University
for the
Creative Arts

UNIVERSITY FOR THE CREATIVE ARTS

INVITATION TO TENDER (ITT)

FOR

Integrated IT Service Management Tool 2016

UCA/FIN/CB/2016/010

Issue 2

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Information provided by UCA to Tenderers

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Information to be included within Tenders

Sections [E-H] must be completed by the Tenderer and submitted as part of their Tender. Tenders must be submitted in the format detailed in paragraph 2 of Section B (Instructions to Tenderers).

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SECTION A
INTRODUCTION

1   BACKGROUND TO THE UNIVERSITY FOR THE CREATIVE ARTS (UCA)

1.1   With around 7,000 students enrolled on more than 80 different courses, the University for the Creative Arts (the University) is one of the biggest providers of specialist art and design education in Europe. The university has students from 76 countries worldwide, based on campuses at Canterbury, Epsom, Farnham and Rochester. UCA is a specialist creative arts university with courses in art, design, architecture, media and communication. Notable alumni include Turner Prize nominee Tracy Emin, Oscar winners Daniel Greaves and Suzie Templeton, fashion designers Zandra Rhodes and Karen Millen.

1.2   Further information about the University is available at: http://www.uca.ac.uk/about-us

2.   PURPOSE OF ITT

2.1   This procurement process is being conducted in accordance with the Public Contracts Regulations 2015. Tenderers are invited to submit a response to this Invitation to Tender (the **"ITT"**) in accordance with the instructions set out in this ITT (a "**Tender**"). This ITT sets out the steps which the UCA will take to obtain specific information to enable it to select the 'most economically advantageous tender'.

2.2   This ITT sets out the UCA's current requirements for the provision of an Integrated IT Service Management Tool. Accordingly, a Tenderer's ability to meet the requirements set out in this ITT will not necessarily ensure that Tenderer obtains the maximum score available for their Tender following the evaluation process.

2.3   In the event of any inconsistency, this ITT and associated documentation will take precedence over any documents previously issued by the UCA in connection with the Tendered Requirement.

2.4   The information contained in this ITT has been prepared by the UCA in good faith but does not purport to be comprehensive or to have been independently verified. Tenderers should not solely rely on the information and should carry out their own due diligence checks and verify the accuracy of the information. Nothing in this ITT is, or shall be, a promise or representation as to the future

2.5   None of the UCA's board of governors, directors, officers, employees, agents, advisors or constituent members make any representation or warranty as to, or accept any liability or responsibility in relation to, the adequacy, accuracy, reasonableness or completeness of the information or any part of it (including, but not limited to, loss or damage arising as a result of reliance by the Tenderer on the information provided in this ITT and associated documentation or any part of it).

2.6   This ITT sets out the UCA's minimum requirements only with regard to the provision of an Integrated IT Service Management tool for use across a variety of business units within the University. Accordingly, a Tenderer's ability to meet the requirements set out in this ITT will not necessarily ensure that Tenderer obtains the maximum score available for their Tender following the evaluation process.

2.7   The issue of this ITT in no way commits the UCA to award any contract pursuant to the

procurement process. The UCA is not bound to accept the lowest, or any, Tender and reserves the right to accept any Tender either in whole or in part or parts. Nothing in this ITT shall oblige the UCA to award a contract and it shall be able in its sole discretion to withdraw from discussions at any stage. The UCA also reserves the right, subject to relevant legislation, to reject any Tender and/or to terminate discussions with any one or more Tenderers at any time.

2.8   The Tenderer will ensure that each of its subcontractors and advisers abide by the terms of the instructions set out in this paragraph 2.

2.9   The UCA may modify this ITT at any time prior to the deadline for receipt of Tenders. Any such amendment will be notified to all prospective Tenderers via email. To allow time for such amendment to be taken into account, UCA may, at its discretion, extend the deadline for receipt of Tenders.

3   THE TENDERED REQUIREMENT

3.1   This document is the ITT for the provision of an Integrated IT Service Management Tool. The UCA is acting on its own behalf.

3.2   The Requirement is set out in Section C (Specification of Requirement).

4   TERM OF CONTRACT

4.1   The Contract will have a term of 4 years commencing on 20th February 2017 and ending on 19th February 2021.

4.2   Whilst the UCA will purchase the goods/services specified under the Contract from the provider appointed, the entering into of a Contract with the UCA does not confer any exclusivity on the appointed provider in respect of the Services or services similar to the Services. The UCA reserves the right to purchase any goods/services (including those similar to the goods/services covered by this procurement process) from any provider outside of the Contract.

5   TIMETABLE

5.1   The proposed timetable for award will be as follows:-

Activity	Estimated completion date
1. Issue of ITT	9th November 2016
2. Deadline for clarification questions on ITT	6th December 2016
3. Deadline for submission of Tenders	14th December 2016
4. Clarification of Tenders	20th December 2016
5. Shortlist Tenders and Invite to Presentation Meetings	23rd December 2016
6. Tender Presentation Meetings	Week commencing 9th January 2017
7. Contract Award	20th January 2017

5.2   This timetable may change without prior notice and Tenderers will be advised of any changes where appropriate.

6 FREEDOM OF INFORMATION

As a public authority the UCA is required to comply with the Freedom of Information Act 2000 ("**FOIA**") which came into force on 1st January 2005. Accordingly, anyone may request information from the UCA which is covered by the legislation and the UCA is required to disclose such information unless it is covered by an exemption under the FOIA.

Accordingly the UCA strongly recommends that if a Tenderer considers information to be exempt under FOIA it should complete Section G (Summary of Designated Information) and state the reasons why it considers such information should be exempt under FOIA (giving as much detail as possible to allow the UCA to defend any decision not to disclose).

7 THE BRIBERY ACT 2010

The UCA is required to comply with the Bribery Act 2010 which came into force on 1st July 2011 (the "**Bribery Act**"). The Bribery Act makes it illegal for companies and organisations to offer or receive bribes or to fail to prevent bribery and requires the UCA to ensure it has adequate procedures in place to prevent bribery. As such Tenderers must comply with the terms of the Bribery Act 2010.

8 THE MODERN SLAVERY ACT 2015

The UCA is required to comply with the Modern Slavery Act 2015 which came into force on 26th March 2015 (the "**Modern Slavery Act**"). In accordance with the Modern Slavery Act, the UCA is committed to improving existing practices to combat slavery and human trafficking, by ensuring that slavery and human trafficking do not place in any part of our business or our supply chains. The UCA have zero tolerance to slavery and human trafficking and we expect all those in our supply chain and our contractors to comply with the legislation.

9 PERFORMANCE MONITORING / CONTRACT MANAGEMENT

The UCA's requirements with regard to performance monitoring and contract management are set out in the Service Level Agreement (the "**SLA**") attached at Section C Specification of Requirement.

10 PRICING AND PAYMENT TERMS

10.1   The terms on which the UCA will pay the amounts due under the Contract are standard 30 days.

10.2   If in preparing your Tender you have made any assumptions which impact on any aspect of your Tender including pricing, these must be stated clearly in your Tender in Section F Pricing Schedule

10.3   The Contract is not subject to RPI increases for the term of the Contract.

SECTION B
INSTRUCTION TO TENDERERS

Tenders must be submitted in accordance with the following instructions. Tenders which do not comply with these instructions will be rejected as non-compliant and the Tenderer disqualified from the procurement process. The UCA's decision in any such matter shall be final.

1 TERMS OF INVITATION TO TENDER

1.1 The information contained within this ITT document is confidential and is not to be used for any purpose other than tendering for the services described.

1.2 The UCA reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time without incurring any liability.

1.3 Direct or indirect canvassing of any University employee or agent by any Potential Provider concerning this ITT may result in the disqualification of the Tenderer from this ITT process. Any actions that may be construed as an attempt to bribe a University employee or agent will result in disqualification.

1.4 The UCA expressly reserves the right to require a Tenderer to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in this ITT.

1.5 The UCA does not bind itself to accept the lowest, or any tender and reserves the right to accept the whole or any specified part of the tender unless the tenderer expressly stipulates otherwise.

1.6 The University will not be liable for, or reimburse, any costs incurred by Potential Providers in connection with preparation and submission of Completed Tenders.

2 SUBMISSION OF TENDERS

2.1 Please complete all parts of this Tender. If any information has been provided to the UCA previously, it is still necessary to complete this ITT in full. When evaluating Tenders at this stage of the process, the UCA will not take into account Tenderers' past experience of providing goods/services to the UCA and the UCA's evaluation of Tenders will be based on the content of the Tenders only. Failure to provide all requested information may result in rejection of a Tender or no/low marks being attributed during evaluation to the relevant element(s) of a Tender.

2.2 Tenders must be received by the UCA no later than 12:00 hours (UK time) on 14th December 2016.

Tenders must be submitted in hardcopy form by post, in a sealed envelope, marked 'Tender for an External Partner to provide **Integrated IT Service Management Tool**' and addressed to:

Procurement Manager
UCA Procurement Department
University for the Creative Arts
Falkner Road
Farnham
Surrey
GU9 7DS

2.3   Tenders are submitted entirely at the Tenderer's own risk and the UCA will not be liable for any costs incurred. The UCA accepts no responsibility for non-receipt. Tenderers are strongly advised to submit their Tenders well in advance of the deadline stated in paragraph 2.2 above.

