**Call-Off Schedule 4 (Call Off Tender)**

**Key Milestones and SLA Achievement**

Atos will have overall responsibility to the Authority to deliver the BMC ELA service and has selected two BMC Elite-certified partners to provide level 1 support for all in-scope licences. Both partners were selected because of their knowledge in supporting the Authority with these specific products, minimising any transition risks. We will integrate the service into a single support function during the life of the contract, enhancing the support to users and adopting best practices. We will achieve SLAs is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Service Levels | | | |
| Service Level Performance  Criterion | Key  Indicator | Service Level  Performance  Measure | Achieved by |
| All licences product and  services to be implemented/renewed in line  with the dates listed in Appendix B – Specification | Accuracy  /Timelines | 100% | Use of an agreed process for the  provision of license keys via the  BMC portal and on to the nominated user. Under control of  the Licence Manager and reporting status to the Authority’s SAM function |
| Potential providers are to  adhere to each of the SLA’s  offered under the required  product and services packages | Accuracy/  Availability | 100% | Provision of the service aligned to the Continuous BMC Product  support programme. Service levels will be configured and proactively monitored in our support solution, and automatically escalated if in  danger of breaching |
| Access to 24 x 7 website,  phone, and email support  throughout the duration of the thirty-six (36) month contract term | Availability | 100% | Provision of 24/7 Service Desk with BMC accredited resources  providing Level 1 support, via  Email, Website and Phone.  Configured to monitor performance against SLAs |
| The Authority to receive all  software support, including  maintenance releases and  major upgrades throughout the life span of the thirty-six (36) month contract | Accuracy/  Availability | 100% | Supply of all maintenance releases and major upgrades to enable the Authority and 3rd parties to ensure in-scope applications meet required maintenance levels |

**Milestones**

Atos will introduce a process that will ensure that the required key milestones are met:

|  |  |  |
| --- | --- | --- |
| Description | Timeframe | Achieved By |
| Implementation of licences, products and services where previous cover has expired | Within five (5) days of receipt of purchase order | Use of an agreed process for the provision of license keys via the BMC portal and on to the nominated user. Under control of the Licence Manager and reporting status to the Authority’s SAM function |
| Implementation of licences, products and services where renewal is due at future date | Upon date of renewal | The Software Asset Management process will report on these future requirements working with the Authority and support partners to ensure the licences are available at the correct time |

As the adoption partner, Atos will work with the Authority to agree milestones for adoption of new services and alignment to the future TOM.

**Potential Risks and Mitigation**

The table below provides an overview of the identified risks associated with this service and their respective mitigation approach:

|  |  |  |
| --- | --- | --- |
| Area | Risk | Mitigation |
| Service Transition | User community perceive a drop in service levels during transition of level 1 support /start of contract | By using 2 support partners that currently support >99%  of the Authority’s Defence Digital BMC environment, transition risks are minimised. Both partners have tried  and tested onboarding processes and considerable experience of supporting Authority users |
| Service Transition | Lack of Authority support during initial contract stages to help with the discovery of the licences in use across  the enterprise | Authority provision of MODNET access to enable the Atos team to create the baseline for the BMC Licence usage, contacting technical owners and identified users of BMC software to confirm status. Working with BMC  and DD Service Delivery Organisation (SDO) to validate licence usage across the enterprise |
| Adoption Services | Low uptake/adoption of BMC products due to funding constraints, lack of  cohesion across TLBs/customers, and  aversion to change | Atos will work collaboratively with the Authority at all levels to develop and maintain a joint adoption plan. This will require the Authority to nominate a senior sponsor to work with Atos to promote enterprise wide tooling goals in line with the Authority’s Digital Strategy  and future TOM |

Account Management Process including robust escalation / complaints procedure. Our proposed solution provides the Authority with a single point of contact for all aspects of the service from support to future adoption capability. An overview of the team and their responsibilities is shown in the table below:

