Invitation to Tender

Legal Services Board

Tender for the provision of IT Managed services

Deadline for receipt of tenders: 12 noon on 15 November 2021

Objective

1. The Legal Services Board (LSB) is looking to appoint a suitably qualified provider of IT managed services. As a very small organisation, we do not have an in-house IT capability. We are looking for a supplier who can work in partnership with LSB to deliver the IT Managed Services to a high standard. Our aim is to appoint a supplier to provide an IT managed service to LSB commencing between 1 March 2022 and 31 May 2022 to allow parallel running with the existing supplier to facilitate an appropriate handover.

2. This document contains details of how to submit a bid, the nature of the contract and the timelines that the successful bidder will need to work to.

3. Please contact Stuart Hamill, Head of Finance and IT, stuart.hamill@legalservicesboard.org.uk if you have any questions or require any clarification.

Background

1. The Legal Services Board is the independent body responsible for overseeing the regulation of lawyers in England and Wales. In all our work, we seek to promote the eight regulatory objectives set out in the Legal Services Act 2007. We share our regulatory objectives with the 'approved regulators' of the legal profession, each of which have direct responsibility for the day-to-day regulation of the different types of lawyers.

2. As at 30 September 2021 we consist of 35 executive staff members (29 full-time and 6 part-time) and 9 non-executive directors that work part-time. We also provide IT licences and IT support to our Consumer Panel members (8 licences as at 30 September 2021)   Our premises is currently located in central London with staff allowed to work flexibly anywhere geographically.

3. We work in an agile way and our approach is to enable our colleagues to work in any location at any time and LSB plans for this to continue in the future. We

monitor changes in our operating environment, reviewing our objectives and, if necessary, adapting our approach. LSB users typically work between the hours of 7am and 7pm, Mondays to Fridays Some work takes place outside these hours and on weekends but on a limited scale.

4. We have outsourced our IT service since our inception in 2010 and our current provider has provided the LSB with IT Managed services since May 2019.

5. In 2019, LSB underwent an IT transformation project, moving from fixed IT infrastructure to a largely cloud-based Microsoft 365 model. This was accompanied by the rollout of upgraded software and laptops to replace fixed desktops.

Specification of services required (this will form part of the Contract)

6. The current list of services is included in **Appendix One**. At a minimum, the prospective service provider will be expected to maintain the level of services included in this list. A comprehensive service and support arrangement is required, dealing with the following main areas:

7. **End User Services:** Support in handling operational problems on technology related processes, policies, systems and usage. This would include hardware and software support, logging and monitoring of reported IT issues, reporting and proactive results analysis of problem trends to suggest permanent fixes. See **Appendix Five**

8. **End User computing and Device Management:** Management of laptops, remote desktops with a possible move to virtual machines by the award of the contract, tablets, handheld and peripheral assets including acquisition, deployment, maintenance, change management as well as disposal.

9. **Operational Management:** This includes the day-to-day system management of the technology infrastructure, its systems operation, integration, support, administration, and performance monitoring, technical diagnostics/ troubleshooting, configuration management, system repair.

10. **Security management:** The control, monitoring and management of security devices, systems, applications, databases, servers and data centres, and other technologies and services. This extends to managed firewall, identity and access management, intrusion detection, virtual private networks, vulnerability scanning and anti-viral/anti-phishing services.

11. **Technical management**:

   - Network infrastructure management: planning, delivering, operating, managing (including security), supporting and monitoring the on-premise local area network infrastructure (LAN) and/or its assets. Including but not

limited to fixed and wireless devices, routers, switches, firewalls, fibre optic equipment etc.

- Hardware and Software Asset Management: processes for strategically tracking and managing the financial, licensing and contractual aspects of IT assets through their life cycle. This includes hardware and software acquisition and disposal decisions that identify and eliminate unused or infrequently used assets, the consolidation of software licenses or proposals for new licensing models.

