## FR IT Infrastructure and Operational Support Services

To optimise use of internal resources, FR IT has identified a need to outsource several ‘business as usual’ infrastructure tasks. In addition, as a team of ‘generalists’ it is necessary for us to have both quick and ready access to specialist knowledge to provide expert support and advice for our key infrastructure services and products (primarily Microsoft).

## Core Service

**Virtual Server Estate**

As a base minimum, the successful bidder will provide the following services to cover all core infrastructure servers in the FR estate, whether running on-premises in our Hyper-V environment, or in our Azure Cloud environment (please note this excludes our web-site hosting):

All our core infrastructure servers are MS Windows Server based and are managed by SCCM. This proposal excludes hardware support. While the supplier may identify a hardware fault, this will be flagged to FR who will deal with it via existing agreements with our suppliers (Dell). The successful bidder should provide a base cost for the core service per server, which will allow FR to add servers to the agreement (if to be inclusive of ‘specialist services’ these can be added to support at additional cost) on an ad-hoc basis.

* Access monitoring
  + Provide a monthly log of who has accessed what in our server estate, including name, date/time of access and level of access. Where administrative access is detected at any time, this should be flagged via an alert to senior members of the FR IT team. Where administrative access is detected outside of business hours, this should be flagged to the Head of IT immediately (this can be an automated alert).
* Uptime/availability
  + Provide real time monitoring of all servers in our estate, including key services operating on them. This should be available via a dashboard to FR IT staff. Whenever a server or service operating on it is detected as down or offline during business hours (0800 to 1800), an alert should be triggered to the FR IT team and the supplier should take immediate action to remedy the situation (remotely, any on-site requirements will be undertaken by FR IT).
* Patching
  + The supplier will be responsible for ensuring that all patches (including patches to specialist products or services) are applied to our server estate in a timely fashion. This includes near-immediate application of zero-day patches released outside of the normal Microsoft schedule (within 24 business hours). The supplier will be completely responsible for the ongoing management and maintenance of this aspect of our MECM solution. Where a problem arises because of a patch, the supplier will be responsible for rolling-back said patches and ensuring that the server and services running on it are returned to an operational state, managing downtime via FR IT if required.
* Backups
  + The supplier will be responsible for ensuring that all backups of core infrastructure servers (and the services they host) are running successfully, and to rectify any issues that occur. The supplier will also be responsible for restoring backups and restoring servers (and the services they host) to normal operation if necessary.

**A list of virtual servers will be provided to bidders who express an interest in this contract, subject to NDA.**

**Virtual Machine Estate**

FR runs various VMs to support BAU activities that are not considered core/critical infrastructure services. This includes High Performance Computing (HPC) VMs and ‘Sandbox’ VMs. We do not expect the supplier to provide any support to these machines; however, we would like the supplier to monitor performance and resource usage with a view to identifying trends and to highlight any capacity issues in advance. This would take the form of a monthly report.

**Physical Server Estate**

The supplier should monitor key server health metrics, including:

* Disk space
* CPU usage
* RAM usage
* Temperature

And any others they may believe relevant. If possible, this information should also be presented through a dashboard available to the FR IT team. Where a problem with the physical health of the server is detected, FR IT should be informed within one business day so action can be taken via an existing 3rd party support contract with the hardware provider.

**A list of physical servers will be provided to bidders who express an interest in this contract, subject to NDA.**

**SAN, network attached storage & network switches**

These are excluded as they are covered under separate agreements.

## Azure

**Configuration baseline**

The supplier will be responsible for establishing a configuration baseline at the start of the contract of our MS Azure configuration. The supplier will:

* Restate to that, in the event of issues with our Azure services, considering changes that may have been enforced by Microsoft
* Update the baseline based on changes made by FR when (a) trying to resolve a problem and (b) when applying a change via formal process.
* Adopt changes to the baseline with costs amended where appropriate and agreeable.