2.4   The UCA strongly advise the Tenderer maintain and keep a copy of their Tender submission for their records, the UCA will not be held responsible to the Tenderer if the Tenderer's sole copy of the Tender submission is sent to the UCA as part of the process.

2.5   This ITT is not a contract. However, the information contained in this ITT, together with the responses of the successful Tenderer will form the basis of the Contract.

2.6   Any sales or technical literature which is submitted with the Tender will be disregarded by the UCA.

2.7   All responses and parts of responses must be in English.

3   TENDER QUERIES

3.1   This ITT is being provided on the same basis to all Tenderers.

3.2   All tender clarifications or further information in respect of this ITT shall be directed to UCA Procurement via email to;

3.3   Should the UCA consider any question or request for clarification received from a Tenderer and the UCA deems the information of material use, both the question and the response will be communicated in anonymous form, to all Tenderers. All communication from Tenderers will be treated in confidence, subject to Section A, sub-section 5; Freedom of Information

4   CHANGE IN CIRCUMSTANCES

4.1   The UCA may reject a Tender submission should there be a change of identity, control, financial standing or other factor which may affect the Tenderer's ability in whole or part to meet the UCA's requirements.

4.2   The UCA may revisit information contained in the Tender at any time to factor in and take into account changes of circumstances of the Tenderer.

4.3   The UCA may require a Tenderer to certify that there has been no material change to information submitted as part of the Tender and, in the absence of such certificate, to reject and disqualify the Tender.

5   FORMAT AND CONTENT OF TENDER RESPONSE

The structure and format of Tenders should be as follows:-

5.1   Part 1 - Proposal to Meet Tendered Requirement Questionnaire

The Tenderer's response to the Tendered Requirement Questionnaire attached at Section E (Tendered Requirement Questionnaire).

Please title the completed questionnaire document: **'001- Tendered Requirement Questionnaire - Tenderer name'**.

5.2 Part 2 - Pricing Schedule

A completed Pricing Schedule, the template for which is provided at Section F (Pricing Schedule), for the provision of the services. Tenderers should use this section as an opportunity to put forward creative and innovative proposals.

Please title the completed questionnaire document: **'002- Pricing Schedule - Tenderer name'.**

5.3 Part 3 - Schedule of Designated Information under FOIA

A completed and signed Schedule of Designated Information, the template for which is provided in Section G (Summary of Designated Information under FOIA). The UCA will refer to this summary of designated information if it receives an FOIA request for information relating to a Tender or any subsequent Contract awarded as a result of the procurement process.

Tenderers are not obliged to complete Section G (Summary of Designated Information under FOIA) and the decision as to whether to submit this part of the Tender is left to the discretion of Tenderers.

Please title the completed questionnaire document: **'003- FOIA - Tenderer name'**

5.4 Part 4 - Form of Tender

A completed and signed Form of Tender, a template for which is provided in Section H (Form of Tender), confirming that all sections of this ITT have been read, understood and accepted.

Any aspects of the Tender which are non-compliant or which require further clarification with the UCA should be noted by completing the compliance matrix provided at Section H (Form of Tender).

If Section H (Form of Tender) is not submitted or is submitted without a completed compliance matrix, it will be assumed that the Tender is fully compliant with all aspects of this ITT including the terms set out in Section D General Conditions of Contract. Any inability to meet the requirements set out in this ITT which are not detailed in Section H (Form of Tender) but which are raised by a Tenderer at a later date will not be considered by the UCA.

Please title the completed questionnaire document: **'004- Form of Tender - Tenderer name'**.

6 EVALUATION METHODOLOGY

6.1 The UCA will award a Contract to the Tenderer whose Tender has been determined as being the 'most economically advantageous' Tender. This is defined as the optimum combination of:

6.1.1 a Tenderer's ability to meet the UCA's operational requirements using the Award Criteria set out in the Appendix to this Section B (Instructions to Tenderers); and

6.1.2 the total cost to the UCA of a Tenderer's solution over the whole life of the Contract, as set out below.

6.2 An evaluation panel consisting of representatives from within the UCA's stakeholder groups

will review and score the Tenders submitted. They will award marks against the evaluation criteria and weightings in accordance with the process outlined in this Section B to the ITT.

6.3   Following the receipt of Tenders, the UCA shall evaluate using the Evaluation Methodology in this Section B, Clause 6. The UCA may decide to invite Tenderers to tender clarification meetings, where the Tenderer will provide further information regarding their bid. This stage will involve additional scrutiny of the Tenderers proposal.

6.4   The UCA will apply the Award Criteria (including any relevant weightings) set out in the Appendix to this Section B to each Tender to obtain a score which reflects the degree to which the quality aspects of the Tender meet the UCA's requirements as set out in Section C (Specification of Requirement) (a "**Merit Score**").

6.5   In applying the Merit Criteria, Tenderers' responses to each question or section within Tenders will be scored by assigning one of the 'Categories' set out in the third column of the table below. Each category then translates into a score, as indicated in the second column of the table below.

Scoring Guidelines Standards of Answer	Score	Category
Solutions will be demonstrated to have exceeded the UCA's requirements by a significant and exceptional level and fully addresses all key issues. Tenderers should provide sufficient information to demonstrate the robustness of their solutions and the ability of their solution to meet the UCA's requirements.	10	Extremely confident
The solution is deemed to demonstrate good overall understanding of requirements and experience, and the requirement level is fully met with only a few minor weaknesses or queries.	7	Highly confident
The solution is adequate. This may be the case where the main requirements are just materially met, or where the Tenderer's solution is adequately explained but lacking sufficient detail which may be remedied by further clarification.	5	Confident
The solution is deemed to be a poor response overall and the evaluation teams consider that the proposals fail to meet the requirements and/or the risk transfer to the UCA is considered to be unacceptable and not providing value for money.	3	Minor concerns
The solution submitted has major omissions, has an unacceptable transfer of risk the UCA, and/or does not demonstrate how the Tendered Requirement would be delivered.	0	Major concerns

6.6   The UCA will only consider the response relevant to the particular question when carrying out the evaluation. Responses to other questions will not be taken into consideration for the purposes of evaluation. Due to the volume of information contained in Tenders, the UCA's evaluators will not be able to read all sections of all of the Tenders. Evaluators will therefore be assigned to score particular questions and will not see the responses to all the questions. For the same reason, Tenderers should not cross reference responses to one question within

another question but should repeat the information, if appropriate, in response to each relevant question. If the information is not repeated in the response to the relevant question it will not be evaluated in respect of that question.

6.7   The Award Criteria which will be used to determine a Merit Score awarded to Tenders, together with their relative weightings, are set out in the Appendix to this Section B (Instructions to Tenderers).

6.8   It is a condition of this procurement process that the Tenderer achieves a Merit Score of no less than 60% in relation to its Tender. Any Tenderer who obtains a Merit Score of less than 60% following completion of the UCA's evaluation of their Tender will be disqualified from the procurement process prior to carrying out any assessment of Whole Life Cost (as defined in paragraph 6.11 below).

6.9   It is a condition of this procurement process that following the UCA's evaluation of their Tender that the Tenderer will be disqualified from the procurement process and the remainder of the ITT will not be evaluated if the Tenderer receives a score of:

6.9.1   Major Concern in one of the following criteria; Functional High Level Processes and Additional Functional Requirements

6.9.2   Minor Concern in two of the following criteria; Non-functional Requirements

6.10   The UCA will then calculate the total cost to the UCA of each Tenderer's solution over the whole life of the Contract over a 4 year term, based on the pricing information submitted by each Tenderer together with any assumptions and all other internal and external costs which impact on the total cost to the UCA of implementing that Tenderer's proposal ("**Whole Life Cost**"). The Whole Life Cost applicable to each Tender will be calculated on the basis of the pricing information submitted by the relevant Tenderer in Section F (Pricing Schedule) together with any adjustments which the UCA has to make in order to ensure that all Tenderers are evaluated on the same basis and therefore treated equally.

6.11   The Whole Life Cost will then be divided by the Merit Score in order to obtain a final evaluation score for each Tender which identifies the cost of each merit point. The 'most economically advantageous' Tender will be the Tender which achieve the lowest cost per merit point.

6.12   All final evaluation scores calculated in accordance with paragraph 3.10 will be calculated to two (2) decimal places. In the event of a tiebreak between Tenderers, the successful Tenderer will be the Tenderer who has the lowest Whole Life Costs.

7   QUERIES

7.1   Any queries that Tenderers wish to raise prior to submitting Tenders should be sent via email to procurement@ucreative.ac.uk For any reason this is not possible please contact Christine Balbier – Telephone: 01252 892715 Email: cbalbier@ucreative.ac.uk

7.2   No individual other than the individual named in Paragraph 7.1 is authorised by the UCA to discuss the contents of the substance of this ITT. Tenderers will be advised of any change or addition to the UCA contact name above.