12. **Application and data management:** Data and database management and integration practices, architectural techniques and tools for achieving consistent access to data across the technology estate

13. **Support for 3rd party specialist software:** For 3rd party software, 1st line support is required and, where necessary, facilitation of 2nd and 3rd line support with the relevant 3rd party software suppliers. A full list of third party software used can be found in **Appendix Two**.

Contract term

14. We expect to reach a provisional decision on the award of the contract by 28 February 2022, at the latest. The successful bidder will be required to commence work between 1 March 2022 and 1 May 2022.

15. The contract will be for two years with an extension to the contract of up to a further two years may be awarded by the LSB, subject to satisfactory performance and by mutual agreement.

Budget

16. There is a budget ceiling of £32,500 for the IT managed service per annum excluding VAT. This would exclude the cost of Microsoft office licences and cloud services which we would expect to be passed on at cost. Bids above this may still be considered with the score for Price adjusted to reflect this.

Compliance

All bidders are expected to confirm they comply with the following legislation/standards and to provide proof upon request:

- Equality Act 2010
- General Data Protection Regulations and the Data Protection Act 2018 preferably via an Information Security Policy that reflects the control objectives as specified within the ISO27001 control set.
- Cyber Essentials Plus (commonly 'CE+') certification

Proposed Timeline

ITT Issued	15 October 2021
Deadline For Clarifications	5 November 2021
Deadline for Submissions	12.00 - 15 November 2021
Invitations to Presentations Issued	8 December 2021
Presentations Held	W/b 10 January 2022
Decision Made on Appointment and Communicated	31 January 2022
Standstill Period	1 February – 14 February 2022
Chosen Supplier Commences	1 March 2022 – 1 May 2022

Tender evaluation

Tenders will be evaluated according to the following criteria:

Evaluation	Criteria	Weight
Qualitative	Method statement	50%
Commercial	Price	40%
Social value	EDI form	10%

A qualitative assessment will be made by reviewing the method statements provided by the tenderer and applying the scoring guide below:

Score	Acceptability	Description
0	Unacceptable	Information is omitted/ no details provided
1	Poor	Evaluator is not confident that the tenderer understands the contract requirements and/or will be able to satisfactorily meet the criterion requirements.
2	Fair	The Evaluator has some reservations that the applicant understands the contract requirements and/or will be able to satisfactorily meet the criterion requirements.
3	Satisfactory	The Evaluator is reasonably confident that the applicant understands the contract requirements and/or will be able to satisfactorily complete the contract requirements covered by this criterion to a reasonable standard.
4	Good	The Evaluator is confident that the applicant understands the contract requirements and/or will be able to satisfactorily complete the contract requirements covered by this criterion to a high standard.
5	Excellent	The Evaluator is completely confident that the applicant will provide a comprehensive managed service to a very high standard.

Submitting a Tender

A tender is required which should include method statements, but not be limited to:

- A description of how you would work with us.
- A description of how you will meet the service specification requirements listed in paragraph 6 to 13 above.
- A description of your recommended support package and what this includes and suggested SLAs (see Appendix Five)
- A fully costed proposal including, but not limited to, remote support, hourly rates, discounts for block time agreements and costs for attending any site listed above. Where possible this should be broken down into annual costs including any set up fees.
- Privacy policy documentation around accessing any corporate data held on our servers, PCs or mobile devices.

All tender submissions should be submitted by **12 noon on 15 November 2021** to tenders@legalservicesboard.org.uk. Submissions submitted to other addresses or beyond this time will not be accepted.

Your tender is to remain open for acceptance for 120 calendar days from the date of submission.

No qualifications are to be made to your tender. Any tender queries are to be raised before tender submission.

LSB does not bind itself to accept the lowest or any tender and will not be liable for any costs incurred by the tenderer in preparation of their tender.

