commissioners on 1 October 1996.
- 2.2. The LCF is a tax credit scheme, which allows Landfill Operators (LOs) to contribute a proportion of their landfill tax liability to enrolled Environmental Bodies (EBs) to carry out projects, which benefit the local community and/or environment. The LCF is governed by the Landfill Tax Regulations 1996 (Regulations) and subsequent amendments. It is ENTRUST's role to ensure that the Regulations and our guidance are adhered to and that all LCF monies are spent compliantly.
- 2.3. Since the Government Reform of the LCF in 2016, the LCF has reduced in size and the current fund generates approximately £33 million per year and the activities of approximately 2,000 EBs are regulated by ENTRUST. The aim of the LCF is to offset some of the impacts that landfill sites have on local communities and all projects must be within 10 miles of a registered landfill site in England or Northern Ireland.
- 2.4. All LCF projects must satisfy the objectives contained in the Regulations. We regulate both the EBs' activities and the work they undertake through the delivery of approved projects. We also assess each project before any LCF money is spent to ensure it is clearly going to deliver an approved object. It is important to note that ENTRUST does not allocate, or have influence over the distribution of LCF monies (primarily this is done by 'Funding EBs' but occasionally directly from a LO).
- 2.5. As a responsible organisation, Cyber Security forms an integral and key part of our IT focus and therefore each year we engage the services of a third party to carry out an independent assessment of our compliance with the National Cyber Security Centre's Cyber Essentials scheme. As an essential requirement of the contract, we would require all suppliers to comply and be accredited to this scheme. We also have in place a comprehensive Privacy Policy and Cookie Policy, which both adhere to the Data Protection Act 2018 incorporating the General

Data Protection Regulation (GDPR) and the Privacy and Electronic Communications Regulations (PECR).

- 2.6. Potential suppliers should also note that in accordance with the ENTRUST/HMRC TOA (Annex II, section 2.3.6) before awarding any the contract(s), we are also required to obtain HMRC's approval for any new supplier who will have access to personal data held on our systems.

3. ENTRUST's IT INFRASTRUCTURE

ENTRUST uses the following IT solutions to ensure that our systems, hardware, software and Cyber Security arrangements are robust, secure, cost effective, up to date and enable the company to operate and fulfil its regulatory function.

3.1. Hardware

We operate the following hardware:

- 5 servers, 4 of which are housed off site;
- 2 Firewalls which are at our current Colocation Provider using CISCO VPN application laptop users;
- Mixture of laptop and desktop users; and
- The total number of Endpoints including servers is 35.

3.2. Our current Colocating package provides

The following sets out the services and packages provided by our current supplier:

- Support Points;
- Power Charge (per 1kW/4 Amps);
- Diverse 100Mbps copper network delivery;
- Connectivity - Point to Point Connection
- IP Addresses -/48 IPv6 IP block Non-portable;
- IP Addresses -/29 IP block (5 usable IP addresses) Non portable;
- Advance Hardware Replacement/Maintenance –27/4/7 -ASA5505-Failover Pair Firewalls
- Cloud Backup Asigra Committed Storage; and
- Rackspace -9U 1/4 19 Rack -1kCW (4A) capable with 0kW (0A).

4. TENDER SPECIFICATION

- 4.1. The current colocation provider's contract is due to expire at the 30 November 2019 and we are therefore seeking a potential new supplier(s) to work in partnership with ENTRUST in order to provide, resilience, DR and a secure IT infrastructure, which includes the provision of:

- Colocation centre in a secure environment;

- Rackspace for x 4 1U Physical Servers plus firewalls (or offer a bespoke firewall solution);
- 2 layer point to point line including router;
- Failover line;
- Cloud backup (DR Solution), but the data storage must be UK based;
- Support package point system;
- Onsite access for ENTRUST staff at data centre; and
- Data centre that can offer workspace in DR situation.

4.2. In awarding this contract, we are also content to explore options for the provision of the services which may include one supplier providing all our requirements, or provision of one, or more services as standalone service provision, working with other suppliers

4.3. The specification of ENTRUST's existing provider is detailed at Appendix A.

5. TENDER PROCESS

5.1. Organisations may submit tenders for either of the following options or both:

- Provision of all required services as one package; and/or
- Provision of one or more services as standalone service provision, working with other suppliers.