|  |  |
| --- | --- |
| **Role** | **Description** |
| Client Executive Delivery Partner (CEDP) | Overall responsibility for the relationship with the Authority with reporting and escalation into the Atos executive team for governance |
| Service Delivery Manager | Overall responsibility for the BMC ELA service delivery, reporting into the Atos CEDP. Managing all the functions of service delivery and ensuring that the SLAs are met by all delivery partners. Controls and monitors the call off for additional services. Point of service escalation and attendance at monthly service review meetings with the Authority |
| Level 1 Service Desk | Provision of level 1 support for the in-scope BMC products and aligned to the BMC Continuous Product and services – Level 1 |
| BMC 2nd Line | Provision of Level 2 support and fault escalation |
| Licence Manager | Single point of contact for the BMC licence database, liaising with BMC and the Authority to ensure optimised used of licences available under the ELA |
| Licence Quote Desk | Provision of quotes aligned to the agreed licence rate card. Provision of licence keys upon receipt of a purchase order |
| |  |  | | --- | --- | | Adoption Partner | Working across the Authority TLBs to help drive future adoption and standardisation of the BMC toolset | | Working across the Authority TLBs to help drive future adoption and standardisation of the BMC toolset |
| Partner Support | A combination of Atos and BMC partners professional services teams to provide support in pre-sales engagements and subsequently agreed projects delivery aligned to the published rate card |

Escalation of issues and complaints will follow a proven Atos process, tailored to your operational needs. To ensure critical issues are raised in a timely manner and to avoid adverse operational impacts we, and our support partners, will work during transition to identify and integrate all necessary escalation triggers and business rules into our approach. This will include escalation timeframes, paths, procedures, and contacts, enabling appropriate alignment of resources to incidents based on their severity and key organisational performance objectives and priorities.

Atos will use management data for problem analysis, looking for opportunities for improvement before issues occur. We will continually seek to improve levels of service through continuous service improvement initiatives. If issue does occur that is not resolved within service level expectations, we will achieve resolution through established escalation channels. Initially, we anticipate utilising the escalation matrix below:

|  |  |  |
| --- | --- | --- |
| **Topic** | **Escalation Trigger** | **Escalation Path** |
| Licence Delivery Issues | 1. Delivery SLA KPI breach as reported within Monthly Report.  2. Mismatch of licence provision vs licence usage | 1. ELA Service Delivery Manager & Atos Client Delivery Partner.  2. ELA Service Delivery Manager / Dep Hd Service Performance |
| Support Issues | 1. Authority customer escalation of Level 1 support issue | 1. ELA Service Delivery Manager / Dep Hd Service Performance |
| Commercial Issues | 1. Discrepancy or disagreement on reporting or technical nature of deliverables | 1. ELA Service Delivery Manager / Dep Hd Service Performance |
| Tooling Architectural Coherence Issues | 1. Discovery of, or discovery of an intent to deploy, tooling in a non-standard manner | 1. ELA Service Delivery Manager / OSM Lead Technical Architect |

**Approach to Reporting**

In order to drive the adoption of common tooling deployment across the Authority’s estate, Atos will compile, co-ordinate, reconcile and drill down into licence data, to provide the basis for a future roadmap for tooling deployment (MOD Enterprise–wide). This will be used to complement the development of the Authority’s Operational Service Management TOM.

Within five working days from the start of each month, Atos will provide the Authority with a monthly report detailing the following information ensuring the quality of the service:

► Updates on previous meeting action points

► SLA against level L1 support activities

► Open tickets and route to closure / performance delivery expected future deployment

► Details of critical service failures

► Any identified issues and risks to the contract, and recommended mitigation

► Details on new licence and support requests

► Details on adoption activities and associated timelines, and benefits realised

► Details of any identified continuous service improvement opportunities, and the progress of any improvement plans previously agreed

► Details on licence optimisation and consolidation opportunities.

The Atos Service Delivery Manager will attend the monthly meetings with the Authority to discuss the reports, and the data, all metrics to be reviewed will be agreed in the kick-off meeting.

**Software Asset Management Service**

**Licence Usage and Optimisation**

In the first month of contract, Atos will rapidly assess the current BMC estate across the enterprise and create an initial baseline, from which ongoing asset management will be monitored and continuously improved.

The areas of BMC software usage for consideration are:

► Entitlement (Extracted from BMC Contracts)

► Deployment (Initially taken from Support Contracts data)

► Usage (As described below).