Supplier Questionnaire

To be completed and returned with tender

Name of organisation	
Address for correspondence	
Contact name and position	
Telephone number	
Email address	
Website address	
Address of registered office	
Company Number	
Names and job titles of key points of contact for delivery of the service	
Name of Bank and contact details for bank (financial references may be sought)	
Please attach most recent audited accounts with an explanation of any significant changes since the last year end	
Please provide contact details for two reference organisations	

LSB - Supplier equality and diversity assessment form

This form will be used to assess your commitment to equality and diversity. Please answer the following questions, providing any necessary documentation.

1. **Organisation size**

What is the total number of employees/contractors/partners in your organisation?

2. **Equality and diversity policy**

Does your organisation have an equality and diversity policy, statement or strategy?

YES / NO

If YES, please provide a copy.
If NO, are you intending to implement something in the near future, and if so, when?

3. **Bullying and harassment policy**

Does your organisation have a policy/procedure to handle issues relating to bullying and/or harassment?

YES / NO

If YES, please provide a copy.
If NO, are you intending to implement something in the near future, and if so, when?

4. **Equality and diversity training**

Does your organisation provide equality and diversity training?

YES, and it's mandatory / YES, and its optional / NO

If YES, please provide an outline or description of the training, its regularity, and the percentage of your organisation that has completed the training.

If NO, are you intending to implement something in the near future, and if so, when?

Appendix One – Current Services

Service	Description
Azure Cloud Services	Provide a fully managed service for all aspects of the services provided by Microsoft Azure.
Security Services and Security and Threat Management	**Provide a security information and event management service. This should include:** - Network enterprise event monitoring - Application management - Hosting Enterprise Event Monitoring
Back Up Services	Provide back up software and back up services with formal back up process with periodic restores (daily, weekly, monthly) covering LSB major applications
Monitoring Service	Monitoring services to be provided by Microsoft ONS with full integration with the service providers with thresholds to be agreed based on service and application availability.
Managed Service Desk	Provide a full managed service for all users and applications including Service Desk manager.
Supported Infrastructure	Hardware supported
Domain Name Service (DNS)	Fully manage the external DNS as part of the managed service desk.
Key Vault	Manage the key rotation for certificates and passwords as part of the managed service desk.
Office 365 and Secure Email Support	Management of both email platforms and integration of the secure email application with key line of business applications.
Patching	Full patch management of all environments
Third Party Supplier Management	Management of 3rd party providers in regards to incident escalation where relevant.
License Management	Maintenance of a Configuration Management DataBase
Management Reporting and Analytics	Minimum monthly reporting on service delivery and SLAs
Vendor Roadmaps	Product and service roadmap meetings to raise awareness on new and future developments
Hardware maintenance	Support and maintenance of hardware

Asset Management	**Maintaining a register of computing assets and logging any changes.**
Onsite support	**On average, two days a month at LSB office to be split as business requires**
Network Management	**Monitoring of LSB's network infrastructure**
Disc space Management	**Monitor disc space and upgrade where required**
Procurement of hardware, software and licenses	**Where required by LSB**
User account manager	**Provision of a dedicated account manager**
Change management	**Standardised methods and procedures to be used for efficient and prompt handling of all changes to IT infrastructure to minimise disruption.**
Application support	**All on-premises and cloud applications to be supported.**
Azure Active Directory, Single Sign On, Identify Management	**Management of the active directory, single sign on and identity management via Azure services**
End user device management	**To be deployed and configured via Microsoft intune or other appropriate software**
Telephony management	**Management of existing telephony infrastructure**
Software management	**For both updates with Microsoft and third parties**
Secure email support	**Covered by security products in the Microsoft 365 package**
SQL DBA	**Management of any SQL database as part of 3rd line support.**
Management of LSB Starters and Leavers	**Ensuring that all users and relevant employees have their access rights revoked on termination of employment. Also access rights periodically reviewed and when a user role changes.**
Physical Threats	**All information and assets and supporting utilities are provided appropriate physical protection from internal, external and environment threats.**
Patching and Updates	**Supporting utilities (hardware, firmware and software including hosting) are maintained and patched**

	up-to-date, preventing loss or interruption of services.
Business Continuity	**Business continuity and disaster recovery arrangements conform to the LSB's business continuity plans. This must document, implement and regularly test and review business continuity arrangements for their facilities, utilities and systems**

