

Serious Brands Ltd Invitation to Tender

Title: Server Infrastructure Refresh

Deadline for receipt of tender proposals: 12:00 noon, 5 August 2020

Background

Serious Brands Ltd has been a leader in manufacturing and supplying specialised task lighting for over 30 years.

We design and high quality products coupled with industry leading customer service to enrich people's lives, especially the aging demographic and those with failing eyesight.

We have seen significant growth in our consumer business over the last 5+ years.

Specification

Introduction

We are seeking a suitably qualified supplier to refresh the severely strained 8+ year old server infrastructure and to provide for a new approach to agile growth with a solution that provides:

- Virtualized Server Environment
- High Availability
- Resiliency against disasters with fast recovery times
- Flexibility to grow with demand
- Increased capacity for remote working
- Simplified Management

Both on-premise and cloud based solutions will be considered.

The new infrastructure will host two existing SQL Server based systems which will be migrated by their suppliers on the completion of this project.

The infrastructure refresh must be completed by Tuesday 8th September 2020 in order to allow adequate time for the SQL Server based system suppliers to migrate their systems over to the new platform and be sufficiently tested by Friday 2nd October 2020.

Current Server Environment

Windows Server 2008 R2
Exchange Server 2010
SQL Server 2008
Veritas BackupExec
Kaspersky Security Centre

Physical Host 1 (non-virtualised)

- Primary Domain Controller / SQL Server / Backup Server

Physical Host 2 (VMware ESXi)

- Secondary Domain Controller
- Exchange Server
- File & Print Server / Antivirus Management Server
- Remote Desktop Server

Physical Host 3 (non-virtualised):

- SQL Test Server

Physical Host 1

HP ProLiant ML 350 G6
2.4GHz x 8 cores, 32GB RAM, 1250GB 10k SAS HDD

Physical Host 2

HP ProLiant ML 350 G6
2.4GHz x 8 cores, 34GB RAM, 1280GB 10k SAS HDD

Physical Host 3

HP ProLiant ML370 G5
2.3GHz x 4 cores, 10GB RAM, 280GB 10k SAS HDD

Synology Diskstation DS713+. (2700GB additional storage)

Backup – HP Ultrium LTO 6 Tape Drive

A current network diagram can be provided by Serious Brands IT on request.

Requirements

Servers

- Primary Domain Controller
 - Secondary Domain Controller (optional at your discretion)
 - SQL Server 1
 - SQL Server 2
 - SQL Test Server 1
 - SQL Test Server 2
 - File & Print Server
 - Remote Desktop Server(s)
 - Capacity for Antivirus Server & Backup Server
 - Hosted Exchange (Microsoft 365)
- (a) Must support minimum of 50 users
- (b) Remote Desktop Server must initially support a minimum of 10 users with available capacity for supporting 20
- (c) Remote Desktop Server must have Microsoft Office
- (d) The non-test SQL Servers must have a minimum specification of a 4 x CPU cores, 64GB RAM (server 1), 32GB RAM (server 2)
- (e) We will require 2 x SQL Server 2019 & 30 user CALs
- (f) Disk space should be at least double our current specification. Other server resource allocation to be advised/discussed
- (g) Serious Brands already has Office 365 Business licenses for the majority of users. They will require upgrading to Business Premium prior to Exchange Server migration. Additional licenses will be required for tablet only users based at our warehouse. Serious Brands will organise these. Additional 'E' grade licenses maybe required for the Remote Desktop Server.

Remote Working Equipment

Serious Brands Ltd require 12 x laptops, with carry sleeve/bag, full size Bluetooth mouse and a 27" widescreen monitor for use by remote workers.

Backup

For an on-premise server environment, an autonomous backup solution would be backup-to-disk-to-cloud so Serious Brands Ltd have both on and off-site

backup repositories.

Any solution will provide a full, reliable, efficient, and quick recovery whether the recovery is directly on-site, back to site from the cloud, or to another hosted virtualised environment.

Disk space should be generous to allow for full server snapshot backups, and daily, weekly, monthly full and incremental backups. Consider 3 x total disk space.

A cloud storage service to host our backups should be specified and must be at least Tier 3 certified.

UPS

A UPS must be specified to keep the server environment powered up for at least 30 minutes.

The UPS must be configured to gracefully shutdown the servers and automatically bring them back up when power is restored.