The tender submission should also include the following table as a check box to indicate which of the options your company would like to tender for:

		We are tendering for:
Colocation Centre Bespoke Provision	Rackspace	
	Firewall	
	Point to Point Lease Line (Router)	
	Failover Line	
	Cloud Storage (back up)	
	Support Package	
Colocation Centre, Full Provision Package	Replace our existing package	
Cloud Backup Solution	Replace our existing provider	
Lease Line 2 nd Layer Provider and Failover (Backup) Line	Replace our existing provider	

5.2. ENTRUST is also keen to future-proof our IT systems and infrastructure and your tender proposal should include any information about how your proposal will support this requirement.

5.3. Depending on the package, or packages you would like to tender for please provide the following information.

Infrastructure solution to consider colocation of ENTRUST's four physical servers

- Infrastructure proposal including design concepts;
- Provision of all required services as one package; and/or
- Provision of one or more services as standalone service provision, working with other suppliers.

Please clarify your colocation and IT services

- Details of your company's ongoing support package(s) and/or hourly support rate;
- Details of your company's Colocation solution, including full cost of solution, any up front or ongoing costs and your cyber security record;
- Please ensure you show whether you would manage the service solution or whether ENTRUST would manage the service solution;
- Annual costs for colocation services (if managed by you);
- Potential issues involved in infrastructure move;
- Estimated project delivery time;
- Estimated potential down time; and
- Any details of extended downtime.

Other details required:

- Timings for each project proposal, in reference to the colocation, lease line, firewall and backup solution;
- Details of your project management approach;
- Details of the proposed project team members and their experience with the proposed software;
- Details of your warranty period for snagging after go-live date;
- Details of how your proposed solution is future-proof (for example, expected longevity of firewalls, Cloud Solution etc); and
- Contact details of at least two clients with whom you have worked in the last 12 months who we can approach for references.

When including cost information please provide it as VAT inclusive.

The completed bids should be submitted to:

Becky Devis
IT Support Officer
ENTRUST
60 Holly Walk

Leamington Spa
Warwickshire

Email: beckydevis@entrust.org.uk

Please write **Colocation PROPOSAL** either on the envelope or as the title of your email.

Should you wish to discuss this tender further please contact Becky Devis on 01926 488319

6. TENDER TIMETABLE

- 6.1. The proposed timetable for the tender process for the ENTRUST Colocation and Services is set out below:

Action	Completed by
Deadline for submission of tenders	12 September 2019
ENTRUST decision on Colocation Provider or IT Service Solution	20 September 2019
Selection of preferred bidder after due diligence process	4 October 2019

7. SELECTION CRITERIA

- 7.1. ENTRUST's selection of a partnership organisations will be based on the following criteria:
- Delivery of a comprehensive proposal, meeting both current and potential future requirements;
 - Value for Money (VfM) (cost and quality of project);
 - Ongoing costs of support;
 - References and experience of supplier;
 - Relationship management and partnership working; and
 - Demonstrable commitment to cyber security.



Appendix A

REQUIREMENTS FOR CO-LOCATION SERVICES

The following provides additional information to the main body of this document, and the Invitation to Tender letter provided with this document.

Essential Requirement	Desirable
<p>Colocation DataCentre</p> <ul style="list-style-type: none"> • Building Secure/Resilience; • Rackspace for x4 U1 Physical Servers; • Easy access to Co-location 24/7/365; • Support programme/package; • Managed services; • Disaster Recovery Service; • Cloud Services; • Workspace DR; • Secure onsite facility; • Cyber Accredited Plus and ISO Accredited; • Power Redundancy; and • Fully alarmed facility. 	<ul style="list-style-type: none"> • Geographically close to ENTRUST circa a 30-mile radius; • No hidden costs; • Provider to setup and configure; • Resiliency – No single point of failure; Instant failover for all critical components; • Retain existing IP Addresses -/48 IPv6 IP block; and • Retain existing IP Addresses -/29 IP block (5 usable IP addresses).
<p>Cloud Backup</p> <ul style="list-style-type: none"> • ENTRUST data must only be stored in the UK; • Minimum Data Allowance is 1 TB; • Every day email notifications when backup jobs are completed; • Email notifications warning that size level will be exceeded; • Reliable Backup service; • Ease of use; • Help Line and Technical Support; • Support and Managed options; and • Disk Level Hardware Independent. 	<ul style="list-style-type: none"> • No hidden costs.
<p>Lease Line</p> <ul style="list-style-type: none"> • 2nd Layer Point to Point; • Minimum 100 MB Line; • Router; • Failover Line; and • 24/7 Helpline and Support. 	<ul style="list-style-type: none"> • No hidden costs.

Essential Requirement	Desirable
Firewall Managed, none Managed or Bespoke <ul style="list-style-type: none">• If unmanaged service provider to offer support points for Firewall requests of change; and• New provider to setup and configure.	No hidden cost