

London Borough of Lambeth website hosting and support

Request for Quotation – technical specification

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# Executive summary

London Borough of Lambeth (‘Lambeth Council’) have issued a Request for Quotation (RFQ) for hosting, maintenance and development support for their website and microsites.

This specification document forms the RFQ for external third party support (the ‘Provider’), and is being sent directly to Providers who are pre-approved through the G-Cloud procurement web portal.

## 1.1 Document control

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Status / Change** | **Reviewed by** |
| 0.1 | 12/10/16 | J Edwards | Draft for review | Malcolm de Vela |
| 0.2 | 18/10/16 | J Edwards | Final | n/a |

# Introduction

Lambeth Council have identified the following high-level requirements for their new website and microsites:

* **hosting** environment and maintenance of site(s) – this includes required business continuity and security controls
* **support** for website(s) – this includes service desk response to potential web hosting problems, and required code release upgrades
* **development** of site(s) – this includes potential future amendments or enhancements to the site(s)

## 2.1 Business need

The goal of this third party support contract is to ensure that the Lambeth Council website is fully available to the public 7 x 24 x 265/6 days per year. It is also essential that the Provider has the necessary expertise and skills to fully support the website with the specific development software used; this is detailed in section 3 below. The go live date is immovable, and therefore Lambeth Council are looking for a Provider who can mobilise quickly and provide an appropriate hosting environment by a latest date of **Friday 25 November 2016**.

## 2.2 Contract length

Lambeth Council are initially procuring for a six month contract, with the option to extend for a further six months. The duration and flexibility is required in order to be compatible with the internal IT strategy, since the hosting environment and support may potentially be brought back in-house in the longer term.

## 2.3 Procurement timetable and process

Due to the imminent requirement for this solution to be in place, it is necessary for Lambeth Council to undertake a shortened procurement process, in line with Local Government procurement guidelines.

This RFQ will be sent to Providers who are pre-approved through the [GOV.UK contracts finder](https://www.gov.uk/contracts-finder) on **19 October 2016** and a formal response from interested suppliers should be sent to Lambeth Council no later than 12:00 **Wednesday 26 October 2016**. Unfortunately late responses will not be considered. The proposed procurement timetable is set out below. This is intended as a guide and while Lambeth Council does not intend to depart from the timetable it reserves the right to do so at any stage:

|  |  |
| --- | --- |
| Procurement milestone | Target timeframe |
| **RFQ available on GOV.UK contracts finder** | **14:00 Wednesday 19 October** |
| **Provider response deadline** | **12:00 Wednesday 26 October** |
| **Lambeth scoring process complete** | **17:00 Thursday 27 October** |
| **Decision outcome announced** | **17:00 Friday 28 October**  |
| **Supplier acceptance deadline** | **17:00 Monday 31 October** |

### 2.3.1 Lambeth Council’s right to cancel the process

Lambeth Council reserves the right at any time to:

* cancel or withdraw from the procurement process at any stage
* amend the terms and conditions of the procurement process
* not to award any contract as a result of the procurement process
* require a Provider to clarify its proposal in writing and/or provide additional information (failure to respond adequately may result in a supplier being disqualified)

### 2.3.2 Clarifications

Lambeth Council requests that any questions Providers may have about the RFQ or the procurement process should be raised as soon as possible, given the necessary tight timeframe.

Any requests for clarification or further information in respect of this RFQ should be raised no later than 12:00 on Monday 24 October.

Lambeth Council’s approach to requests for clarification or further information is to establish fair and transparent communication between the Council and Provider and to ensure the principle of equal treatment is observed by providing consistent and accurate information to all Providers.

If Lambeth Council considers any question or request for clarification to be of material significance, both the question and the response will be communicated no later than 17:00 on Tuesday 25 October in a suitably anonymised form, to all Providers.

Should a supplier consider that their clarification request relates to commercially sensitive or confidential information and wishes to avoid the anonymised request and response being communicated to all suppliers, the request must be sent via email to:

Name: Marvin Crichlow

Email: **mcrichlow@lambeth.gov.uk**

Job title: Customer Service Development Officer

Role for this contract: Managing the procurement process and relationships with third party supplier

These emails should be clearly marked "In confidence - not to be circulated to other Providers" and the Provider must set out the reason or reasons for the request for non-disclosure to other Providers. Failure to include this marking will result in the anonymised request and response being disclosed.