7.3   Questions of any kind in connection to this ITT must be submitted strictly in accordance with the instructions set out in Paragraph 7.1 and before the deadline for clarifications as stated in the ITT timetable (which is subject to change). In the interest of fair competition, whilst the UCA will maintain confidentiality of the source(s) of question(s), should UCA

consider any question or request for clarification be of deemed material significance, both the question(s) and the response(s) will be communicated in suitable anonymous form to all Tenderers.

8 TENDERER'S DESIGNATED REPRESENTATIVE

8.1   Tenderers must nominate a designated single point of contact within their organisation that will be responsible for sending and receiving all correspondences related to and with this ITT. The Tenderer should provide this information in Section F.

8.2   Should the Tenderer require to change the designated representative for any reason, the Tenders must inform the UCA in strict accordance with the details in Paragraph 7.1 above.

9 MODIFICATION AND WITHDRAWL

9.1   The UCA may modify this ITT at any time prior to the deadline for receipt of Tenders. Any such modification will be communicated and notified to all prospective Tenderers via email. In order to allow any such modification and amendments to be taken into account, the UCA may, at its discretion, to extend the deadline for the receipt of Tenders.

9.2   Tenderers may withdraw their Tender at any time prior to accepting notification of award of Contract by sending a notice of withdrawal to the UCA in writing via email. Tenderers must delete all copies of this ITT and all associated documentation provided by the UCA which are stored electronically and on request provide confirmation to the UCA that this course of action has been complied with and carried out to completion.

10 ACCEPTANCE AND REJECTION OF TENDERS

10.1   The UCA reserves the right to annul the procurement process and reject all Tenders at any time prior to award without incurring any liability to the affected Tenderers.

10.2   The UCA reserves the right to accept part of a Tender only unless the Tenderer expressly stipulates otherwise in its Tender.

10.3   Any Tender received at the designated point after 12:00 hours on 14th December 2016 will be rejected.

11 VALIDITY OF TENDERS

11.1   Tenders must remain open for acceptance for ninety (90) days from the closing date. This validity period should be confirmed by completing the Form of Tender provided at Section H (Form of Tender). The Form of Tender must be signed by an authorised representative of the Tenderer who must also have corporate authority to sign any resultant Contract.

11.2   The UCA relies on Tenderers' own analysis and review of information provided. Consequently, Tenderers are solely responsible for obtaining the information which they consider is necessary in order to make decisions regarding the content of their Tenders and to undertake any investigations they consider necessary in order to verify any information provided to them during the procurement process.

12 CONFIDENTIALITY AND PUBLICITY

12.1   All information contained in this ITT and provided by the UCA in correlation to this ITT must be treated with the strictest confidence by the Tenderer and with the terms of any Non-

Disclosure Agreements entered into between the Tenderer and the UCA. The Tenderer must not communicate any information in part or whole contained in this ITT to any other party or make such information for any purpose other than for the preparation of its Tender. The Tenderer shall procure at t that each party to its bidding consortium which receives any of the information contained in this ITT and/or associated documents is made aware of, and complies with the provisions of this paragraph 12.1 as if it were a Tenderer.

12.2   The Tenderer may not, without the prior consent of UCA, make any reference to the UCA in any advertising, promotional or published material, nor make any reference to the UCA or its trade marks in a way that may imply an endorsement of the Tenderer or its goods and/or services or by making any reference to the UCA or its trade marks.

13   CONFLICT OF INTEREST

The Tenderer must declare any interest financial or otherwise, direct or indirect, which may affect the impartiality of any obligations which the successful Tenderer owes to the UCA. The Tenderer should notify the UCA at the time of submitting a Tender if it considers there to be a conflict of interest.

14   INDUCEMENT

The offering of inducement of any kind by a Tenderer in relation to the award of any Contract pursuant to this ITT or any Call Off pursuant to a Framework Agreement awarded pursuant to this ITT will result in automatic disqualification of its Tender and may constitute a criminal offence.

APPENDIX TO SECTION B
AWARD CRITERIA

The award criteria which will be used to determine a Merit Score awarded to Tenders (in accordance with paragraph 3 of Section B (Instructions to Tenderers) are listed in the table below together with their relative weightings:

The questions within the Qualification Response are minimum standards. These are all Pass/Fail questions.

Award Criteria	Award Criteria weighting	Sub-Criteria	Sub-Criteria weighting	ITT questions & indicators relevant to the Award Criteria / Sub-Criteria
Functional High Level Processes	25%	Service Management	4%	ITT1
		Incident Management	4%	ITT2
		Problem Management	3%	ITT3
		Change Management	4%	ITT4
		Configuration Management	2%	ITT5
		Asset Management	4%	ITT6
		Risk Management	2%	ITT7
		Room & Appointment Management	2%	ITT8
Additional Functional Requirements	25%	Security	4%	ITT9
		Knowledge Base/ Knowledge Management	6%	ITT10
		Self Service	6%	ITT11
		Communication Capabilities	5%	ITT12
		Reporting & Management Information (MI)	4%	ITT13
Non-functional	25%	General	7%	ITT14

Requirements		Requirements		
		Accessibility	7%	ITT15
		Usability	6%	ITT16
		Integration	5%	ITT17
Partner Department Requirements	25%	Facilities Department Requirements	6.25%	ITT18
		Technical Resources Department Requirements	6.25%	ITT19
		Finance Systems Department Requirements	6.25%	ITT20
		Human Resources Department Requirements	6.25%	ITT21

University for the Creative Arts – Integrated IT Service Management Tool (Issue 2)

SECTION C
SPECIFICATION OF TENDERED REQUIREMENT

SPECIFICATION FOR THE PROVISION OF INTEGRATED IT SERVICE MANAGEMENT TOOL

1.0   INTRODUCTION

UCA is proposing to initially create a 'virtual shared service' involving the on campus library colleagues and the 1st line IT campus teams. UCA consists of 4 campuses (Farnham, Epsom, Canterbury and Rochester) each of which have ITS and LSS teams. These support teams serve approximately 1000 permanent colleagues as well as 7000+ students (with the intention that these student numbers will rise ~5-10% over 5 years.

To facilitate this programme of change, UCA are planning to retire the 2 ticketing systems currently operated in the Libraries (Footfall Module) and IT (Manage Engine) and go to market to find a replacement that can be used cross-departments.

Further to the initial phase of implementation, the University will be planning to add other services into the ITSM e.g. Estates and Facilities Management, HR, Student Services, Finance and Technical Resources. The ultimate goal of the programme is to enhance the user experience such that referrals (instructing users to go to other support teams) are kept to an absolute minimum

Our evaluation will include the ability for other Professional Support functions to provide Service Management, including but not exclusively, HR, Facilities, Finance and Student Administration.

- Approximately 100 Analysts will use the replacement.
- Approximately 7000+ Self Service Users will use the replacement.
- Approximately 200 Workflow Approvers are required.
- Cloud Hosted (SaaS) and On-Premise costings will be considered. **Where possible, please provide both.**
- There is expected to be limited Data Migration.
- It is expected that there will be 4 major Workflows with more to be defined.

2.0   REQUIREMENTS

The resultant agreement with the Successful Tenderer and the UCA will require the provision of;

The success criteria for this project will be to have a full system go live in early 2017 that comprises the 'must have' requirements of this document. Specifically though not limited to:-

- All ITS, LSS-ICT, Estates and HR enquires are logged through the new service desk software
- Users are trained to self-serve enquiries and requests
- Staff are trained and ready to effectively manage enquiries and requests
- All enquiries and requests are aligned to agreed service level targets for each type of request.
- Quality and professional problem handling service to maintain business confidence in IT capabilities and ICT services and equipment/software provision.
- Able to use incident, problem and change processes to maintain and enhance the quality of services to ensure understanding and reducing the overall business risk.
- Able to provide appropriate user access to services on a timely basis that meets business and user needs.
- Able to provide timely communication about services on a timely basis to users.

IT Service Management Tool Requirements		
Req ID	Requirement	Rationale
1.0	FUNCTIONAL HIGH LEVEL PROCESSES ITIL led best practice system that provides additional value-added functionality	
1.1	SERVICE REQUEST MGNT (INCLUDING ACCESS MGNT) - To provide a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists - Process facilitates financial or other managerial approval for non-standard services - To provide information to users and customers about the availability of services and the procedure for obtaining them, including access management process - Linked to HR processes for new starters, change in role, leavers etc - To source and deliver the components of requested standard services (e.g. licences and software media) - To assist with general information, complaints or comments - Users must be offered a menu type selection via a web interface, so that they can select and input details of service requests from a pre-defined list - Request fulfilment must have the ability to define approvals - Request fulfilment must have the ability to check such approvals where needed - Fulfilment activities will depend upon the nature of the service request - Some simpler requests may be completed by the Service Desk, acting as first line support, while others will have to be forwarded to specialist groups and/or suppliers for fulfilment - Closure: When the service request has been fulfilled it must be referred back to the Service Desk for closure - Metrics: The metrics needed to judge the effectiveness and efficiency of request fulfilment	- Request fulfilment should provide quick and effective access to standard services which users can use to improve their productivity or the quality of business services and products. - Request fulfilment should reduce the bureaucracy involved in requesting and receiving access to existing or new services, thus reducing the cost of providing these services.