Please note that our Office 365 environment is supported by another 3rd party contract, this contract will remain in place, and it is anticipated (where appropriate) that the successful bidder will work with the incumbent supplier to facilitate the resolution of problems.

## Infrastructure Specific BAU Tasks & Checks

The successful bidder will undertake the tasks as listed and complete the corresponding actions. Where problems are encountered or capacity is an issue, FR IT will action through successful bidder via ‘specialist support’ or by ‘calling-off’ days as required.

## Specialist Service Support

* Oracle and FR Website excluded.
* Anything covered by existing agreements (THS, TreeAlert and Website) excluded.
* Anything setup after the agreement being put in place is excluded and subject to discussion and agreement of inclusion with the successful bidder.

It is anticipated however that the successful bidder will work with incumbent suppliers to facilitate the resolution of problems where necessary and appropriate.

FR uses a range of specialist services (all Microsoft) to maintain and operate its core infrastructure including MECM and DPM. A list of which will be provided on request. The successful bidder will include a bank of days (perhaps 15 to 25) to cover support issues and technical advice relating to these services that cannot be resolved by in-house personnel. This will include investigation, problem solving and root cause analysis. Workarounds can be accepted in the short term, but we expect the supplier to resolve the problem properly before closing the case. A monthly breakdown of time used must be provided.

We expect the successful bidder to have suitably skilled and qualified resources available to support the range of services delivered by FR IT. FR have existing support arrangement in place with Microsoft that can be leveraged; however, we also expect the successful bidder to have this relationship that can be used in support of FR. It is of critical importance that FR does not become the ‘middle-man’ between the supplier and Microsoft and as such (and if necessary) the supplier will be given access to our support agreement to raise and manage tickets on our behalf.

## Call-off capability

The supplier will provide a ‘call-off’ capability so that additional professional services days can be procured should we require:

* More than are included in the agreement for support purposes
* General consultancy or advice on any aspect of our on-prem or Cloud infrastructure
* Wider infrastructure related project support and implementation (such as solution design and hand-on implementation resource).

## FR Access to our Infrastructure/Azure etc.

FR reserves the right to make changes to our infrastructure/Azure configuration as we see fit to suit our business needs. On that basis, this is not considered a ‘managed service’ arrangement, rather a supporting service to provide re-assurance that our infrastructure is up to date, healthy and available while also freeing up internal capacity for project related tasks and activities. We appreciate this may make things difficult for a supplier and on that basis, we commit to use formal change control and inform the supplier in advance of our intentions. We also expect the successful bidder to do the same.

* Where a new server (virtual or physical is required) we expect to pay a pre-defined base fee for it to be included in the monitoring and support regime (‘core service’). We reserve the right to not include new servers in the monitoring and support regime.
* For any specialist services on said server(s), we will discuss the support arrangements with the successful bidder with a view to their inclusion in the agreement at additional cost (‘Specialist service support’). We reserve the right not to include additional services in the support agreement.
* Where a change to the Azure baseline configuration is required because of changes that FR wishes to implement, we will discuss support arrangements with the successful bidder with a view to their inclusion in the agreement at additional cost should it be necessary.

We do not expect to have to call on the successful bidder to apply a resolution to every problem we encounter on our infrastructure. In these circumstances where a fix/workaround has been applied by FR and it was not necessary to use the support service, FR IT will provide written feedback to the supplier so they can update their configuration records. This will likely come in the form of an email, or a more formal process can be adopted if beneficial to both parties. Please note that in circumstances where FR has tried and failed to resolve a problem and must invoke the support service, then a full list of activities carried out will be provided to the supplier to avoid duplication of effort.

Any BAU changes that are required (such as but not limited to the creation and deletion of user accounts, changes to group membership, share permissions etc.) will remain within FR’s gift and no charges will be levied by the successful bidder for these activities. If necessary, a list of approved BAU activities can be produced in agreement with the successful bidder.