

Question:

What are the eligibility requirements?

Answer:

The eligibility requirements for this tender are as follows:

1. Support teams are required to be based onshore for call handling first line support.
2. All ARIA data to be stored within the UK or EEA.
3. The bidder must have Disaster Recovery and Business Continuity Plans.
4. The bidder must confirm adherence with the Government's Supplier Code of Conduct.
5. The bidder must have Cyber Essentials certification.

In addition, the bidder will be selected based on the following criteria:

- A. Background, Profile and Experience - managing similar IT environments for fast-paced and rapidly scaling organisations.
- B. Approach to Service Delivery - understanding of requirements and how they would be met, including tools or technologies to be used, and proposed KPIs and SLAs.
- C. Demonstration of Resource - expertise and resources required to deliver both the strategic and technical services required.
- D. Commercial Proposal - value for money through transparent pricing models with no hidden costs and a proven ability to offer cost-effective solutions without compromising quality.

Context Used:

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## Section 1: Additional requirements

The Bidder shall confirm as part of its submission adherence to the following requirements.

### Evidence

in the form of copies of relevant certification must be provided as part of the submission and can be uploaded directly into the spaces provided in application portal:

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## Section 2: Mandatory

- Support teams are required to be based onshore for call handling first line support
- All ARIA data to be stored within the UK or EEA
- Disaster Recovery and Business Continuity Plans
- Confirmation of adherence with the Government's Supplier Code of Conduct
- Cyber Essentials

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## Section 3: Selection criteria

The appointed provider will be selected against both their written response and presentation according to the following criteria:

A. Background, Profile and Experience [20%] - A clear demonstration of managing similar IT environments for fast-paced and rapidly scaling organisations, including existing client information.

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B. Your Approach to Service Delivery [30%] - A clear articulation of what you see as our requirements and how you would meet them, including any tools or technologies to be used, and proposed KPIs and SLAs for response and resolution times for various types of incidents.

C. Demonstration of Resource [30%] - Demonstrate that you have (or have access to) the expertise and resources required to deliver both the strategic and technical services required, including details on the dedicated client manager and any key personnel who would be delivering the service.

D. Commercial Proposal [20%] - Commercial terms that demonstrate value for the tax-payer, including market comparables. The provider delivers value for money through transparent pricing models with no hidden costs and a proven ability to offer cost-effective solutions without compromising quality.

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#### Section 4: Confidentiality, Publicity, Conduct and Conflicts of Interest:

The contents of this RFP are confidential and must not be copied, reproduced, distributed or passed to any

other person at any time except for the purpose of enabling the bidder to submit a proposal. ARIA may use

the information included in a bidder's response for any reasonable purpose connected with this RFP. In

particular, once a bidder has been excluded, ARIA reserves the right to use any ideas contained in that

bidder's proposal in any ongoing discussions with other bidders but undertakes not to reveal the identity of the

provider of these ideas. No publicity regarding the subject-matter of this RFP or the award of any Contract will

be permitted unless and until ARIA has given express written consent to the relevant communication.

ARIA reserves the right to: a) waive or change the requirements of this RFP from time to time

without prior (or

any) notice being given by ARIA, in the event ARIA makes material changes to this RFP, ARIA may choose to

extend the deadline for submission. b) reject any bidder that does not submit a compliant Proposal in

accordance with the instructions in this RFP. c) disqualify any bidder that is guilty of serious misrepresentation

in relation to its Proposal, d) withdraw this RFP at any time, or to re-invite Bidders on the same or any

alternative basis; e) choose not to award any Contract as a result of the current procurement process; and f)

make whatever changes it sees fit to the Timetable, structure or content of the procurement process, depending on approvals processes or for any other reason. ARIA will not be liable for any bidder's costs,

expenditure, work or effort incurred by them in carrying out enquiries in relation to, proceeding with, or

participating in, this RFP, sourcing process or procurement, including if the procurement process is terminated

or amended by ARIA.