1.2	INCIDENT MGNT: - Incident details logged at the service desk - Configuration details from the configuration management database - Link Incidents to asset(s) - Output from problem management and known errors - Resolution details from other incidents - Responses to requests for change - Analysts able to pick up or be assigned requests - Communicate with requester from Incident - Incident resolution and closure - Updated incident record and work log - Methods for work arounds - Communication with the user - Requests for Change - Management Information (reports) - Automatic grouping of incidents input to the problem management process	- This is the front line IT process which must be linked to the self-serve functionality at the front end - Each incident must be able to be converted to a problem or change as part of the system functionality - Management Information and other data for Root Cause Analysis also imperative
1.3	PROBLEM MGNT - Able to group incidents together to resolve the common issue - Able to communicate that an incident is now a problem to users - Update the resolution in all tickets and close the problem - Identify trends - Obtain Management Information from Problem Management data	- Problem Mgnt communications must be linked to the self-serve functionality at the front end so users can see progress - Each incident must be able to be converted to a problem or change as part of the system functionality - Management Information and other data for Root Cause Analysis also imperative
1.4	CHANGE REQUEST MGNT Change process workflows (emergency/normal/standard) can be run through the tool to ensure that changes are recorded and then evaluated, authorised, prioritised, planned, tested, implemented, documented and reviewed in a controlled manner and necessary corrective action taken - Record Requests for Change - Change logging - Able to have a template or copy of previous change if same procedure to be followed - Review the Request for Change - Assess and evaluate the Change - Evaluation of Change - Allocation of priorities - Change planning and scheduling - Authorising the Change - Coordinating Change implementation - Review and close Change Record	- Incidents or problems must be able to be converted to a Change Request that can be tracked as part of the system functionality - Management Information and other data for changes also imperative

1.5	CONFIGURATION MGNT - A database (CMDB) that contains details about the attributes and history of each Configuration Item (CI) and details of the important relationships between CIs - The information may be in a variety of formats, textual, diagrammatic, photographic, etc a data map of the physical reality of IT Infrastructure - Data can be imported via CSV files (automated)	- Support many of the ITIL processes by providing accurate configuration information to assist the decision making process - Assess the impact of proposed changes - Assess the impact and cause of Incidents and Problems - Plan and design new or changed services - Minimize the number of quality and compliance issues caused by incorrect or inaccurate configuration of services and assets - Define and control the components of services and infrastructure and maintain accurate configuration information on the historical, planned and current state of the services infrastructure
1.6	ASSET MGNT - Record an Asset using a Unique Identifier - Unique Identifiers must be a Barcode or an RFID/NFC tag. Both types must be available to use - Information that can be recorded must be customisable - Certain fields must be able to be compulsorily - Assets must be associable with a customer (one customer can have many assets) - Asset information must be automatically displayed in a Service or Incident request - Asset information must be importable from a CSV file.	INFRASTRUCTURE; END USER COMPUTER; MULTI-FUNCTION DEVICES - Asset management for planning, acquiring, deploying, managing, and disposing of assets in a cost-effective way focusing on the lifecycle and financial aspects of an item. - Assets can be identified throughout the lifecycle via barcode/RFID/NFC and tagged/identified as part of an incident - Data can be imported via CSV files (automated)
1.7	RISK MGNT - Able to add and track Risk items	- Incidents or problems must be able to be converted to a Risk that can be tracked as part of the system functionality - Management Information and other data for Root Cause Analysis also imperative
1.8	ROOM & APPOINTMENT MGNT - Customers must be able to book rooms - Analysts must be able to book rooms on behalf of customers - Ability to book Audio Visual Equipment alongside room booking - Ability to see contents of a room before booking	- Both ITS and LSS require the functionality to book appointments to meet users

		- Rooms must have calendars showing booking slots that are free, tentative and finalised - Room booking must be sent to customer's calendar - Analysts must be able to book appointments with customers - Integration into Outlook for booking appointments for people and rooms - Send appointment reminders via SMS/Text	
	2.0	ADDITIONAL FUNCTIONAL REQUIREMENTS	
	2.1	SECURITY REQUIREMENTS - Security Incident Management (strict access controls) - Segregated access controls including different admin levels	- Similar to requirements in 'Access Mgnt' this ITSM must have different access levels so that data can be obfuscated if sensitive and users have different permission levels dependant on role/seniority

	2.2	KNOWLEDGE BASE
		- User friendly for both ITS/LSS and those users in 'self-serve'
		- Knowledge Creation – systems should have the facility to easily create 'Knowledge Articles' (KAs)
		- These can be original records (i.e. specific work instructions or content), and/or packages of content including documents
		- Content can be intelligently and seamlessly linked to external sources – tech manuals, wikis, video etc.
		- Knowledge Curation – there should be definable process workflows to control the lifecycle of KAs as follows:
		  - Creation of record – ad hoc or as part of a defined process (e.g. release, change)
		  - Approval of record – functional escalation to pre-defined approver or approver group
		  - Publishing/Release of record
		  - Presentation of record – use of KA as designed and required
		  - Review/update of record
		  - Removal/archiving of record
		  - Tracking and assessment of use of record
			- Vendors should provide expertise and guidance in the implementation of the tool and relevant processes and project requirements around Knowledge Management – e.g. with workshops and training as well as implementation consultancy

2.3	SELF SERVE - Web-based interface - Accessible knowledge base - FAQs - Self-serve dash board (progress tracking) - User can close own ticket if self-fixed - Predictive text search on fields - Saved fields of personal details - Customisable user views - Easy to use - Simple feedback survey - Intuitive GUI (UCA branded)	- The tool is supporting a User Enhancement programme so the self-serve aspect of the delivery is key. All the complexity of the LSS/ITS services need to be simplified. The self-serve portal is the key implementation that users will 'use' so the functional and non-functional elements are must-haves
2.4	COMMUNICATING - Opt in/out comms - Service announcements - Ability to choose comms type SMS/email/Phone/Chat room - Tailored email responses dependant on ticket type/user - Ability to respond to ticket (both user and analyst) via email - Ability to attach files and images to tickets and responses - Ability to email a group of analysts when a ticket appears in queue - Ability to email analyst when a response has been added to their ticket - Able to check comms to user (report on exceptions) - Automated Awaiting Response reminders via email to customers - User able to request call back	- The tool is supporting a User Enhancement Programme so the communications are another key area that need to be flexible, configurable and fit for purpose
2.5	REPORTING / MANAGEMENT INFORMATION - Out of box and configurable reporting - Measuring performance against SLAs and OLAs - Central MI console - Auto trending on dashboard (including converting Incidents to Problems) - Real time dashboard for reporting - SLA/OLA breach warnings	- All continuous improvement of IT and LSS services will be managed through empirical data from the MI captured in the tool. UCA require some flexibility to create their own reporting suite however would benefit from day 1 out-of-box reporting too
3.0	NON-FUNCTIONAL REQUIREMENTS	

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3.1	LOOK & FEEL - Simple and quick especially for non-complex queries - Visually identify ticket responsibilities - Customisable user views - Intuitive - Brandable to UCA branding		Both LSS/ITS colleagues have requested intuitive interfaces that are easy to use and reduce training time for new starters
3.2	USABLITY - Codeless configuration for workflow customisation - Flexible GUI dropdown - Scale to full site as well as mobile and tablet app - Easy data capture to raise tickets - Barcode/RFID/NFC for capturing asset data/user ID cards - Effective sign posting to self-service - Configurable categories and sub-categories - Minimal clicks open to close - Tickets (Incidents or Service Requests) able to have multiple issues/resolutions - Predictive search on categories - Clear and transparent language - User able to update personal details - User able to update via the system - Search facility (username/ticket ID) - Quick clicks and short cuts - Autofill (e.g. User details) - VIP facility - Collaborative functionality - Priorities are set by priority/impact reporting not user deciding (priority matrix)		- UCA does not have development colleagues in ITS so all changes and updates need to be quick and easy - LSS and ITS have high peak times so the software needs to be able to handle quick searches, predictive autofill and other features that make open to close as short as possible whilst retaining the integrity of the data
3.3	ACCESSIBILITY - Mobile app (and tablet) - Compatible with Azure - Multi platform friendly - Web based access - Useable with all OS/web browsers - Available anywhere for anyone - System available 24/7 - Accessible for vision impaired or those with accessibility requirements/technologies		- UCA does not want to limit accessibility and also wants to reduce calls and emails so that the self-serve option is favoured