Lambeth Council will act reasonably as regards to requests to protect commercially sensitive or confidential information relating to the Provider subject to its obligations under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

## 2.4 Response guidelines

Providers are expected to supply details against each of the requirements outlined in this document. For clarity, they should provide their response using the same numbering system within this specification, for example 3.1.4 Hardware, 3.2.1 Service Level Agreement.

Where relevant Providers are also asked to include in their response:

**Risks** – what risks could prevent this requirement from being met by the given solution?

**Dependencies** – what dependencies exists which if impacted could prevent the given solution from being delivered?

**Constraints** – any existing constraints the Provider is under which could impact the given solution?

In additional to the Technical Requirements detailed below, there are some other general competency-based questions we would like Providers to respond to, which are outlined in Section 3.

Providers are also asked to supply two relevant references and at least one case study from comparable organisations and projects as an appendix to the proposal.

# Technical requirements

## 3.1 Hosting

The specification below details the required hosting environment and maintenance of site(s), it includes business continuity and security controls.

### 3.1.1 Overview

The hosting environment should consist of two parallel systems, one for the main site [www.lambeth.gov.uk](http://www.lambeth.gov.uk), and another for microsites. At go-live (21 December 2016) there will be four microsites, which is expected to increase to between six and eight over the contract duration. These microsites will be developed by additional third party suppliers who will require administration access to the sites for ongoing maintenance - this contract should provide both hosting and support for these sites. The commissioning process for the development of these microsites has not yet been undertaken, and will be managed separately to this requirement. You will be expected to work closely with these third party suppliers to ensure hosting and support is provided to the same standards as the main council website.

We also need a hosting environment for six WordPress sites.

### 3.1.2 Timescale

A fully supported hosting environment needs to be in place by **25 November 2016** with the migration of all sites and domains from the current environment to the proposed environment by 16 December 2016.

### 3.1.3 Open source environment

As part of Lambeth Council’s commitment to being a cooperative council, the Council’s digital strategy has recommended the use of open source software enabling Lambeth’s citizens to contribute, communicate and collaborate directly with the Council through its website.

Lambeth Council have chosen Drupal as their open source web environment, therefore all digital development should use this technology and be supported and further developed using minimum WAI AA accessibility. Details of the existing website’s accessibility standards can be found on the website ([lambeth.gov.uk/elections-and-council/using-the-website/accessibility](https://www.lambeth.gov.uk/elections-and-council/using-the-website/accessibility)). The new website must follow these as a minimum.

### 3.1.4 Hardware

The Provider must offer a solution with these minimum requirements, and in the response supply details of the hardware specification to be deployed.

* Servers and data must be located in the European Economic Area to comply with the Data Protection Act 1998
* Best of breed specification allowing fast and secure access
* DEV, TEST, and LIVE hosting environments required for both the main website and microsites

### 3.1.5 Software

The Provider must offer a solution with these minimum requirements, and in the response supply details of the software specification to be deployed.

* Linux
* Drupal 7 and Drupal 8
* WordPress
* Fast efficient caching compatible with Drupal 7 and Drupal 8
* PHP
* Apache
* Apache SOLR search
* MySQL
* GIT for Version Control (1 repository for Main site and 1 repository for Microsites)
* Redis key-value data store
* Latest anti-virus (for example for file uploads)

The hosting environment must support the hardware and software framework represented below with the following requirements:

|  |  |
| --- | --- |
| **Hardware/Software Stack for Drupal** |  |
| Drupal content  | EDITORIAL |
| Drupal administration |
| Drupal 7 and Drupal 8 developmentCustom code - contributed modules - core releases | DEV |
| Application softwareDrupal 7 and Drupal 8 |   |
| Release Management SoftwareGIT - Teamcity (or equivalent) | APP |
| Server softwareApache Webserver - PHP - MySql - APACHE-SOLR - Varnish - Memcache |   |
| Linux server | HARDWARE |

### 3.1.6 Domains

The Provider must offer a solution with these minimum requirements, and in the response supply details of the domain specification to be deployed. In particular they must also detail their approach to managing workflow and development tasks, for example whether they use an industry-wide or proprietary system.

