

INVITATION TO TENDER – IT SERVICE SUPPORT MANAGEMENT (ITSSM)

CLOSING DATE FOR RESPONSES – 5PM, FEBRUARY 10TH, 2017

1. OBJECTIVE

- 1.1 The objective of this tender exercise is to source a supplier to deliver an enterprise IT Service Support Management (ITSSM) toolset preferably, but not exclusively, as a Software as a Service (SaaS) solution to The National Archives (TNA), providing a replaced and extended service with the aim of adding modern on-demand cloud services ensuring they are efficient and highly available.
- 1.2 Our aim is to replace our internally hosted legacy ITSSM tool with a modern, more flexible solution that integrates with our technology infrastructure, supports our best practice methodologies and that delivers real benefits to our staff.
- 1.3 TNA intends to award a contract for an initial period of 3 years, with an option to extend for up to two additional periods of up twelve months each (3+1+1).

2. BACKGROUND

- 2.1 TNA is the official archive and publisher for the UK government, and for England and Wales. Its role is to collect and secure the future of the government record, both digital and physical, to preserve it for generations to come, and to make it as accessible and available as possible. It is based in Kew, South West London. More information on TNA can be found at: www.nationalarchives.gov.uk
- 2.2 With an increased emphasis on technology, TNA faces the challenge of delivering reliable and publicly accessible IT services with limited resources and budgetary constraints. To meet this challenge, TNA has reviewed its technology provision to highlight risks associated with the existing services, systems and infrastructure. It has also identified changes required to position the IT function so that it can respond to business drivers and demands for the next four years.
- 2.3 For background information on the current ITSSM solution, please see **Appendix A**. Usage statistics of existing services are shown in **Appendix B**.
- 2.4 To illustrate the required functionality, TNA has developed a set of requirements, which characterise the essential and desirable needs of the new ITSSM platform. These are attached as **Appendix C**.

3. THE REQUIREMENT

- 3.1 The requirement is for an electronic IT Service Support Management solution servicing all corporate users, including configuration, migration and transition to the new solution.

- 3.2 Our preference is for an on demand cloud-based Software as a Service (SaaS) ITSSM toolset solution to be provided to TNA's single site at Kew, Surrey, replacing the existing on premise services outlined in **Appendix A**. **TNA will also consider hybrid (cloud and locally hosted) or fully locally hosted on premise solutions.**
- 3.3 TNA envisages that the solution will comprise (but will not necessarily be limited to) the following:
- **IT Service Management Platform** – A fully integrated IT service support management toolset (ITSSM) that incorporates all elements of Incident, Problem, Change, Release, Configuration, Asset, Knowledgebase Management recording and maintenance with customer/user self-service, service catalogue maintenance, management information and activity workflow capabilities.
 - The ITSSM toolset must automate the tasks and workflows associated with the management and delivery of quality IT services delivered to The National Archives' customers and users.
 - The ITSSM toolset must be organised and structured to support the processes and procedures in The National Archives' IT organisation in its planning, design, delivery, operation and control of information technology (IT) services offered to its users and customers.
 - **Digital Communication Channels** – A variety of communication channels to facilitate ticket management and user/customer interactions and communication, e.g. Chat, Forms, Web Portal, Email integration.
 - **User/Customer Self-service** – Access to the ITSSM tool must be available for all users and customers in TNA via an online dedicated portal. The portal should facilitate a variety of self-service actions, e.g. ticket management, request and incident management, access to service catalogue, access to knowledge base, FAQs.
 - **Workflow Tool** – A fully featured workflow tool that will assist with activity tracking and auditing. The workflow feature must support execution and automation of business processes where tasks, information or documents are passed from one participant to another for action, according to a set of procedural rules. The tool should be fully integrated with the ITSSM tool and provide auditing and reporting of all automated tasks. The workflow tool must assist and support activities that are undertaken outside of the IT organisation such as a *starters and leavers process* where a number of departments will contribute to the process.
 - **Knowledge Base** – A fully configurable, managed centralised repository of structured and unstructured information that will facilitate access to a knowledgebase for use by agents, customers and users.

