

REPORT OF  
The Strategic Director for Service Reform  
TO  
Procurement Board  
ON  
26<sup>TH</sup> June 2019

TITLE: Approval to Award the Contract for Citrix ADC Licences and Hardware

RECOMMENDATION:

That Procurement Board approve the award of the Contract for Citrix Application Delivery Controller (ADC) software licences and associated hardware as detailed in the table below:

Detail required	
<b>Title/Description of Contracted Service/Supply/Project</b>	Citrix ADC Licensing
<b>Name of Successful Contractor</b>	Phoenix Software Ltd
<b>Supplier Registration Number</b> <i>(to be supplied by Corporate Procurement)</i>	<b>02548628</b>
<b>Type of organisation</b> <i>(to be supplied by Corporate Procurement)</i>	Private Limited Company
<b>Status of Organisation</b> <i>(to be supplied by Corporate Procurement)</i>	Non-SME
<b>Contract Value</b>	£106,497.00   Full Project
<b>Contract Duration</b>	36 Months
<b>Contract Start Date</b>	01/07/2019
<b>Contract End Date</b>	30/06/2022
<b>Optional Extension Period 1</b>	n/a
<b>Optional Extension Period 2</b>	n/a

<b>Who will approve each Extension Period?</b>	n/a
<b>Contact Officer (Name &amp; number)</b>	David Hunter
<b>Lead Service Group</b>	Service Reform
<b>How the contract was procured?</b> <i>(to be supplied by Corporate Procurement)</i>	Framework Call-off (Mini Competition)
<b>Framework Details (where applicable)</b> <i>(Procurement Body, Framework Reference &amp; Title, Start/End Dates, Hyperlink, etc.)</i>	Crown Commercial Services Technology Products 2 RM3733
<b>Funding Source</b>	Capital Programme

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#### EXECUTIVE SUMMARY:

The purpose of this report is to seek approval for the award of the above mentioned contract.

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#### BACKGROUND DOCUMENTS:

Report to Procurement Board 18<sup>th</sup> October 2017 stating planned procurement activities Appendix B

2018/19 Capital Programme Report

#### KEY DECISION:

No

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#### DETAILS:

##### 1. Background

Citrix ADC (formerly Netscaler) [LOT1] is a gateway appliance used for securely delivering web and networking applications to end clients and between infrastructure services both internally and externally across the internet.

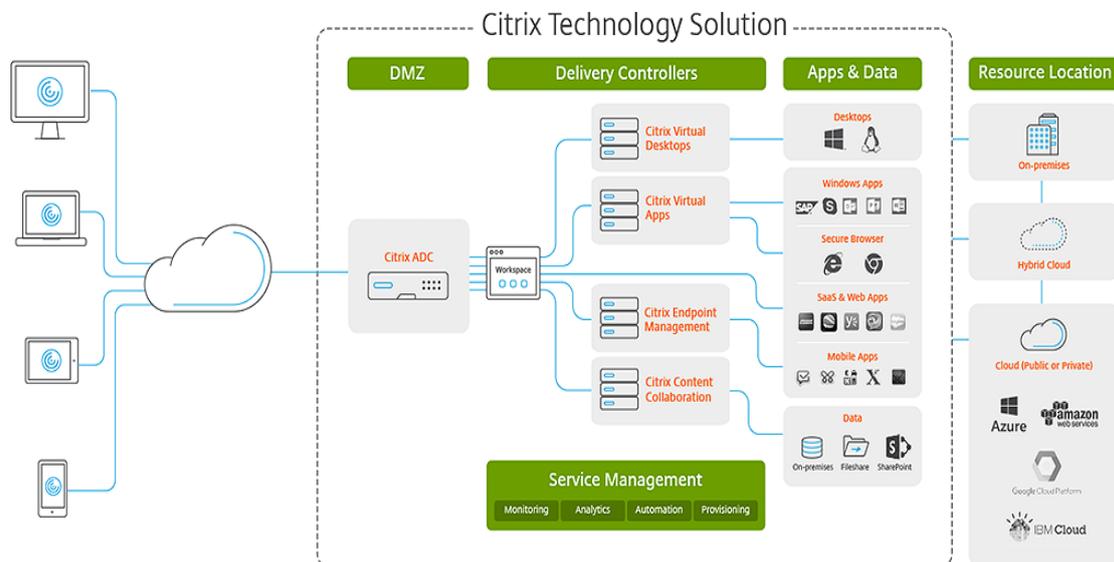
Citrix ADC was implemented as the Microsoft recommended replacement for their ISA server to provide strong encryption, threat mitigation, authentication (supporting both primary and 2 factor) and acceleration of web application and services both on premise and cloud hosted.

Our ADC implementation provides secure access for external access to our Citrix virtual applications and desktops utilised via mobile devices and laptops as well as external partners such as Aspire and the ICO (SRFT). Mobile device management of authority owned iPads is also provisioned via ADC allowing deployment and secure wiping and delivery of requisite mobile applications on-demand by the end user.

Secure web site access is also provided via ADC to our main web site and Yourzone and allows strong authentication to view payslips. Many existing line of business applications including Carefirst, SAP, EMS, Documentum, CAMS and ModGov are already provided and secured by Citrix ADC. Many other network services such as Microsoft ADFS, DNS, mobile device management are provided by the current ADC implementation.