* Standard environment for main website for DEV, TEST, and LIVE
* Ability to easily add microsites using Drupal multi-sites configuration
* Ability to connect to authorised Lambeth APIs
* Online tools should allow easy manipulation of workflow & development tasks

The hosting environment must support the infrastructure represented below for both Drupal 7 and Drupal 8, with the following requirements:

* Environments share GIT repository
* Code can be updated on individual Environments
* DB can be migrated from LIVE > TEST and LIVE > DEV
* Backups/Restore and rollback facilities available on all environments

DB

DB

DB

LIVE

TEST

GIT repo

DEV

### 3.1.7 Operating system

The platform provided must be maintained to the latest release appropriate to supporting the hardware and software environment. However, any upgrade should be thoroughly tested to check impact and compatibility, and be subject to final authorisation from Lambeth Council before deploying.

### 3.1.8 Administration

The Provider must offer a solution with these minimum requirements, and in the response supply details of the administration regime to be deployed.

* Overnight automatic backups for all environments (Note, daily is a minimum, twice daily preferred – please detail cost differential if applicable)
* On demand backups for all environments
* Development workflow tools to allow easy manipulation of code releases
* Authenticated administration access for third party support for microsites (potentially developed under separate contracts)

### 3.1.9 Website(s) availability

Lambeth Council website must be available 24 hours a day, 7 days a week, for 365/6 days per year. Any downtime for planned maintenance or development must be authorised in advance by the Council’s representative for this contract with a minimum of 48 hours’ notice. Due to the level of impact and potential reputational risk, emergency downtime will still require advance notice of a minimum of 4 hours. It should always be scheduled out of standard UK working hours wherever possible.

### 3.1.10 Maintenance regime

It is recognised that downtime for the website and microsites will be required from time to time in order to maintain Core Drupal 7 and 8 updates and VM software updates, install security patches etc. The Provider must supply details of their anticipated maintenance regime, or examples from a similarly supported environment.

### 3.1.11 Secure administration access

The main website will require authenticated access for 24 concurrent Administration users carrying out CMS based tasks in Drupal 7 and 8, such as creating, saving, uploading nodes etc. This may increase dependant on usage of the site.

### 3.1.12 Account-managed public access

Some content on the Lambeth Council website will be user generated; for example, external public users adding events to the event calendar, or to our consultation diary. This will require them to have a Drupal 7 account and be able to log in and add or edit content on the website. This content itself will be moderated and managed by staff within the council. It is currently unknown how many concurrent external users, but the Provider should allow for 50–100 noncurrent users.

### 3.1.13 Site capacity

The hosting environment for the main website must support, as a minimum, monthly use of:

* 272,000 visits
* 179,000 unique visits
* 709,000 page views

These statistics are from the current website.

### 3.1.14 Business continuity and disaster recovery

The Provider must supply a solution for the hosting environments that can maintain the Council’s required website availability. This includes adequate failover and resilience as well as insurance for any third party suppliers. Details must be provided of thebusiness continuity plans and the disaster recovery test schedule for your services deployed for this solution.

### 3.1.15 Information security

The Provider must supply a solution with appropriate information technology security controls in order to maintain the required website availability and integrity of content. It should be noted that it is necessary for Lambeth Council to carry out penetration testing of network security independently, and the Provider will be expected to comply with these requirements. This testing will be carried out in advance of go live and, as a minimum, annually thereafter.

The Provider must offer a solution with these minimum requirements, and in the response supply details of the security controls to be deployed.

#### Network security

As a minimum the Provider will need to be compliant with the ISO 27000:2005 series, in particular ISO27001 (previously BS7799).

The Provider is also expected to be familiar with HMG Security Policy Framework (Cabinet Office, October 2013 [**gov.uk/government/publications/security-policy-framework**](https://www.gov.uk/government/publications/security-policy-framework)). Any other relevant accreditation the Provider has should also be presented in the response.

As a guide, the network and related infrastructure should be Business Impact Level (IL) 2.

Details of any suggested Firewall, IDS/IPS (or related) solutions must be included.

#### Monitoring and alerting

Lambeth Council expects the Provider to already have an embedded holistic monitoring and alerting system, details of which should be included in the response.

### 3.1.16 International standards

Unless otherwise agreed by Lambeth Council the relevant aspects of the deployed hosting solution should conform to the following standards:

* ISO 27001 Information Security Management
* ISO 9000 Quality Management.
* ISO 20000 IT Service Management and IT Service Delivery.
* BS25999 Business Continuity Management.

## 3.2 Support

The specification below details the required support for the website and microsites, and includes service desk response to potential web hosting problems, and required code release upgrades.

### Service Level Agreement (SLA)

This is a suggested SLA referring to core working hours only (08:00 - 18:00, Monday to Friday). Out of these hours, Lambeth Council will still require emergency contacts, response and an agreed resolution time to deal with incidents that may have a high impact and urgency (for example, unavailability of the entire site).