Key project requirements:

1. Minimal interruptions/downtime of existing environment during system setup and migration between the hours of 08:30 and 17:30
2. Expectation that some work may need to take place outside of the above hours in the evenings and/or weekends.
3. Post go-live support to resolve any teething issues.
4. Design hardware configuration for SQL Server performance
5. Migrate the existing Exchange 2010 Server to Microsoft 365 (multiple domains) including multiple existing Public Folders.
6. Migrate Active Directory, users & data to new servers
7. Build Windows Servers ready for SQL Server system migrations
8. Allow and encourage shadowing by Serious Brands IT during project implementation where possible
9. System walkthrough & demonstration of host failure tests, backup & recovery of files, system objects and full servers, and automated power failure/recovery if on-premise solution.
10. Create and handover a project file with system design, specification, serial numbers, license details, and details of any support agreements.

Further requirements:

Detailed project requirements will be discussed and agreed with the successful candidate via a scope of works exercise after contract sign-off and prior to project commencement.

Optional Requirements

Support contract options for different levels of on-going IT support to assist Serious Brands IT and users.

Procurement and Project Timetable

Event	Date/Time
Tender Notice posted	<i>22 July 2020</i>
Tender response deadline	<i>12 noon, 5 August 2020</i>
Clarification (if applicable)	<i>w/c 10 August 2020</i>
Anticipated contract award	<i>w/c 10 August 2020</i>
Mobilisation Period to include implementation, testing, quality assurance, training.	<i>By 8 September 2020</i>
Launch Date	<i>Tuesday 8 September 2020</i>

Service Levels

You must propose Service Levels in your tender response for agreement with Serious Brands Ltd.

Escalation Procedures

In the event of a major problem, a list of contacts will be required to manage any problem to a successful conclusion.

Account Management

In performing the services required under this contract the supplier will report to Andy Horn, IT Manager, Serious Brands Ltd.

Please specify in your proposal the named individual who will be responsible for the account management of this contract on behalf of your organisation, and an alternative contact.

Contract Value

The estimated value for this contract is **£125,000 exclusive of VAT and all expenses**. Serious Brands Ltd will not be liable for any expenses incurred by the successful candidate for the duration of the project. Bids in excess of £125,000 will be excluded for being unaffordable.

The licence costs set out in the successful bidder's tender will apply to any additional licences required.

Payment Structure and billing requirements

Payment terms must be clearly specified with the tender response.

Evaluation criteria

Tender submission will be evaluated and scored against the following criteria:

- | | |
|-----------------------------|-----|
| • Confidence in Proposal | 10% |
| • Confidence in Supplier | 30% |
| • Cost | 10% |
| • Ability to meet timeframe | 30% |
| • Location of Supplier | 20% |

Each category will be scored on a 0 to 9 point scale with the tenderer with the highest score winning.

9 – excellent

5 – good

3 – questionable

0 - poor

Instructions to tenderers

Please submit your tender offer in accordance with all of the instructions, requirements and specifications set out in the enclosed documentation.

You must treat these documents and any further information provided by Serious Brands Ltd as confidential at all times and only disclose them if necessary to prepare a compliant response to the tender.

Nothing in the enclosed documentation, or any other communication made between Serious Brands Ltd and any other party, can be considered a contract or agreement at this stage.

Please note that Serious Brands Ltd are required to publish online the final awarded contract and any associated documentation. If you have any concerns about the future publication of sensitive information you should raise these within your tender proposal, highlighting which areas within your proposal you consider may be subject to exemption, and subsequent redaction, in line with the provisions of the Freedom of Information Act 2000 (FOIA). More information about FOIA can be found at www.ico.gov.uk.

Validity of offer

You must offer your tender for acceptance for 60 days from the deadline for tender submission.

Please note that by submitting a tender response for consideration you are confirming that, as an officer for the company/organisation that you represent, you have read and understood the tender documents and that your offer to Serious Brands Ltd is open for acceptance for 60 days from the tender closing date.

Tendering

If we need to amend any tender documents before the closing date, we will write to you with any changes. If we extend the deadline for tender responses, we will advise you.

Serious Brands Ltd reserves the right, in its absolute discretion, to cancel or suspend this tender process at any time and for any reason. If we need to do this we will notify you in writing as soon as reasonably practicably.

Serious Brands Ltd is not responsible, and will not pay for any expenses or losses you incur during, but not limited to, the tender preparation, site visits, post-tender negotiations or interviews.

Return of Tender

You must complete and submit your tender response/proposal electronically by email by the tender response deadline of **12 noon, 5 August 2020.**

To submit your response/proposal please send it to:
tenderIT@seriousbrands.co.uk

Any tender delivered after the closing date and time for any reason will be discounted.



Serious Brands Ltd is not responsible if all or part of your tender is not received.

Bidders should raise any queries they have about the requirements by emailing tenderIT@seriousbrands.co.uk in the first instance.