Our current implementation consists of 3 physical appliances running multiple individual instances that leverage high availability between instances and appliances for resilience. The renewal hardware refresh reduces this to 2 appliances only as the need for a third is no longer necessary as Salix services are not provisioned by ICT.

The new licence model obtained allows for flexible migration of network bandwidth between the on-premise appliances and cloud hosted ADC instances as we look to leverage further cloud technology for the Authority.



## 2. The Procurement Process

A mini-competition process was held between all 19 providers on Lot 3 of the Crown Commercial Services Technology Products 2 Framework. 2 completed bids were returned.

Tender evaluation weightings were set at 85% Price and 15% Quality.

After an evaluation of the two bids the outcome is shown below;

Lot 1

Applicant No.	Company Name	Quality Score (15%)	Price Score (85%)	Total score	Ranking
1	Comparex	12.0%	84.3%	96.3%	2
2	Phoenix Software	12.0%	85.0%	97.0%	1

It is therefore recommended that the contract is awarded to the provider that submitted the Most Economically Advantageous Tender, Phoenix Software.

### 3. Social Value

As part of their tender submission Phoenix Software demonstrated that they are an accredited Living Wage Employer. They have also offered the following commitments through their bid;

- Working with the Council to develop a formal community benefits plan.
- Engage with schools and colleges within Salford to offer the delivery of career guidance.
- Engage with the council to discuss the potential to recruit suitable candidates into their apprenticeship scheme.
- Engaging with local charities and local 3rd sector interface organisations to see how they can support projects in the local community. Examples included donating equipment or offering volunteers from their workforce.

### 4. Costs

	Capital	2019/20	2020/21	2021/22	Total
<b>Projected Netscaler as is costs</b>		13,638	13,638	13,638	<b>40,914</b>
<b>Bid Cost</b>					
Citrix ADC Technology Hardware & Licences For 3 years	£106,497				£106,497
<b>Total</b>					<b>-£65,583</b>

## 5. Conclusions

The refresh of the Council's Application Delivery Controllers is essential to the future digital delivery of software applications and services to all our users that will enable the agility and flexibility required in the modern workforce.

The level of investment required falls within existing capital and revenue streams and using advances in technology we will be able to significantly increase the performance and capacity of solutions whilst delivering further productivity gains across our user base.

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KEY COUNCIL POLICIES: Digital Strategy

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EQUALITY IMPACT ASSESSMENT AND IMPLICATIONS: N/A

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### ASSESSMENT OF RISK:

The Authority's current hardware is currently 7 years old and nearing end of life – Citrix will withdraw any support for our current edition of hardware in April 2021 with chargeable support only available from 2020. Without procuring the proposed license model the Authority will not be able to leverage the security provided by Citrix ADC in current and future cloud development and deployments by migrating available ADC bandwidth to frontend Microsoft Azure services

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SOURCE OF FUNDING: The Citrix ADC will be sourced from the Technology Refresh capital programme.

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LEGAL IMPLICATIONS: Submitted by: Tony Hatton, Principal Solicitor, tel. 219 6323

When commissioning contracts for the procurement of goods, services, or the execution of works, the Council must comply with the Public Contracts Regulations 2015 (PCR) and its own Contractual Standing Orders (CSO's), failing which a contract may be subject to legal challenge from an aggrieved provider. The proposed award of the contract follows a tender exercise by mini competition in accordance with the process set out in the Crown Commercial Services Technology Products 2 (RM 3733) framework, which itself was procured in accordance with CSO's, which will help to ensure that the risk of challenge to the award of contract to Phoenix Group Limited is minimal and that any challenge, should it materialise, is extremely unlikely to be successful.

The purpose of a framework agreement is to select through a procurement/ evaluation process a number of providers who can meet the service requirements of the Council, as and when those services are required. If they are required then the

Council will undertake an exercise to call off the services from one or more of the providers who have been selected to be on the framework and this may be through any number of ways such as mini-competition or direct allocation, depending on the circumstances. A contract will then be formed between the Council and the chosen provider/s.

The Council will need to have followed the procedure set out in the framework agreement to ensure the procurement process is compliant. In any event only one tender was received from framework suppliers for this project, which has been evaluated in accordance with published criteria resulting in the proposed award of the contract to Phoenix Group Limited. The procurement procedures therefore appear robust and compliant with the requirements of CSO's and PCR.

Legal Services will assist with preparing any contractual documentation upon receipt of instructions to ensure the Council's position and interest are protected.

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FINANCIAL IMPLICATIONS: Submitted by: Joanne Garvin Ext 2793

The funding is expected to come from the current capital Technology Refresh programme for 2018/19/20, It is anticipated that expenditure will be within the programmed level.

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PROCUREMENT IMPLICATIONS: Submitted by: Emma Heyes, Category manager, The Corporate Procurement Team 686-6243

The procurement process followed is compliant with the Council's Contractual Standing Orders.

Following the approval to award the Crown Commercial Services framework call-off documentation will need to be drawn up between Phoenix Software and the Council, along with the Council's Seal, due to the value of the contract being in excess of £75k.

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OTHER	DIRECTORATES	CONSULTED:
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CONTACT OFFICER:	David Hunter	TEL. NO. 793-3911
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WARD(S) TO WHICH REPORT RELATE(S): N/A

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