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3.4	INTEGRATION REQUIREMENTS - Able to integrate with UCA systems (MIM/AD) - Able to monitor multiple mailboxes and drawer in incidents/service requests and send user ticket reference - Integrated into Intranet - Linked into Outlook calendars - Business Logic so email header could direct ticket type and where it is triaged to - Email/Ticket tracking to specialists (Non-ITSM users) - Able to integrate to other apps in the future		- UCA is working towards Azure Federated Access and Single Sign On so wants to future proof all new software purchases and eliminate all re-keying of data already held in a core system
4.0	PARTNER DEPARTMENT REQUIREMENTS		
4.1	FACAILITIES MODULE/COMPONENT - Architectural drawings must be up-loadable - Drawings must have a version history with new versions being uploaded alongside previous versions - Plant and equipment replacements must be schedulable and budgeted - Rooms must be assigned assets (e.g. light fixtures, tables, chairs etc.) - Assets must be linked to Facilities Incident/Service Requests - Customisable asset system for Facilities - The ability for 3rd Party contractors to pick up Facilities tickets - Compliancy Certificates (e.g. Fire Risk Assessments) must be storable in the solution - Solution must automatically alert and aid in the scheduling of compliancy checks and re-compliancy exercises - Customisable reporting for facilities		
4.2	TECHNICAL REOURCES REQUIREMENTS - Ability for separate Asset registers - Customisable customer fields that can be modified by Analysts with appropriate permissions (e.g. add a checkbox to Student profiles to confirm if they have completed a Photography Studio Health & Safety induction) - Allow for certain rooms to only be booked by customers with certain tick boxes checked (e.g. those that have completed a Photography Studio Health & Safety induction)		

	- Ability for room bookings to go through Approval Workflows with different approvals for each room, if required - Ability to look up users via Barcode/RFID	
4.3	FINANCE SYSTEMS - Ability for Externals to raise requests (e.g. parents of a student) - Verification required to link external request back to student or to prevent spam requests	
4.4	HUMAN RESOURCES - Ability to mark an Analyst as "unavailable" to respond to requests for a period of time (e.g. holidays or peak times) - Ability for request to be logged by a manager on behalf of an employee with request being associated to manager and employee - Ability to export records of requests and responses from the solution into a correspondence history stored in a new HR system	

Presentation and demonstration

To supplement the responses to the questions in this document and enable the UCA to see the Solution in use, the UCA is expecting a presentation and demonstration from each bidder (maximum 60 minutes length) and an open Question & Answer (Q&A) session (maximum 30 minutes length).

There will be a wide range of staff representing the UCA at the presentation and demonstration, including content editors, operational support, product managers, software engineers and technical architects, therefore any questions in the Q&A session will reflect the viewpoints of the group.

Data Protection

Data Protection is an important issue for the UCA. People trust us to look after their personal data. If we fail to do to, we will end up undermining that trust with our students and with our staff. UCA requires a tool that has been developed with privacy protections in mind and a Tenderer with rigorous data protection processes, policies and training in place.

3.0   UCA RESPONSIBILITIES

3.1   Policies and Procedures

The UCA shall be responsible for the provision of the relevant UCA policies, procedures and guidelines and will keep the Successful Tenderer abreast of any changes or updates to the policy documentation.

The UCA will ensure that the Successful Tenderer is kept appraised of all relevant matters or events which may or may not have an impact on services.

3.2   Contract Manager

The UCA shall provide the Successful Tenderer with a Contract Manager and a suitable Deputy (for holiday cover) to act as a single point of contact for the Productions.

3.3   Access

The UCA will ensure access to the 4 UCA Campuses for the Successful Tenderer and its employees inside the hours of the overall site restrictions.

3.4   Necessary Information

The UCA shall provide all the necessary information to enable the Successful Tenderer to meet their responsibilities as detailed in this Section C and the Service Levels as detailed in this Section C, Clause 9.0 Service Levels.

3.5   Issue of Purchase Orders

The UCA shall hire the services under this Agreement in the following manner:

The UCA shall raise a purchase order by the UCA Agresso system and provide the following details:
- Description of the goods/service to be purchased or hired
- Quantity of goods/service to be purchased or hired
- Net price and total value of goods/service
- UCA contact name, department, address and telephone number
- All orders for items covered by this Agreement shall be covered by the terms of this Agreement

3.6   Payment of Invoices

The UCA will ensure payment of accurate invoices correctly submitted in accordance with UCA standard payment terms of 30 days

3.7   Withdrawal of Approval / Contract Termination

The UCA has the right to terminate this Agreement with no further obligation to the Successful Tenderer, as a result from either of the following:
- Breach of UCA General Conditions of Contract shown at Section D
- Breach of Successful Tenderer's responsibilities as detailed in this Section C
- The receipt of justified complaints about the provision of unsafe practices by the Successful Tenderer
- Unsatisfactory or unsafe performance by the Successful Tenderer, witnessed during a spot check
- Unsatisfactory performance by the Successful Tenderer against the Service Levels as set out.

4.0   <u>CONTRACT MANAGEMENT</u>

The Successful Tenderer Contract Manager, UCA Contract Managers and any other relevant personnel will meet every 6 months for a formal contract management review meeting.

During the above meetings the following will be discussed:
- Incident Log

- Review of Service Level KPIs
- Management information

In order to meet time constraints, these issues may also be discussed at any time by phone or email.

The Successful Tenderer will be expected to be proactive in monitoring its own performance against the Contract and immediately reporting to the UCA Contract Managers any areas where it is encountering difficulties in fulfilling the terms of the Contract; and identifying and proposing to the UCA new ways of improving the services.

The Successful Tenderer is to provide the UCA Contract Managers with management information showing Service Levels achieved and compliance with the contract performance benchmarks. The format and frequency of these reports are to be agreed with the UCA Contract Managers.
If the Successful Tenderer cannot provide the services in accordance with the Service Levels defined in the Requirement, the Successful Tenderer Contract Manager will ensure that further resources will be allocated at no extra charge to the UCA to enable the Successful Tenderer to meet its obligations in terms of the Requirement.

If the Successful Tenderer cannot meet the requirements of the Production, the UCA retains the right to source services from other Suppliers as necessary.

7.0   PAYMENT

The Successful Tenderer will submit consolidated Invoices to UCA every 4 weeks for all transactions with a detailed spread sheet to support the total amount due.

The Successful Tenderer shall submit an invoice in respect of the goods and/or services to the address specified. The following information must be provided on each invoice:

- Addresses to the University for the Creative Arts
- Successful Tenderer name and address
- The word Invoice (or if a credit, the words Credit Note)
- Invoice number
- Invoice date
- Value and Currency
- Description of goods and services rendered including a breakdown of sundries and fuel costs
- UCA Purchase Order number
- Contact details of UCA representative
- Any unique reference number or information requested by the UCA representative

The VAT number and invoice should be split between the net value of goods and services, the rate and amount of VAT, and the gross (total) value of the invoice.

If a copy invoice is required, the words True and Certified must appear along with a signature.

8.0   BUSINESS CONTINUITY

The Successful Tenderer will be required to provide a detailed business continuity plan to be reviewed annually, or immediately upon the event of a major alteration to service solutions or transfer of the Successful Tenderer business.

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9.0 <u>SERVICE LEVELS</u>

The Successful Tenderer will be expected to meet the following agreed Service Levels by which their performance shall be monitored. Service Credits may be due by the Successful Tenderer, to the UCA, for failure to meet the Service Levels (these will be agreed prior to Contract signature).

9.1 Service Levels

Activity	Service Level/ KPI	Calculations	Measure	Severity Level
Availability of service solution	Joint investigation by the UCA and the Supplier	As a percentage downtime vs total time for the period	99.9%	1
Complaints and issues	Joint investigation by the UCA and the Supplier	As a percentage of responses to complaints and issues raised	100%	2
Invoice accuracy	All invoices to be accurate	As a percentage of total invoices	95%	3
Confidentiality	Divulging any information that might be considered of a sensitive nature	Press coverage	100%	1

9.2 Severity Ratings and Service Remedies:

The severity rating in the above table is indicated by 1, 2 or 3 placed next to each Service Level. The definition of each of these severity levels together with the actions which the UCA may take in respect of each such Service Level failure is as follows.

Level 1: Extreme severe failure, including one which may cause harm to employees. May result in first and final written warning. Repeat failure after a final written warning, across a Severity Level 1 Service Level, will constitute a material breach of the Agreement for the purposes of Clause 14.1 of the Terms of Trade.

Level 2: Severe occurrence that will result in a service failure. Will be escalated by the UCA in accordance with the Escalation Process set out at paragraph 3 below. If continuous failure across any one or more Severity Level 2 Service Levels occurs it may be elevated to a Severity Level 1 failure at the discretion of the UCA Contract Manager. Such elevation notice will be forwarded as an official notice under the Agreement. Repeated failure of the Supplier to meet the required Service Levels across any one or more Severity Level 2 Service Levels will constitute a material breach of the Agreement.

Level 3: Non-Critical failure in ancillary functions. Will be escalated by the UCA as per the Escalation Process and may result in application of service credits if unresolved within 5 working days. In the event of the Supplier's continuous failure to meet the required

service levels across any one or more Severity Level 3 service levels, the failure may be elevated to a Severity Level 2 failure at the discretion of the UCA's Contract Manager. Such elevation notice will be forwarded as an official notice under the Agreement. In the event of the Supplier's continuous failure to meet the required service levels across any one or more Severity Level 3 service levels, the UCA may terminate the Agreement.

9.3   Escalation Process

The UCA's Contract Manager and the Successful Tenderer Contract Manager will act as the main co-ordinators in relation to the escalation of any issues. The Successful Tenderer will escalate any issues internally as appropriate to ensure that all issues are resolved within an acceptable time limit and to the satisfaction of the UCA. Progress on such issues will be reported back to the UCA on a daily basis.

