**APPENDIX B**

**SERVICE DESCRIPTION**

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# INTRODUCTION

## The Home Office is undertaking a Data Quality project for one of its operational systems. The project is currently in its development phase for its first Release and this procurement is for some of the software required to monitor the solution.

# PURPOSE

## The project requires a set of software that enables them to monitor the solution.

# background to the authority

## The Home Office is running a project to improve the quality of data received by operational Border Force systems that depend on high quality data to achieve positive business outcomes.

# Background to requirement/OVERVIEW of requirement

## The Home Office Data Analytics programme is responsible for delivering a Data Quality project in support of operational Border Force systems. Due to the sensitivity of the data being processed by the solution additional log and systems monitoring software is required.

# scope of requirement

## We require the following:

|  |  |
| --- | --- |
| **Quantity** | **Specification** |
| **Assuria Log Manager** |
| 1 | Assuria Log Manager Starter Pack licence, includes 10 agent licenses |
| 1 | Assuria Log Manager Starter Pack Support and Maintenance includes 10 agents |
| 54 | Additional Assuria Log Manager Server agent licences |
| 54 | Additional Assuria Log Manager Server agent Support and maintenance |
| 1 | Assuria Log Manager GPG-13 Content Pack Licence |
| 1 | Assuria Log Manager GPG-13 Content pack support and maintenance |
| 1 | Assuria Log Manager Data source for Pivotal GreenPlum |
| 1 | Assuria Log Manager Data source for Tableau |
| 1 | Assuria Log Manager Data source for Hmail |
| 3 | Assuria Log Manager Implementation and installation services per day |
| **Nagios XI** |
| 1 | Nagios XI Standard Edition - 100-node license |

## Please note, as part of this arrangement suppliers are required to input a day rate for the Assuria Log Manager Implementation and Installation Services.

## The Authority require potential bidders to state how many days this stage of the project will take and will not accept bids from any suppliers who are unable to provide this service within 3 days.

## The authority reserve the right where appropriate not to use the full 3 days for Installation and Implementation, if this is the case the Authority will only pay for the amount of day(s) actually used based on your tendered daily rate.

**Support & Maintenance requirements:**

* Maintenance should include access to key application updates (such as security updates) during the maintenance period
* Support calls should be categorised and appropriately prioritised according to severity of the issue.
* Email advice should be available on a 24/7/365 basis.  Telephone support should be available during standard working hours (0900-1700, Mon-Fri, excluding bank holidays).
* 80% of issues raised should be resolved within 1 working day.
* 95% of issues raised should be resolved within 3 working days.

**Please ensure that the project reference ‘Newlyn’ is used for all quotes relating to the Assuria Log Manager items. The ‘Newlyn’ reference is not required for quotes for Nagios XI.**

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

### Delivery is expected to be within 5 working days from placing the order

# Additional Requirements

## The “Assuria Log Manager Implementation and installation services” must be performed by a suitably qualified and experienced support engineer from either Assuria or one of Assuria’s Service Partner organisations (<http://www.assuria.com/partners/sales-partners.html>). This is a critical requirement due to the complexity involved in installing, configuring and assuring the deployment of the Assuria tool across our complex architecture (multiple, virtualised server environments with a centralised log management tool having to successfully navigate multiple firewalls between environments).

## This is a key aspect of the solutions security hardening and therefore very high levels of quality and assurance are required.

## The invoices should be submitted to:

## Home Office Shared Service Centre

## HO Box 5015

## Newport

## Gwent

## NP20 9BB

# Location

## Physical items should be delivered to:

## Sangeeta Creaser

## 6 New Square, 2nd Floor

## Bedfont Lake

## Middlesex

## TW14 8HA

## Installation services will be performed at:

## 6 New Square, 2nd Floor

## Bedfont Lake

## Middlesex

## TW14 8HA

## Electronic delivery should be to:

## sangeeta.creaser@homeoffice.gsi.gov.uk

# Security requirements

## This procurement is for the supply of software so there should be no specific security requirements related to the delivery of this procurement.