Appendix Two – Third Party Software and licences (non Microsoft packages)

Vuelio – CRM Database – supported by third party, cloud based, stand alone

People HR – HR system – supported by third party (Access), cloud based, stand alone

AV equipment – supported by third party (Design Integration), we will need supplier to interact with Design Integration on AV equipment issues

Zoom – Remote meetings software (this is for exceptional circumstances as MS Teams is the preferred meeting room software for the LSB)

Website – the LSB website will be hosted and maintained by a third party (tbc), we will need supplier to interact with the website provider on website issues

VirtualBoardroom – Board portal software (Simplifie), stand alone

SPSS – 2 licences for statistics software, stand alone

Atlas TI – Research data analysis software, stand alone

Appendix Three – Microsoft Software

SharePoint – used for document management

Teams – used for telephony, remote meetings and direct messaging

One Drive – used as the personal drive of colleagues

Outlook – email system

Dynamics 365 Business Central – used as the accounting system

Visio – one licence as at 30 September 2021

Power BI – three licences as at 30 September 2021

O365 Suite of applications (Excel, Word etc)

Appendix Four – Current IT Hardware

LSB IT equipment - Capex		08/10/2021	
Item	**Volume**	**Age (months as at above date)**	**Spec**
Laptops	36	26	Lenovo / 20LJS2WC00
Laptops	3	21	Lenovo / 20Q1000LUK
Laptops	1	17	Lenovo / 20Q7001FUK
Laptops	2	15	Lenovo / 20NN0026UK
Laptops	1	14	Lenovo / 20NN0026UK
Laptops	2	13	Lenovo / 20NN0026UK
Laptops	**45**		
Remote Desktops	2	26	Dell Inc. / OptiPlex 5060
Managed switches	2	21	Catalyst 2960 Series Managed switches
Tablets	2	11	Apple ipads
Monitors	24	12	Dell P2219H - LED monitors for office - 22"
Monitor arms	28	21	Ergotron LX desk dual direct monitor arm
Firewalls	2	23	Cisco ASA 5516-X with FirePOWER
Wireless access points	3	23	Meraki MR33
Legacy assets			
Physical servers in LSB office	2	unknown	Dell PowerEdge R720
Uninterrupted power supply	1	unknown	APS
Monitors	32	unknown	Dell 1909W, P1911, 1908WFPF

Appendix Five – Service Level Agreements and Reporting

The following SLAs are a suggestion of how LSB will expect to manage performance against the contract. These are not exhaustive and we welcome any additional measures of performance.

 Proposed SLAs

- Service Desk Calls answered/unanswered
- Response time and resolution time against the following categories of incident:
    - affecting Business Critical services or accessibility affecting the entire organisation
    - affecting Business Critical services or accessibility affecting one department or group of users
    - affecting Business Critical services or accessibility affecting one user
    - Standard Request –New change request that allows a user or system change to be made
    - An urgent business critical issue raised by nominated VIPs in the organisation
- Unresolved tickets with active management updates
- Service Desk First Contact Resolution
- Configuration Management Database Change Accuracy
- Critical Applications Availability & Performance
- Batch Schedule Completion Rate
- Non - Critical Application Availability & Performance
- Delivery of Root Cause Analysis and Trends

Bids should include against each SLA:

- How the measure would be calculated
- Over what timescale it would be measured and reported on
- The minimum levels of performance
- The expected levels of performance
- Reparation for failure to meet each target

Reporting

We would like to see monthly reporting on items such as:

- Tickets raised per month
- Tickets raised by categorisation per month
- Tickets raised by user per month
- Tickets resolved within SLA per month
- Tickets not resolved within SLA per month
- Average time to resolve tickets
- Tickets outstanding