**London Borough of Lambeth – Ivanti Service Desk & ALM/LPM Support & Maintenance**

**SPECIFICATION OF REQUIREMENTS**

# Introduction

The London Borough of Lambeth (**LBL**) is seeking a Service Provider to provide support and maintenance of our existing Service Desk software, Ivanti’s Service Desk powered by LANDESK.

Service providers will, therefore, have demonstrated their ability to offer day to day support for issues arising with the software within agreed timescales and additionally a proven record of ensuring that their client has access to the latest version and updates/patches available.

The service provider will also be expected to show that they have experience with other public sector organisations and will be required to provide references.

# Background

This contract will replace the existing contract which expires on the 31st March 2020. Service desk is used as the first point of contact across a number of teams including ICT, HR, Property Services, Procurement and some areas of Financial Transaction Services. LBL has ~240 analysts using a mixture of fixed and concurrent licences, ~ 3500 end user staff. We have a current integration with a 3rd party that makes use of LPM/ALM workflows and includes a piece of bespoke development that changes the format of the XML messages being passed.

The databases are SQL2012 and we have three servers hosting the application, one in the DMZ hosts web access & workspaces, one hosts the framework for the ~100 client installs and a dedicated background services server.

# Objectives

LBL use Ivanti’s Service Desk product as a single point of contact for corporate service requests and as an ITIL compliant workflow engine for ICT. As such this contract would:

Allow LBL or the service provider to keep current with the most recent version of the products allowing LBL to make use of new functionality as it is added.

Allow LBL or the service provider to apply fixes provided by Ivanti for any bugs and/or security issues that may be uncovered.

Provide support/advice within normal business hours within agreed SLAs for issues LBL are unable to resolve themselves both for live and development environments

# Overview of Requirements

The anticipated value of this contract, including any optional extensions, will be no more than £100,000; as, if it was more than £100,000, this would change the procurement process we have to follow and therefore any quote over £100,000 will be immediately discounted. The anticipated length of this contract will be no less than two years but may include the possibility of an additional year as an extension

**LBL** will use the Most Economically Advantageous Tender (**MEAT)** to evaluate your quote, **40%** Price – **60%** Quality

**Mandatory Requirements:**

Successful service providers will be required to provide a maintenance and support service which includes (but not limited to):

* Access to upgrades/hotfixes published by Ivanti. Ie. Patches / updates.
* Business Hours support within agreed SLAs – 08:00 – 18:00 Monday to Friday.
* To comply with all current GDPR, DPA and FOI regulations.

**Quality**

The questions below will be used to evaluate your quote. Failure to answer or supply evidence to any of the questions below will result in your quote being rejected:

Successful service provider will be required to provide a Support and Maintenance Service which includes (but not limited to):

|  |  |  |
| --- | --- | --- |
| **Section** | **Question** | **Weighting** |
| Service Desk (50%) | | |
|  | Please can you describe the normal operation of your service desk, detailing how a ticket would progress through the tiers until it is resolved, with references to how this relates to ITIL or a similar framework. | 20% |
|  | Please describe what level of familiarity your Service Desk staff, in each tier, have with the products including any Ivanti certification they might have. | 5% |
|  | Please describe the available methods of contact that you are offering, both for initial ticket raising and for updates in both directions. | 5% |
|  | Please define the SLA’s & Priority definitions that you work to. | 5% |
|  | How would you propose to diagnose more complex problems that cannot resolved through normal contact channels? i.e. request a copy of the database, shadowing a user or remoting into LBL servers | 10% |
|  | Please describe what protections would be in place for any LBL data that you may have received as part of the complex diagnosis process above | 5% |
| Upgrade (20%) | | |
|  | Please describe the process you would follow once Ivanti announces a new release and/or hotfix to help LBL remain up to date with product releases. Please make sure to include details on how any upgrade files would be acquired from Ivanti, tested and subsequently implemented in Lambeth. | 20% |
| Account Management (20%) | | |
|  | LBL requires periodic contract management meetings to discuss service development etc. Please describe your approach to on-going account / contract management. | 6% |
|  | Please describe your complaint handling and resolution process | 4% |
|  | Please provide examples of suggested KPIs, preferably those used in contracts with other public sector bodies. | 6% |
|  | Please provide at least two references from contracts that you currently have, including contact details for the reference sites, preferably public sector | 4% |
| Other (10%) | | |
|  | Please describe how you comply with the provisions of the Data Protection Act (DPA) 1998 and the General Data Protection Regulations (GDPR) which will supersede the current DPA legislation and also the terms and conditions of the ‘Lambeth Third Party Code of Connection Standard’ | 5% |
|  | Please describe anything that you feel would add value to the contract that is not already covered – eg beta program, knowledge base, wider business hours. | 5% |

**Price**

As **LBL** is a public-sector organisation we have to be able demonstrate that we are getting value for money for goods and services.

Please provide a breakdown of how the price is determined

**How will we evaluate your quote?**

**Response Template**

Please use the response template below to submit your responses to sections 4.1 to 4.13, a maximum of two sides of A4 is to be used each question unless the question requests additional information such as user guides or screenshots.



Written responses will be assessed using the following scoring mechanism:

|  |  |
| --- | --- |
| **Score** | **Description** |
| **4** | Response / answer / solution is of a high standard with no reservations at all about acceptability; provides evidence that the Provider can make a significant improvement to the way the service is delivered. |
| **3** | Good response / answer / solution to that aspect of our requirement; provides more evidence than that of an ‘acceptable’ response. |
| **2** | Acceptable response / answer / solution; all basic requirements are met; provides evidence given of skill / knowledge sought. |
| **1** | Less acceptable response / answer / solution; lacks convincing of skills / experience sort; lack of real understanding of requirement or evidence of ability to deliver. |
| **0** | Non-compliant - failed to address the question / issue or a detrimental response / answer / solution; limited or poor evidence of skill / knowledge sought. |

**Price**

The following method will be used to evaluate the prices submitted.

The total cost of the contract including any optional extension will be averaged over the length of the contract including any optional extension to give the mean cost per annum. This will be referred to as the Weighted Quote.

The lowest Weighted Quote will be awarded 400 points.

The next lowest quote will be awarded points calculated using the following formula

**Points Awarded = Maximum Points x (1 – ((Next Lowest Bid – Lowest Bid) / Lowest Bid))**

The following table gives examples and how the above formula obtains it’s values

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Lowest Bid** | **Next Lowest Bid** | **3rd Lowest Bid** |
| Price ( £ ) | £500 | £575 | £650 |
| Points Awarded | 400 | 340 | 280 |
|  |  |  |  |
| Calculation | None as lowest bid = 400 | 575 – 500 = 75  75 / 500 = 0.15  1 – 0.15 = 0.85  400 x 0.85 = 340 | 650 – 500 = 150  150 / 500 = 0.3  1 – 0.3 = 0.7  400 x 0.7 = 280 |