The Provider is asked to supply details of an appropriate SLA to meet all of the Council’s technical requirements detailed above. Where options are available resulting in cost differentials, for example, a Gold/Silver/Bronze level of service the Provider is asked to supply details.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Impact | Urgency | Priority | Response time | Resolution time | Expectations |
| High | High | 1 | 15 mins | 1 hr | Service Delivery Manager should own the incident and manage through to resolution (confirmed customer satisfaction).Updates every 15 minutes to Lambeth Council Digital Programme Manager.Initial and subsequent responses should come from second/third level technical resolver not first level support. |
| Medium | High | 2 | 1 hr | 4 hrs |  |
| High | Medium | 3 | 1 hr | 8 hrs |  |
| Low | Low | 4 | 1 hr | 24 hrs |  |
| - | - | Maintenance | 1 hr | 3 days (maximum) | This is not a break/fix incident, it would be a request for required maintenance to an existing serviceThis would be a known, proven and well-practised body of work that requires no qualification or testing |
| - | - | Development | 5 days | TBD | Before development work can be approved project scoping and costs must be determined and agreed between both parties |

#### Priority definitions:

**Impact**

High: Affects the main website

Medium: Affects a microsite only

Low: Affecting sites in development or test environments only and not already live to the public

**Urgency**

High: Affects main website or microsite(s)

Medium: Known workarounds in place or quickly deployable

Low: Affecting sites in development or test environments only and not already live to the public

### 3.2.2 Ensuring best value

Lambeth Council would like to see support service management proposal presented as a syndicated (shared) support solution. For cost effectiveness Lambeth Council are happy to share support resources with other clients as long as the framework is protected by effective training and induction programs; along with an up-to-date knowledge base. This should allow any Provider staff member to be effective in their support role no matter how much experience they have with the Lambeth Council website environment.

### 3.2.3 Support service management

In addition to an agreed SLA, Lambeth Council would expect the support service to be approach in the following ways, in line with best practice for IT Service Management.

* The Provider should understand and practise the methodologies defined within the ITIL framework
* The Provider should allocate a dedicated Service Delivery Manager to help develop and maintain SLAs during the go-live phase and on into BAU; as a single point of contact for all support related requirements.
* Best-for-business SLAs should be developed, qualified and signed off, prior to go-live. These SLAs must include measurable and enforceable Key Performance Indicators
* The Provider’s monitoring and alerting proposal should support the needs of the SLA. Lambeth Council expected a continuously proactive approach to hosting and maintenance. From an infrastructure and system level perspective, Lambeth Council should never have to tell the Provider there is a problem; the Provider should be the first to know and the first to respond.
* Regular reporting should be included by default with the support service offering. These reports should present SLA statistics, KPI outcomes and trend analysis data.
* Third line out of hours support should be 24/7 and should be a default mechanism which supports the monitoring and alerting component of the hosting environment. Emergency outage procedures should be in place and an escalation chain agreed and tested.
* The cost of any additional out of hours support should be predetermined and resources should be made available by request. Five business days’ notice for this would seem reasonable.
* There should be no single points of failure from an intellectual or resource point of view. The turnaround of the Provider’s support staff should not impact the quality of support. This could be ensured by way of implementing comprehensive and up-to-date knowledge bases.

### 3.2.4 Key support service roles

Lambeth Council believe that for this partnership to be successful a number of essential roles must be pre-determined.

We ask that the Provider commit to allocating the following positions to sit within the resource framework of the ongoing support service model:

* **Senior Relationship Manager**: An executive level role should exist within the Provider which oversees the partnership and helps to steer strategic, legislative and commercial decisions in collaboration with the Head of Digital, Design and Campaigns and Communications at Lambeth Council.
* **Project/Development Manager**: An experienced and proven Project Manager should be put forward from the beginning of any development phase all the way through to Business-As-Usual. This PM should work in conjunction with Lambeth Council’s designated project manager.
* **Solutions Architect**: This role is responsible for driving and governing the design and technology standards for the required hosting environment, both for hardware and software requirements.
* **Test Manager**: The Provider is required to put forward a test manager to drive the test effort as required.
* **Support Service Delivery Manager**: This position would be responsible for working with Lambeth Council in developing and maintaining the SLAs and support service required

### 3.2.5 Collaborative proactive approach

In line with Lambeth’s cooperative council approach, the Provider is expected to adopt an open, collaborative and proactive approach in providing their hosting, support and development solutions. This includes:

* **Agile** – we need responses to clearly and concisely outline a solution which could easily be extended upon, reduced in size or changed, with minimal risk to business operations.
* **Scalable** – our ever changing data management requirements will demand that our chosen solution allows for scaling up or scaling down as required.
* **Robust** – within the boundaries of cost effectiveness and our availability and recovery requirements, we need the solution to be resilient by way of intelligent architectural design and by employing established and fully supported technologies.
* **Standardised** – we want a consolidation driven approach to identifying the best technologies for Lambeth Council. The more concise our catalogue of services, the easier our environment will be to manage, license and support.
* **Proactively managed** – Lambeth Council will expect the Provider to take the lead on research, development and identifying improvement opportunities.
* **Secure** – we need the solution to allow for the changing compliance and accreditation requirements for both data and infrastructure security
* **Proactively supported** – The agreed SLAs should be consistently interrogated by way of reliable reporting, trend analysis and review, to ensure that the service management model is meeting the changing needs of the business.
* **Environmentally friendly** - In line with Lambeth Council’s sustainability framework, and the Government’s Green IT agenda, it is preferred if the chosen Provider can provide proof of environmentally friendly and sustainability work practices.

## 3.3 DEVELOPMENT

The specification below details the required development for the website, and includes potential future amendments or enhancements to the site(s).

All Drupal 7 and Drupal 8 and coding resource, whether maintenance or development, will be commissioned to third party suppliers, either as part of a new contract, or on a case by case basis – on a call-off or project basis. There is a potential that development could be delivered by a number of suppliers, dependant on cost, availability and ability to meet requirements. Provision should be made as part of this contract for any supplier authorised by Lambeth Council to have access to maintenance or development on the Lambeth Council website or associated websites, as well as provision of these services as part of this contract.

### 3.3.1 Options for potential development costs

The Provider is asked to supply details in their response for ongoing development costs, either as a fixed-price work package or day-rate.

### 3.3.2 Training and collaboration with in-house IT

As part of their hosting, support and potential development of Lambeth Council’s website, the Provider will be expected to work with the in-house IT service where required. This may include the following:

* Training for in-house IT staff on the hosting, support and development of the open source website environment
* Joint-working on future website development projects

The Provider is not required to quote for these requirements now, but if similar arrangements and services have been provided for other clients, it would be useful to provide details of these in the references and case studies section of your response.

# 4. Provider response

In addition to the guidance provided for Provider’s responses in the Introduction, Providers are also asked to supply details for the following:

## 4.1 Skills and knowledge

|  |  |
| --- | --- |
| 1 | Support of Drupal 7 and Drupal 8 websites – please provide details of how you support Drupal websites and measure performance |
|  |
| 2 | Quality control – Please demonstrate relative levels of sophistication of the quality system, including meeting regulatory requirements or mandated quality system registration (for example, ISO 9001, QS-9000) |
|  |
| 3 | Multi-environment support – Please outline your approach to multi-environment support (Development, Test, Training and Live), provide details of your support approach and details of who will be able to make changes to each service |
|  |
| 4 | Training and accreditation – Please outline the training and accreditation programmes within the organisation |
|  |

## 4.2 Service management

|  |  |
| --- | --- |
| 5 | Detail your approach to capacity management providing information on monitoring and expansion |
|  |
| 6 | Provide details of your approach to Operating System upgrades including testing |
|  |
| 7 | Provide details of your approach to Drupal 7 and Drupal 8 upgrades including testing, and applying across multiple sites – for example, the Lambeth Council website and a number of associated microsites |
|  |
| 8 | Please detail your approach to compatibility checking. Include details of approach to upgrades as well as testing  |
|  |
| 9 | The Data centre should be located in the EEA – please provide details of location |
|  |

## 4.3 Strategic support

|  |  |
| --- | --- |
| 10 | Please provide details of your transition / on-boarding service if provided |
|  |
| 11 | Open standards should be supported - please provide details |
|  |
| 12 | Please provide details of your support for Open Source software |
|  |
| 13 | Is API access available, documented and supported? |
|  |
| 14 | Please provide details of your service roadmap |
|  |

**Provider responses must be received in full by Lambeth Council no later than 12:00 on Wednesday 26 October 2016. Late responses will not be considered.**

See 2.3 Procurement timetable and process and 2.4 Response guidelines above for further details of procurement approach and response required.