

**701246377**

**PROVISION OF KAYAKO AND RED HAT LICENSE RENEWALS  
FOR ADS**

**(DInfoCom/0151)**

**STATEMENT OF REQUIREMENT**

**CONTENTS**

1.	PURPOSE .....	2
2.	BACKGROUND TO THE CONTRACTING AUTHORITY .....	2
3.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT.....	2
4.	DEFINITIONS .....	2
5.	SCOPE OF REQUIREMENT .....	2
6.	THE REQUIREMENT.....	2
7.	SUPPORT AND MAINTENANCE.....	2
8.	INSTALLATION, CONFIGURATION, COMMISSIONING AND TESTING: .....	3
9.	KEY MILESTONES.....	3
10.	AUTHORITY'S RESPONSIBILITIES.....	4
11.	REPORTING.....	4
12.	VOLUMES .....	4
13.	CONTINUOUS IMPROVEMENT.....	4
14.	SUSTAINABILITY .....	4
15.	QUALITY.....	4
16.	STAFF AND CUSTOMER SERVICE .....	4
17.	SERVICE LEVELS AND PERFORMANCE .....	4
18.	SECURITY REQUIREMENTS .....	4
19.	INTELLECTUAL PROPERTY RIGHTS (IPR).....	4
20.	ADDITIONAL INFORMATION.....	5
21.	LOCATION.....	5

## 1. PURPOSE

- 1.1 The purpose of this procurement is to renew various expiring licences, support and maintenance.
- 1.2 The MoD may be referred to as “the Authority” hereafter.

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 Army Headquarters is responsible for overseeing all non-MODNET ICS procurements for the Army.

## 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 Army Digital Services (ADS) develops applications on behalf of Army and wider Defence. In order to ensure consistent quality of delivered applications it is necessary to robustly test the applications in a consistent manner.
- 3.2 The current Kayako licences expire on 17 Apr 21 and the current Red Hat licence elements expire on either 08 Jun 2021 or 13 Oct 2021. The Authority wishes to co-term these licence renewals with other licences already held.
- 3.3 ADS is coordinating the Kayako renewal for themselves and two other Ministry of Defence Customers, this is reflected in Para 6.4.2 and in the Pricing Schedule, where a price against each of their license allocations is requested.

## 4. DEFINITIONS

Expression or Acronym	Definition
ADS	Army Digital Services
SOR	Statement of Requirement

## 5. SCOPE OF REQUIREMENT

- 5.1 Renewal of Kayako licenses for a twenty-four (24) month period, and the renewal of Red Hat licenses for a twenty-two (22) month period.
- 5.2 Delivery of the required software, support and maintenance.

## 6. THE REQUIREMENT

- 6.1 The Contract will be for a duration of twenty-four (24) months, 18 Apr 2021 – 31 Mar 2023, and will be paid annually.
- 6.2 Only the below products are to be quoted for. No alternative products will be accepted for this requirement.
- 6.3 Where possible, License Key or Account Numbers have been provided.
- 6.4 Support must be supplied by the manufacturer direct, intermediary suppliers will not be accepted. **Potential Providers must confirm their adherence to this within Appendix 1 to Further Competition (Mandatory Supplier Response Matrix).**
- 6.5 Potential Providers are asked to provide pricing for the following Product and associated Support and Maintenance:

### 6.5.1 Kayako:

Dates	Product Description	Customer UIN	Qty
18 Apr 2021 – 31 Mar 2023	Kayako OnPremise Fusion Silver	A2390A	15
	Kayako OnPremise Fusion Silver	N5299R	15
	Kayako OnPremise Fusion Silver	A1283A	11

### 6.5.2 Red Hat:

Dates	Account Number	Contract#	Ordered Item	Product Description	Qty
09 Jun 2021 – 31 Mar 2023	5450860	11968744	MCT3691	Red Hat Ansible Automation, Standard (100 Managed Nodes)	1
	5450860	12236632	MCT3691	Red Hat Ansible Automation, Standard (100 Managed Nodes)	5
	5450860	12480967	RH00060	Red Hat Resilient Storage for Unlimited Guests	32
14 Oct 2021 – 31 Mar 2023	5450860	12483107	RH00764	Red Hat Enterprise Linux for SAP Solutions, Standard (Physical or Virtual Nodes)	4

## 7. SUPPORT AND MAINTENANCE

### 7.1 Kayako:

7.1.1 To include support and maintenance for the period **18 Apr 2021** – 31 March 2023.

### 7.2 Red Hat:

7.2.1 To include support and maintenance for the period **09 Jun 2021** – 31 March 2023.

7.2.2 To include support and maintenance for the period **14 Oct 2021** – 31 March 2023.

## 8. INSTALLATION, CONFIGURATION, COMMISSIONING AND TESTING

8.1 Not applicable.

## 9. KEY MILESTONES

9.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	<b>Kayako Licences</b> Delivery of licence file	NLT 12 Apr 2021
2	<b>Red Hat Licences</b> Delivery of licence file	NLT 01 Jun 2021

3	<b>Red Hat Licences</b> Delivery of licence file	NLT 07 Oct 2021
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## 10. AUTHORITY'S RESPONSIBILITIES

10.1 Not applicable.

## 11. REPORTING

11.1 Not applicable.

## 12. VOLUMES

12.1 Volumes are as described in Section 6.

## 13. CONTINUOUS IMPROVEMENT

13.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

13.2 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 14. SUSTAINABILITY

14.1 Not applicable.

## 15. QUALITY

15.1 Not applicable.

## 16. STAFF AND CUSTOMER SERVICE

16.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.

16.2 Potential Provider's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.

16.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 17. SERVICE LEVELS AND PERFORMANCE

17.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Support and Maintenance	The Army HQ Application Service Manager will engage with the Potential Provider if any concerns are raised regarding support and maintenance statements as per section 6.	100%

## 18. SECURITY REQUIREMENTS

18.1 Supplier staff on visit to ADS are subject to Marlborough Lines Security Standards and Security Operating Procedures.

**19. INTELLECTUAL PROPERTY RIGHTS (IPR)**

19.1 Not applicable.

**20. ADDITIONAL INFORMATION**

20.1 Not applicable.

**21. LOCATION**

21.1 The delivery address is:

ADS Asset Manager  
IDL 405, Ramillies Building  
Army Headquarters  
Marlborough Lines  
Andover  
Hampshire SP11 8HJ