When an issue has been identified as unsatisfactory or service has fallen below the required service levels, either party may request immediate escalation in writing or by email to the Level 2 escalation point of the other party as detailed in the table below. If the issue remains unresolved 4 days after escalation to the Level 2 escalation point, the matter will be escalated to the Level 1 escalation point.

Formal escalation to the Level 1 escalation point is to be viewed seriously and may be the initial step towards termination of the Contract as the issue would represent a material breach if unresolved after the escalation of the issue.

Closure of all issues which have been escalated will either be via email confirmation by the UCA to the Successful Tenderer or by confirmation within the review meeting minutes.

Escalate after this time	UCA	The Successful Tenderer
Level 3 One working day	Director of IT Services, James Davies	
Level 2 One to three working days	Contract Manager, James Tempest, Head of End-User-Computing	
Level 1 Four to five working days	Procurement Contract Manager, Christine Balbier	

1. **Definitions**

In these conditions:

"University" means the University for the Creative Arts (UCA) unless redefined in the Contract documents and/or the Purchase Order.

"Supplier" means the person, firm or company to whom the Contract is issued.

"Work" means the work to be performed and the services to be rendered as specified in the Contract and/or the Purchase Order.

"Contract" means the Contract between the University and the Supplier consisting of the Form of Agreement, Description of Work, Price Schedule, these Terms and Conditions, and any other documents (or parts thereof) specified in the Contract and/or the Purchase Order.

"Purchase Order" means the document authorising the release of University funds.   It summarises the University's requirements for the Contract and, for straightforward transactions, may be used without a separate written Contract.

"he" and "his" are used for narrative purposes only and are not meant to favour or refer to a particular gender. As the context requires, "he" and "his" may be used in a collective sense in relation to the staff of the Supplier.

2. **The Work**

2.1 The Supplier shall complete the Work with reasonable skill, care and diligence, in accordance with the Specification constituting the brief for this Contract and with due regard for the recognised protocols and ethics of consultancy.

2.2 The Supplier shall conduct the Work with due regard to the Health and Safety of its own employees and employees of the Institute and for any other personnel engaged in any activities constituting the Work.

2.2 The Supplier shall provide the University with such reports on the Work at such intervals and in such form as the University may from time to time require.

2.3 The University reserves the right by notice to the Supplier to modify its requirements in relation to the Work and any alteration to the Contract price or the completion date arising by reason of such modification shall be agreed between the parties. Failing agreement the matter shall be determined by arbitration in accordance with the provisions of Condition 15.

3. **Supplier's Personnel**

3.1 The Supplier shall provide the University with a list of the names and business addresses of all others regarded by the Supplier as key personnel and, if and when instructed by the University, all other persons who may be at any time concerned with the Work or any part of it, specifying in each case the capacities in which they are so concerned, and providing other supporting evidence or information as the University may reasonably require.

3.2 The University reserves the right to reject key personnel selected by the University for the Work. The University may instruct that key personnel are removed from the Work by giving reasonable notice and reason. The Supplier shall take all reasonable steps to comply with such a request and shall bear the cost of any notice, instruction or decision by the University.

4. **Price**

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4.1 The University shall pay to the agreed price as specified in the Contract and/or the Purchase Order.

4.2 Unless otherwise stated in the Contract and/or the Purchase Order, payment will be made by the end of the month following that in which a valid and accurate invoice is received, for work completed to the satisfaction of the University.

4.3 Value Added Tax, where applicable, shall be shown separately on all invoices as a strictly net extra charge.

4.4 Disbursements necessarily incurred by the Supplier in the execution of the Contract will be refunded by the University only if agreed in writing by the University in advance.

5. Gifts or Payments

5.1 The Supplier shall not offer or give, or agree to give, to any member, employee or representative of the University any gift or consideration of any kind as an inducement or reward for doing or refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of this or any other contract with the University or for showing or refraining from showing favour or disfavour to any person in relation to this or any such contract.

5.2 The Supplier is reminded that the Bribery Act 2010 makes it a criminal offence to give, promise or offer a bribe or to request, agree to receive or accept a bribe in the UK or abroad. Bribery is the offer, promise, giving, demanding or acceptance of an advantage as an inducement for an action which is illegal, unethical or a breach of trust.

6. Copyright and Intellectual Property

6.1 All reports and other documents and materials and the copyright, intellectual property rights or similar protection therein arising out of the performance of the Work by the Supplier are hereby assigned to the University.

6.2 The provisions of this Condition 6 shall apply during the continuance of this Contract and after its termination howsoever arising.

7. Indemnities and Insurance

7.1 The Supplier shall indemnify and keep indemnified the University and its employees and agents against all actions, claims, demands, costs and expenses incurred by or made against the University or its employees or agents in respect of any loss or damage or personal injury (including death) which arises from any advice given or anything done or omitted to be done under this Contract to the extent that such loss, damage or injury is caused by the negligence or other wrongful act of the Supplier, his servants or agents.

7.2 The Supplier (if an individual) represents that he is regarded by all relevant crown bodies and agencies such as the Inland Revenue and Contributions Agency as self-employed and accordingly shall indemnify the University against any tax, national insurance contributions or similar impost for which the University may be liable in respect of the Supplier by reason of this Contract.

7.3 The Supplier shall effect with an insurance company or companies acceptable to the University a policy or policies covering all the matters which are the subject of the indemnities and undertakings on the part of the Supplier contained in this Contract in the sum of

£5,000,000 at least in respect of one incident and unlimited in total, unless otherwise agreed by the University in writing.

7.4 If requested, a certificate evidencing the existence of such policies shall be provided by the Supplier to the University.

8. Employment Discrimination

8.1 The Supplier shall not unlawfully discriminate within the meaning of any relevant legislation or any statutory modification or re-enactment thereof relating to discrimination in employment whether by race, ethnic or national origin, colour, creed, disability, political belief, membership of or activities as part of a trade union, social or economic class, sex or gender, sexual orientation, marital or parental status or other family circumstance or any other ground not relevant to good employment practice. The Supplier shall take all reasonable steps to ensure the observance of these provisions by all servants, employees or agents of the Supplier and all sub-contractors employed in the execution of the Contract.

9. Confidentiality

9.1 The Supplier shall not disclose and shall ensure that his employees do not disclose any information of a confidential nature obtained by him/her by reason of this Contract except information which is in the public domain otherwise than by reason of a breach of this provision.

9.2 The provisions of this Condition 9 shall apply during the continuance of this Contract and after its termination howsoever arising.

10. Freedom of Information

10.1 Under the Freedom of Information Act 2000 ("FOIA") and the Environmental Information Regulations 2004 ("EIRs"), the University is obliged (subject to the application of any relevant exemptions and, where applicable, the public interest test) to disclose information in response to requests for information.

10.2 You need to be aware that the University could receive requests for *any* information relating to this Contract. The University cannot contract out of its obligations in this respect and will only accept confidentiality clauses in <u>very</u> exceptional and narrowly defined circumstances. In this regard, your attention is drawn to the Code of Practice (in particular, section VIII thereof) issued by the Lord Chancellor under section 45 of the FOIA (the Code of Practice issued under the 2004 EIRs includes similar guidance).

11. Termination

11.1 The University shall be entitled to terminate this Contract for any reason by giving to the Supplier not less than thirty days notice to that effect.

11.2 The Supplier shall notify the University in writing immediately upon the occurrence of any of the following events:

(a) where the Supplier is an individual if a petition is presented for the Supplier's bankruptcy for whatever reason or if an administrator is appointed to manage his affairs; or

(b)   where the Supplier is not an individual but is a firm or a number of persons acting together in any capacity if any event in 11.2(a) of this condition occurs in respect of any partner in the firm or any of those persons or a petition is presented for the Supplier to be wound up as an unregistered company; or

(c)   where the Supplier is a company if the company passes a resolution for winding-up or the court makes an administration order or a winding-up order.

11.3   In the occurrence of any of the events described in paragraph 10.2 (a), (b) or (c) or if the Supplier shall have committed a material breach of this Contract and (if such breach is capable of remedy) shall have failed to remedy such breach within thirty days of being required by the University in writing to do so the University shall be entitled to terminate this Contract by notice to the Supplier with immediate effect.

11.4   Termination under paragraphs 10.1 or 10.2 shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereupon accrue to the University and shall not affect the continued operation of Conditions 7 and 10.

12.   Recovery and Sums Due

12.1   Wherever under this Contract any sum of money is recoverable from or payable by the Supplier that sum may be deducted from any sum then due, or which at any later time may become due, to the Supplier under this Contract or under any other agreement or contract with the University.

13.   Assignment and Sub - Contracting

13.1   The Supplier shall not assign or sub-contract any portion of the Contract without the prior written consent of the University. Sub-contracting any part of the Contract shall not relieve the Supplier of any obligation or duty attributable to him/her under the Contract or these Conditions.

13.2   Where the University has consented to the placing of sub-contracts, copies of each sub-contract shall be sent by the Supplier to the University immediately it is issued.

14.   Notices

14.1   Any notice given under or pursuant to the Contract may be sent by hand or by post or by facsimile or other means of telecommunication resulting in the receipt of a written communication in permanent form and if so sent or transmitted to the address of the party shown on the Contract and/or Purchase Order, or to such other address as the party may by notice to the other have substituted thereof, shall be deemed effectively given on the day when in the ordinary course of the means of transmission it would first be received by the addressee in normal business hours.