- **Configuration Management System** – With detailed recording and easy methods of updating information that describes TNA's IT information, services, hardware, software and other assets. Inter alia:
 - **Configuration Items (CIs)** - The Configuration Management Database should act as a repository for information, data, assets and other items (CIs), which must contain descriptive relationships between such assets. The ITSSM tool must be able to collect, store, manage, update, and present data about all Configuration Items and their Relationships.
 - **Asset Management** – The ITSSM tool must act as a repository for all IT assets providing full asset management capabilities.
 - **Software Licence Management** – A configurable software licence repository that will contain the definitive authorised versions of all TNA's software configuration items.
 - **Supplier Management** – Containing details of contracts, service-levels and service descriptions of all associated 3rd party contracts available to edit and review by all agents.

 - **Reporting** – A feature-rich management information facility that will provide both standard and custom reports based on information in the ITSSM. The ITSSM must be pre-configured with industry standard reports and provide the facility to design and create fully customised reports in an easy to use management reporting console.

 - **Event Management** – It is desirable that the ITSSM tool should automatically process, monitor and record all events that occur throughout the IT infrastructure, providing an automated ticket management and alerting capability. The event management console should connect and integrate with standard alerting tools such as MS System Centre.

 - **Network Discovery** – It is desirable that an automated capability exists to remotely and intelligently discover all network nodes and connected devices. Network discovery should intelligently crawl a pre-determined network(s) and record all nodes and devices, establishing dependencies and relationships and storing the information within a CMDB.

 - **Mobile Workspace** – The ITSSM should be compatible with a portable working environment that gives users/customers access to the ITSSM tool on a variety of end-user devices, including desktop, laptop, tablet and smartphone.
- 3.4 TNA requires any solution to be resilient and secure providing for full backup of the data either within the proposed solution or using TNA's existing backup solution. Potential suppliers must describe their standards for security and redundancy.
- 3.5 TNA will retain ownership of all data created and stored in a SaaS solution. Potential suppliers must provide an easy means of exporting the data, doing so in a usable,

non-proprietary format. Potential suppliers must describe the method for recovering, exporting and migrating data and metadata to TNA.

- 3.6 TNA envisages the solution will operate **24x7x365**, with a target reliability of 99.99% and a service provision that provides technical support - expert advice and assistance in rapidly diagnosing and resolving problems causing service degradation - at a minimum between the hours of **8am and 8pm**, Monday to Saturday (excluding Bank Holidays).

4. ADDITIONAL INFORMATION FOR POTENTIAL SUPPLIERS

- 4.1 TNA's MPLS WAN connection is provided on a 1GB bearer with 1GB service provision. Potential suppliers must identify any equipment, additional services or network costs required to deliver a new cloud on-demand ITSSM solution. If the proposed solution utilises TNA's PSN connection, any external connection must comply with the PSN Code of Connection.
- 4.2 TNA will operate this solution on a principle of least privilege so that every person that has access to the solution will operate using the least set of privileges necessary to complete the job. Potential suppliers must clearly demonstrate the security devices, design, protocols and processes which they will put in place to segment their service monitoring and management activities, to prevent access to TNA's production systems and data.
- 4.3 Potential suppliers must comply with TNA's site security requirements and physical access arrangements for access to the Kew site when carrying out any on-site work.
- 4.4 TNA recognises the benefits of innovative solutions in meeting its objectives and suppliers are encouraged to demonstrate their commitment to deliver innovation within their solutions.
- 4.5 As HMG central IT strategy encourages the use of shared technology and delivery of services via more than one supplier, the supplier should design services to make as much use as possible of standards, methodologies and components that will allow interaction with other services, solutions and supplier systems. The supplier should summarise how, working collaboratively, it might generate ideas to support innovation activities while also highlighting any potential incidental benefits within their proposal.
- 4.6 Where the technology offered may provide functionality that was not mandatory, the supplier should provide any relevant details on how that functionality may benefit TNA.