Ongoing throughout the term of the contract, data will be derived from additional sources to enable the overall understanding of licence usage and drive optimisation. This data will be derived from the following sources:

► Output from the MOD change process where all responsible parties will provide Atos with details of systems that are being decommissioned and details of all BMC installed licences where upon receipt of decommission status these licences will be added to the reuse pool of licences , and be made available for reuse

► Every 2 months Atos will seek to obtain reports from systems management/tooling teams which provides an overview of BMC licence utilisation to an agreed data format, across the managed server assets. This will be reviewed by Atos to understand utilisation and where optimisation can be achieved (This approach will also enable the ability to manage and monitor the continued support for named (Fixed) and user licences are used across different MOD security domains)

► Pipeline reports from the Atos Adoption Manager will be generated to help understand the future requirements of the BMC product set. This will ensure that future demands are understood to define where additional licences are required, or if they can be provisioned from the reuse pool and maximise the return on investment.

The output of these data sources will be collated and reconciled into a datastore to provide the capability to present this data back as a single pane of glass via a shared accessible file location. There will also be the opportunity to review and discus this data as part of the ongoing service reporting meetings to assist and recommend approaches to optimisation and consolidation of the BMC licence usage.

The Licence Manager will be responsible for data governance and updates. In addition, the following services will also be provided as part of the Software Asset Management Services:

► The single front door for service management, project management of delivery, implementation support, benefit realisation for new and existing applications

► A priced response using the provided rate card for newly identified licence requirements and services

► Subsequent provision of licence keys upon receipt of a purchase order

► Coordination of support provision to ensure this is available once the product is deployed within the environment, ensuring a positive end user experience

► Management of the BMC licence portal to ensure that vendor records are up to date enabling traceability, if support calls need to be raised back to the vendor

► Identification of opportunities for continuous service improvement and support to driving innovation in pursuit of an enhanced future capability for the Authority.

**Adoption Partner Services**

Enablement of new capability will be overseen and managed by a dedicated Adoption Manager (AM) , provided as an investment by Atos with no cost to the Authority to drive innovation and collaboration across the enterprise. The AM will work in partnership with delivery teams ensuring effective deployment of BMC’s toolset and fully aligned to Defence Digital’s ITSM TOM, supporting the delivery of an improved ITSM capability across the Defence Portfolio.

Responsibilities include:

► Communicating and consulting with stakeholders, team members and colleagues to identify opportunities to standardise on the BMC toolset

► Working with the Authority’s architecture standards and project teams to evangelise the BMC products and enable standardisation across the environment

► Manage the provision of resources to advise with the planning, identification and improvement of services where BMC products can be used to replace non-standardised components within the enterprise

► Advise on licensing options to develop the software portfolio and services to ensure continued alignment to business needs and strategic goals

► The facilitation of proof of concept demonstrations, user education workshops (e.g. lunch and learns), new product and capability briefings as required.

The output from these activities will identify opportunities for improvement across the enterprise (including all TLBs) and present these back to the Authority at monthly reporting meetings for go/no go decisions. Atos will then develop proposals for Investment Approval and subsequently facilitate delivery of approved adoption plans.

Benefits will include the adoption of architectural standards, common tooling, standardisation of tooling deployments, and information flows between Departments, generating a more coherent, system view in support of OSM oversight. A rate card for adoption services and confirmation of an agreed discount level for currently available products is provided within the pricing.

**Social Value**

Atos operates a global programme that supports employees’ working experience. All staff working on this contract will be protected and supported through the programme. It includes:

► **Social Value:** highlighting the value of having a social purpose; includes paid volunteering time for initiatives that support others

► **Wellbeing:** physical and mental wellbeing advice and professional support services.

► **Diversity and Inclusion:** access to D&I policies and networks that foster collaboration, support, D&I initiatives and best practice

► **Life@Work:** promotes a positive working environment, including flexible working, personal growth and encourages social collaboration within teams and communities

► **Employee Experience with our Customers:** supports client teams’ confidence; provision of speak-up channels to voice concerns, creates a positive working culture.

Atos is a Gold member of the Armed Forces Covenant. We actively encourage our employees to participate in fundraising and volunteering activities, through paid volunteering time (6 days/year) and we propose to run a joint MOD/Atos community project every six months.

Atos engages with communities, including local recruitment and training via our Graduate, Intern and Apprenticeship schemes. We will work in partnership with MOD to make our training programmes available to the Authority’s staff and supply chain. Atos seeks to minimise its environmental impact; we hold ISO 14001 accreditation. We routinely use e-collaboration tools; during the COVID-19 lockdowns 93% of our employees have worked remotely. For this contract we aim to minimise travel, and where this is not possible, employ local resources and use the lowest carbon means of travel.