15.   Status of Contract

15.1   Nothing in the Contract shall have the effect of making the Supplier the servant or employee of the University.

16.   Arbitration

16.1   All disputes, differences or questions between the parties to the Contract with respect to any matter or thing arising out of or relating to the Contract, other than a matter or thing as to

which the decision of the University is under the Contract to be final and conclusive, and except to the extent to which special provision for arbitration is made elsewhere in the Contract, shall be referred to the arbitration of two persons one to be appointed by the University and one by the Supplier or their Umpire in accordance with the provisions of the Arbitration Act 1950 or any statutory modification or re-enactment thereof.

17.   Headings

The headings to Conditions shall not affect their interpretation.

18.   Governing Law

These Conditions shall be governed by and construed in accordance with English Law and the Supplier hereby irrevocably submits to the jurisdiction of the English Courts. The submission to such jurisdiction shall not (and shall not be construed so as to) limit the right of the University to take proceedings against the Supplier in any other court of competent jurisdiction.

SECTION E
TENDERED REQUIREMENT QUESTIONNAIRE

ITT – Requirement Questionnaire (Text Responses)
Project Name: Integrated IT Service Management Tool

Details (Subcontractors also)
Please provide contact details in relation to this response. The nominated contact must be empowered to represent the Bidder and all the Subcontractors in relation to this project. a. Name b. Title/position c. Company name d. Postal address e. Telephone number f. Facsimile number g. E-mail address h. Company website If applicable, please indicate the Lots for which you wish to be considered. **(Max: One Page)**
Enter your answer to this question in the space below this table. *Do not modify the contents of this table*

Tenderer types their answer here

Security & Compliance Questionnaire

Please provide in as much detail your security and compliance measures

You must address the following points in your answer:

a. Provide evidence related to industry certifications held, for example ISO27001, PCI etc.

b. Do you have a member of staff responsible for Security and Compliance, including the management of Data Protection?

c. Do you have the following policy documents in place? If yes, please provide copies where possible:

- Information Security
- Access Control
- Acceptable Use
- Data Protection

d. Have any audits been carried out relating to the service provision and related infrastructures that will be supplied to UCA in the past 12 months?

e. Do your staff receive specific training relating to IT Security and Data Protection responsibilities?

f. Do you perform any in house development for the service offering proposed to UCA?

    If yes, please provide details of the development and testing procedures to ensure safeguarding of the service and data.

g. If you will be storing UCA data, please provide a description of the server / hosting environment and the security controls protecting that environment.

h. If the service is not internally hosted by UCA please describe the data flow of UCA data through your infrastructure and or service offering.

i. Where you are storing or transferring UCA data, are there any encryption methodologies in place to protect the data?

j. What protective measures are in place to manage sensitive personal data?

k. Will any data relating to UCA be transferred outside of the EEA?

    If yes, to where and for what purpose?

l. Will any data pertaining to UCA be access accessed or processed outside of the EEA?

m. What mechanisms are in place to ensure data segregation within the system?

n. How do you manage data retention and ensure data is purged when no longer required?

o. Will you use any additional systems or applications to support or process UCA data?

p. How do you ensure that the infrastructure is maintained with the latest updates, e.g. firmware levels?

q. What is the current Anti-Malware infrastructure in use at within your environment? How is this maintained and kept updated?

r. What, if any redundancies are built into the service offering to the UCA?

s. Please provide details of existing disaster recovery and/or business continuity plans.

t. Will you utilise any third parties to process, host or support the service offering to the UCA? If yes, please provide details of all third party providers engaged and detail the services that are provided.

u. Where you utilise third parties to process, host or support the service offering to the UCA please confirm that contract agreements are in place and provide evidence where possible.

v. If you permit access by third parties to their data and systems, what measures are in place to control and manage this access?

w. How do you record and manage security incidents?

x. How do you monitor and manage security events such as vulnerabilities, intrusion attempts, etc?

y. Have you performed any vulnerability or penetration testing either internally or through an external provider?

z. What physical measures are in place to protect your IT infrastructure?

aa. Briefly describe the security features and functionality of the application.

bb. Please describe the account management process, including account creation, password resets, password configuration and account deletion.

cc. To what levels can data and functionality be segregated by roles and permissions?

Enter your answers to these questions in the form on this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT1]	Service Management (max score 4%)

Please describe in as much detail of your service management

You must address the following points in your answer:

a. Can standard services be specified with pre-defined approval processes, such as financial or managerial approval?

b. Can non-standard service requests have the ability to define approval processes, such as financial or managerial approval?

c. Can information about availability of services and procedure of obtaining them (including access management) be displayed?

d. Can it be linked to HR processes for Joiners, Movers & Leavers (JMLs)?

e. Can it be used to source and deliver the components of requested standard services (e.g. licenses and software media)?

f. Can general comments, complaints and information be handled?

g. Are users offered a menu type selection so they can select and input details of service

h. Is it possible for request fulfilment to have the ability to define approvals?

i. Is it possible to check the approvals required for requests?

j. Is it possible for service requests to be passed to other teams or suppliers for fulfilment where 1st Line cannot complete the request?

k. Can Service Requests, once fulfilled, be referred back to the Service Desk for closure?

l. Can Metrics be collected from Service Requests to judge the effectiveness and efficiency of request fulfilment?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Do not modify the contents of this table

Tenderer types their answer here

[ITT2]	Incident Management (max score 4%)

Please describe with examples, how an Incident Request is fulfilled.

You must address the following points in your answer:

    a. Can Incident Requests be logged in person at the Service Desk?

    b. Can Incident Requests be logged over the phone at the Service Desk?

    c. Can Incident Requests be logged via Self Service by the customer?

    d. Can a customer's Incident Request be linked to Configuration Details from the Configuration Management Database?

    e. Can a customer's Incident Request be linked to their assigned Asset(s)?

    f. Can a Support Analyst be provided with output from Problem Management and Known Errors when raising an Incident Request?

    g. Can a Support Analyst be provided with output of previous Resolutions when raising an

    h. Can an Incident Request, be converted into a Request for Change?

    i. Can an Incident be picked up or Assigned to an Analyst?

    j. Can communication with Customer, Analysts, Third-Parties and Business Units be recorded within the request?

    k. Can an Incident be resolved with a resolution message?

    l. Can an Incident be closed, after it is resolved?

    m. Can an Incident be updated with a Work Log?

    n. Can Work Arounds be sent to Customer?

    o. Can Managers run Reports (Management Information) on Requests? Please provide examples of types of reports.

    p. Is it possible to automatically group incidents into the Problem Management Process?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Do not modify the contents of this table

Tenderer types their answer here

[ITT3]	Problem Management (Max score: 3%)

Please provide details and describe your tool's problem management and how a Problem is raised and resolved

You must address the following points in your answer:

    a. Can Incidents be grouped together to resolve the common issue?

    b. Is it possible to communicate to all Incident Requesters that their Incident is now a

    c. Is it possible to update the resolution in all the Problem associated Incidents, directly from the Problem?

    d. Is it possible to identify trends? Please provide an example.

    e. Is it possible to obtain management information from Problem Management data? Please provide an example.

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Do not modify the contents of this table

Tenderer types their answer here

[ITT4]	Change Management (Max score: 4%)

Please describe in as much detail with examples

You must address the following points in your answer:

how a Change Request works from Request for Change (RFC) to Closure, ensuring you address the points below within your answer:

    a.   An example of a Customised Change Workflow

    b.   The Approvals Process

    c.   Is it possible to have customisable Change workflows for Normal, Standard and Emergency changes?

    d.   Is it possible to have a template or clone a previous change if the information is similar or the same procedure needs to be followed?

    e.   Can priorities be allocated to Changes?

(Max: Two Pages for Text response – Screenshots accepted as Appendix to text response)

Do not modify the contents of this table

Tenderer types their answer here

[ITT5]	**Configuration Management (Max score: 2%)**

Please explain, with examples, how your solution deals with Configuration Management.

You must address the following points in your answer:

      a. Does the Configuration Management Database (CMDB) contain details about the attributes and history of each Configuration Item (CI)?

      b. Does the CMDB show the details of the important relationships between CI's? (Note: The information may be in a variety of formats, textual, diagrammatic, photographic etc. a data map of the physical reality of IT Infrastructure)

      c. Can data be imported via a CSV file (Automatically)?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT6]	Asset Management (Max score: 4%)

Please explain, with examples, how IT Assets are managed.

You must address the following points in your answer:

a. Is it possible to record an asset using a Unique Identifier?

b. Is it possible for the Unique Identifier to be a Barcode?

c. Is it possible for the Unique Identifier to be an RFID/NFC Tag?

d. Is it possible to customise what information is recorded?

e. Is it possible to make certain fields compulsory?

f. Is it possible to associate IT Assets with a customer?

g. Is it possible for Asset Information to be automatically displayed in a Service Request and Incident Request

h. Is it possible to import Asset data from a CSV file?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT7]	Risk Management (Max score: 2%)
Please explain, with examples, how Risks can be managed. Explain how to add and track Risk Items. **(Max: One Page for Text response – Screenshots accepted as Appendix to text response)**	
Enter your answer to this question in the space below this table. *Do not modify the contents of this table*	

Tenderer types their answer here

[ITT8]	Room & Appointment Management (Max score: 2%)

Please explain, with examples, how Rooms and Appointments can be booked.

