**MARKET ENGAGEMENT FOR AN IT SERVICE MANAGEMENT SYSTEM**

1. **Background to potential Contracting Authorities**

There are up to 3 Trusts joining together for this procurement activity; Guys and St Thomas’ NHS Trust, Kings College Hospital, and Lewisham and Greenwich NHS Trust.

Each Trust will want to retain their own tickets, but where shared services exist, the ability to send these to a central support team is critical.

All of the Trusts will share core functionality, such as standard ITSM functionality, but there are potential differences with some of the additional items of functionality.

We are seeking knowledge of the market before commencing a formal procurement process.

**OBJECTIVES OF THE PRE ENGAGEMENT PROCESS**

1. To gain understanding of products available in the market and also understand how the market is structured
2. To obtain indicative pricing information to support our business case
3. To gain understanding of how available products are priced.
4. To determine its route to market
5. Gain the required information to validate their tender specification and scope of work
6. To ensure that the specifications and Requirements are fit for purpose

**Functionally the ITSM system we seek should deliver:**

* Core processes, without customisation, and the supporting functions within the tool:
  + Availability Management
  + Problem Management
  + Release & Deployment Management
  + Capacity Management
  + Change Management
  + Request Fulfilment Management
  + Event Management
  + Service Asset & Configuration Management
  + Financial Management
  + Incident Management
  + Service Catalogue Management
  + IT Service Continuity Management
  + Service Level Management
  + Knowledge Management
  + Service Portfolio Management (projects)
  + Information Security Management (IG)
  + Remote desktop
  + CMDB
  + Self-Service
  + Reporting
* The product must be able to maintain asset inventory and record the allocation of fixed and moveable assets.
* Authentication and authorisation with multiple Active Directories (greater than 3) with single-sign-on capability, and the ability to support multi factor authentication and locally created accounts for off network access.
* The software must have a security model allows for segregation of duties, both across the platform, and within each Trust area.
* The platform must be able to provide API integration capability to interface with other business enterprise applications and the ability to configure automated complex workflows.
* The software must be compatible with a variety of different end user devices, including desktops, laptops, tablets and mobile devices wide a wide variance of size and manufacturer.
* The software must cater for separated user facing front ends that can be branded, displays items that are local to that Trust, and has the ability to display items related to shared services across 2 or more of the Trusts. These items could be catalogue items, or ticket / forms with associated work flow.
* The Tool must cater for the security of sensitive data as well as have the ability to allocate role-based security levels.

The tool must support complex workflows, automation and orchestrations, and, where feasible, be presented with a low code model to users to create their own workflows.

Operationally the system must support integration with a range of 3rd party applications, for example

* + Solarwinds
  + Snow Asset Management
  + Microsoft Endpoint Configuration Manager (MECM)
  + Nexthink
  + Karma
  + Azure Devops
  + Office 365
  + Active Directory
  + Trust purchasing system
  + Other systems e.g. EPIC, ESR
  + Supplier ITSM Systems

3 TIMESCALES

The timetable for this pre market engagement is outlined below:

|  |  |
| --- | --- |
| **Pre market engagement activities** | **Planned Dates** |
| Issue premarket engagement document | 1st August 20244 |
| Clarification questions | 14th August, 2024 |
| Submit proposals | 19th August 2024 |
| Supplier Presentation and Q&A | w/c 26th August 2024 |

**4 Instruction to Suppliers**

The Trusts will like to obtain a costed proposal from suppliers in line with the set objectives, scope of service and the ability to deliver the service for the participating Trusts at a high standard.

Suppliers are required to submit proposals detailing the high-level functionalities of their products. Demonstrating that their products potentially are able to deliver the specification at a high standard. Additionally, please provide indicative costing, using the template provided in the Annexure. Where applicable provide details of your assumptions and dependencies.

Supplier should please note that this is not a tender process, it is a pre-market engagement aimed at gathering information from the Supplier market. The pricing received will only be used for the purpose of finalising our business case.

Following a review of proposals received, the Trusts may invite Suppliers to present their solutions if necessary. If you will like to participate in the presentation, Please include contact details of people attending and state your preferred date in the week commencing 26th August 2024 .

Suppliers are required to send a brief proposal by the 19th of August, 2024 to give us prior knowledge of their solutions, and also state what Framework they are listed on.

Due to time constraints, the Trust may not be able to accommodate all suppliers. However, if the Trust chooses to tender its requirements, it will not preclude any supplier based on participation or non-participation in this premarket engagement process.

The Trusts also reserve the right not to tender the requirements.

ANNEXURE –