5. HOW TO RESPOND

Please respond by submitting to procurement@nationalarchives.gsi.gov.uk by 5PM on February 10th, 2017:

- 5.1 **A comprehensive description of your proposed solution.** It is for potential suppliers to determine what format this description should take so as to describe their offering in a clear, comprehensive and unambiguous fashion. However, please ensure that within this description you specify:
- What services you will provide, and how, addressing point by point each of the services described in Section 3 and Appendix C of this document.
 - What resourcing commitments you are making, the skills of the staff involved and what resourcing commitments you require TNA to make.
 - Your change control mechanisms should changes be required to the solution over the duration of the contract.
 - What sub-contracting arrangements (if any) you will put in place.
 - What standards you will adhere to in the delivery of the solution.
 - What assumptions you have made in designing your proposed solution.
 - How any external connections into TNA's network and security infrastructure will comply with minimum security standards.
 - A description of the accessibility standards followed by your solution.
- 5.2 **Your proposed Service Level Agreement (SLA)** for each service within your proposed solution. Please ensure that in describing the proposed SLA, you specify what reporting you will put in place to demonstrate if and how your SLA commitments are being met. Please also ensure that you describe how you will address any failure to meet your SLA commitments (for example, how service credits will apply).
- 5.3 **Your proposed Transition & Migration Plan**, highlighting risks and related mitigating actions, resourcing commitments and any assumptions you have made. Please provide a detailed description of how you intend to transition the service from its current state to an on demand SaaS solution, including phases, milestones and timeframes and include any investment required during the transitory phase. TNA's preference is for a rapid transition to the new service once installation, configuration and acceptance testing is complete.
- 5.4 **The Contract Price** for your proposed solution, clearly stating
- i) the one-off transition costs, including all professional services required in the design, configuration, data migration and implementation of the new solution
 - ii) the recurring annual service costs
 - iii) A rate card for additional professional services, specifying any volume discounts that will apply
- 5.5 **Up to three examples of contracts**, from either or both the public or private sector, that you have performed during the past three years and that are relevant to TNA's requirement (please submit this information using the template attached to this document as **Appendix D**).

5.6 **Confirmation** that you are able to meet the requirements described in Section 3 and 4 of this document, and Appendix C.

6. PROCUREMENT TIMETABLE

Ref.	Description	Date(s)
1	Invitation to Tender document is published on the Contracts Finder website	January 19 th , 2017
2	Deadline for Potential Suppliers to submit clarification questions to procurement@nationalarchives.gsi.gov.uk	5PM, January 27 th , 2017
4	Deadline for TNA to respond to clarification questions**	January 30 th , 2017
5	Deadline for Potential Suppliers to submit their Tender Responses to procurement@nationalarchives.gsi.gov.uk	5PM, February 10 th , 2017
6	Stage 1 Evaluation and Shortlisting	February 15 th , 2017
7	Timebox for shortlisted Potential Supplier presentations	w/c February 20 th , 2017
8	Award decision and Contract signature	w/c February 27 th , 2017

7. EVALUATION CRITERIA

Tender submissions will be evaluated using the following criteria:

- Quality 45%
- Price 35%
- Transition 20%

8. CONTRACT TERMS

The Contract, and any subsequent Contract variations, will be governed by TNA's standard terms and conditions for services published at: <https://www.gov.uk/government/publications/short-form-terms-and-conditions>

Please note that the information you supply in your tender submission may be used, in whole or in part, to populate the Contract. As such, please make clear and unambiguous statements about the commitments you are making.

Appendix A

Current ITSSM system

The National Archives current solution uses the Richmond Support Desk product. This runs in-house using IIS 6.2 and MS SQL 2012. Users access the system through web browser; customers can log calls and view progress through a portal. Custom reporting is provided by reports written in MS SQL Server Reporting Services

This features

- Incident management
- Problem management
- Change management
- Asset management integrated with SCCM (not true configuration management)
- Resource Management
- Service Level Management
- Service Catalogue
- Self Service Portal
- Reporting (native and in house developed custom reports)
- Management console via a separate utility
- Customer data integration with active directory

Appendix B

- Between 1 Jan 2016 and 1 Jan 2017 the service desk handled **14,329** tickets.
- **5863** of those tickets were logged by our customers using the Self Service Portal (*41% of all tickets logged*)
- We receive an average of **1102** tickets per month
- An average of **451** tickets, per month, are logged via the current customer portal.