Any attempt by bidders or their advisors to influence the contract award process in any way may result in the

Bidder being disqualified. Specifically, bidders shall not directly or indirectly, at any time: a) enter into any

agreement or arrangement with any other person as to the form or content of any other Proposal, or offer to

pay any sum of money or valuable consideration to any person to effect changes to the form or

content of any

other Proposal; b) enter into any agreement or arrangement with any other person that has the effect of

prohibiting or excluding that person from submitting a Proposal; c) canvass ARIA or any employees or agents

of ARIA in relation to this sourcing process; or d) attempt to obtain information from any of the employees or

agents of ARIA or their advisors concerning another bidder or proposal. Bidders are responsible for ensuring

that no conflicts of interest exist between the bidder and its advisors, and ARIA and its advisors. Any Bidder

who fails to comply with this requirement may be disqualified from the procurement at the discretion of ARIA.

Bidders recognise and accept that it will be at ARIA's sole discretion as to which, if any, proposal is accepted.

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## Section 5: Criteria B - Your Approach to Service Delivery

- A clear articulation of what you see as our requirements and how you would meet them, setting out the delivery model you would use for this service including your proposed plan for delivery and any tools or technologies to be used.
- Provide your management and oversight structures that you would apply to this service.
- Provide a sample report that would be used for the quarterly reporting (please attach this as an annex to your proposal, which will not be included in the maximum page count).
- Set out how you will assure the quality of your service and meet the suggested KPIs and

SLAs for response and resolution times for various types of incidents. You may also suggest additional KPIs/SLAs.

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## Section 6: Executive Summary

Summarise how you will deliver the key services you are proposing and how these relate to ARIA's requirements set out in section 1 above.

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## Section 7: Format of Proposal Submission

### Format

PDF. Pages should be numbered, and the response should include the bidder's name inserted as a header

### Page Guide

5 pages, plus annexes.

### Responses to

ARIA's application portal

In case of any technical issues with the portal please contact

[clarifications@aria.org.uk](mailto:clarifications@aria.org.uk)

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## Section 8: Implementation and Deployment Timeline

The initial contract will run for 36 months.

The supplier must be able to start work immediately after the Target Award date. The handover period with the incumbent supplier is required to be complete by 28th April 2025.

ARIA shall have the option to extend the contract beyond the initial 36 months for up to a further 24 months if required and subject to mutual agreement.

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Section 9: Untitled Section

Request for Proposal:

Managed IT Service

03 January 2025

V1.2

SECTION 1: THE REQUIREMENT AND

CONDITIONS..... 3

Introduction..... 3

The Requirement (the “Services”).....3

Implementation and Deployment Timeline..... 5

Key Contract Terms..... 6

SECTION 2: PROPOSAL RESPONSE

STRUCTURE..... 7

Executive Summary.....7

Criteria A - Background, Profile and Experience..... 7

Criteria B - Your Approach to Service Delivery..... 7

Criteria C - Demonstration of Resource..... 8

Criteria D - Commercial Proposal..... 8

Additional requirements.....9

Format of Proposal Submission..... 9

SECTION 3: TIMELINES, REVIEW AND SELECTION

PROCESS..... 9

Procurement Timeline..... 9

Review Stages..... 10

Selection criteria..... 10

Clarification Questions.....11

ANNEX A - Suggested Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)..... 12

CONDITIONS OF RFP.....

14

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Section 10: Clarification Questions

Bidders are urged to review the RFP documentation, identify and submit any clarification requests no

later than 18:00 (GMT) 08 January 2025, via email to [clarifications@aria.org.uk](mailto:clarifications@aria.org.uk). Clarification requests received after this date will not be reviewed.

Any clarification request or responses containing information that is of relevance to all bidders will be provided to all bidders that confirm their intention to participate. Answers to clarification requests will also be posted to the ARIA website, following the deadline for submission of clarification requests. If bidders do not wish a query or response to be disclosed to other bidders, they must communicate this and the reason why, with the clarification question.