You must address the following points in your answer:

      a. Is it possible to book a room as a customer?

      b. Is it possible for an Analyst to book a room on behalf of a customer?

      c. d. Is it possible for Audio Visual Equipment to be booked alongside a room booking?

      e. Is it possible to display the contents of a room when booking?

      f. Do rooms have calendars showing tentative and finalised bookings?

      g. Is the room booking sent to the customer's calendar?

      h. Is it possible for Analysts to book appointments with customers?

      i. Are appointments sent to the Analyst's and Customer's calendars?

      j. Can appointment reminders be sent by SMS/Text Message?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT9]	Security (Max score: 4%)

Please explain, with examples, what security features your solution has.
(Please note this is not a duplication of the Security & Compliancy Questionnaire above)

You must address the following points in your answer:

a. Is it possible for Incidents to be secured from other functions or teams if they contain sensitive information? (e.g. HR Cases)

b. Is it possible to define segregated access controls including different admin levels? (e.g. an IT Administrator cannot see HR requests and a HR Administrator cannot see IT Requests)

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT10]	Knowledge Base/Knowledge Management (Max score: 6%)

Please explain, with examples, what Knowledge Base capabilities your solution has. Please include screenshots of a Generic Knowledge Base and refer to them where applicable.

You must address the following points in your answer:

    a. Is the interface friendly for both Operators and Customers?

    b. Is it easy to create Knowledge Articles (KAs)?

    c. Is it possible to create a KA based on original content as well as packages of content including documents?

    d. Is it possible to embed, link or seamlessly integrate external resources (such as video, wiki's, tech manuals) into KAs?

    e. Is it possible to define workflows for the Lifecycle of KAs?

        E.g. Creation of Record – ad hoc or as part of a defined process (e.g. release, change)

        Approval of Record – functional escalation to pre-defined approver or approver group

        Publishing/Release of Record

        Presentation of Record – use of KA as designed and required

        Review/update of Record

        Removal/Archiving of Record

        Tracking and assessment of use of Record

(Max: Three Pages for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT11]	**Self Service (Max score: 6%)**

Please explain, with examples, what Self Service capabilities your solution has. Please include screenshots of a Generic Knowledge Base and refer to them where applicable.

You must address the following points in your answer:

    a. Is the interface web based?

    b. Is the Knowledge Base accessible from Self Service?

    c. Can FAQs be included in Self Service?

    d. Is there a Self-Serve Dashboard allowing customers to track the status of their Requests?

    e. Can a customer resolve their own ticket if they solve the issue themselves?

    f. When a customer begins to log a request, is there predictive tech search on fields?

    g. Are there saved fields showing personal details of the Customer?

    h. Can users have customisable user views?

    i. Is it easy to use?

    i. Is it possible to have a simple feedback survey?

    k. Can the User Interface be branded?

    l. Is the User Interface intuitive?

(Max: Three Pages for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT12]	**Communication Capabilities (Max score: 5%)**

Please explain, with examples, what kind of communications can be handled with the solution.

You must address the following points in your answer:

      a. Is it possible to opt out/in of communications?

      b. Is it possible to communicate Service Announcements?

      c. Is it possible to choose communication type (e.g. SMS/Email/Phone/Chat etc.)?

      d. Is it possible to have tailored email responses dependent of ticket type/customer?

      e. Is it possible to respond to a ticket (both Analyst and Customer)?

      f. Is it possible to attack images and files to tickets and responses?

      g. Is it possible for an email to be sent to a group of Analysts when a ticket appears in their queue?

      h. Is it possible to email an Analyst or Customer when a response has been added to their ticket?

      i. Is it possible to check communications to Customer (report an exceptions)?

      j. Is it possible to remind a Customer automatically that a response is required?

      k. Is it possible for a customer to request a call back?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT13]	Reporting & Management Information-MI (Max score: 4%)

Please explain, with examples, Reporting & Management Information (MI) capabilities.

You must address the following points in your answer:

      a. Are there out of the box and configurable reporting?

      b. Is it possible to measure performance against SLAs and OLAs?

      c. Is there a central MI console?

      d. Is it possible to see automatically calculated trends on a MI dashboard, including converting incidents to problems?

      e. Does the dashboard show real time reporting?

      f. Is it possible to receive real time SLA and OLA breach warnings?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT14]	Non-Functional Requirements – General (Max score: 7%)

Please explain, with examples, the look and feel of your solution. Please provide screenshots where possible. This can be demonstrated with a Generic version of your solution, making clear where and some examples of how it can be customised.

You must address the following points in your answer:

     a. Is the solution simple and quick to use, especially for non-complex queries?

     b. Is it possible to visually identify ticket responsibilities?

     c. Is it possible to have custom user views?

     d. Is it intuitive?

     e. Can the whole solution be UCA branded?

(Max: Two Pages for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT15]	Accessibility (Max score 7%)

Please explain, with examples, how your solution is accessible both to a wide user base and also for those with accessibility requirements.

You must address the following points in your answer:

  a. Is there a Mobile and Tablet App?

  b. Is the solution cross-platform compatible? (e.g. with Azure)

  c. Is the solution web based?

  d. Is the solution usable with all OS/web browsers?

  e. Is the solution available to use at any time, by anyone, anywhere?

  f. Is the solution available 24/7?

g. Does the solution have the ability to adapt for those with impaired vision or assistive technologies?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT16]	Usability (Max score: 6%)

Please explain, with examples, the usability of your system.

You must address the following points in your answer:

  a. Can workflows be developed with codeless configuration?

  b. Does the User Interface have flexible dropdowns?

  c. Does the User Interface use Responsive Design allowing it to work seamlessly on different devices and screen sizes?

  d. Is there a native Mobile or Tablet app?

  e. Is it easy to capture required data to raise tickets?

  f. Can Barcodes and RFID/NFC be used to capture Asset Data and User ID cards?

  g. Is there effective sign posting to Self Service?

  h. Is it possible to configure Categories and Sub-categories?

  i. Is it possible to have minimal click to open and close a Request?

  j. Is it possible for Requests to have multiple issues and resolutions?

  kl. Is it possible to have predictive search on Categories?

  l. Is the language clear and transparent?

  m. Can the Customer update their personal details?

  n. Can the Customer get updates via the solution?

  o. Does the solution have a search functionality? (e.g. username, tickets)

  p. Does the solution have quick clicks or shortcuts?

  q. Does the solution autofill data such as personal details?

  r. Is there a VIP facility?

  s. Is it possible to collaborate on Requests with other Analysts, teams?

  t. Does the solution have a Priority Matrix to define Request Priority?

(Max: Two Pages for Text response – Screenshots accepted as Appendix to text response)

Do not modify the contents of this table

Tenderer types their answer here

[ITT17]	**Integration (Max score: 5%)**

Please explain, with examples,

Please describe in as much detail, the integrations your solution can have, how your solution can integrate into different tools and software.

You must address the following points in your answer:

      a. Is the solution able to integrate into Active Directory?

      b. Is the solution able to integrate into Microsoft Identity Manager?

      c. Is the solution able to integrate into Microsoft Azure AD?

      d. Is the solution able to monitor multiple email inboxes and convert emails into Incident/Service Requests?

      e. Can the solution be integrated into an Intranet?

      f. Is it possible for the solution to link into Outlook Calendars?

      g. Is it possible for non-ITSM specialists (e.g. users not set up as Analysts but with specialist knowledge) to be able to assist with tickets?

      h. Can the solution use customisable Business Logic to read email headers and direct Requests and triage automatically?

      i. Can the solution be integrated into other applications in the future?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT18]	**Facilities Department Requirements (Max score: 6.25%)**

Please explain, with examples, your Facilities Module, Facilities reporting

You must address the following points in your answer:

      a. Is it possible for architectural/room drawings to be uploaded from AutoCAD drawings?

      b. Can drawings be archived for version history when updated and re-uploaded?

      c. Can plant and equipment replacements be scheduled and budgeted?

      d. Can rooms be assigned assets (e.g. light fixtures, tables, chairs etc.)?

      e. Can assets be linked to Facilities Incident/Service Requests?

      f. Is there a customisable asset system for Facilities?

      g. Can tickets be picked up and updated by 3rd Party contractors?

      h. Can compliancy certificates be uploaded to the solution (e.g. Fire Risk Assessments)

      i. Can the solution alert and aid the scheduling of compliancy checks and re-compliancy exercises?

      j. Is customisable reporting available for Facilities?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Enter your answer to this question in the space below this table.

Do not modify the contents of this table

Tenderer types their answer here

[ITT19]	Technical Resources Department Requirements (Max score: 6.25%)

Please describe in as much detail if your solution is capable of

You must address the following points in your answer:

    a. Is it possible to have separate asset registers for different departments?

    b. Is it possible to have customisable fields/checkboxes for users that Analysts with the correct permissions can modify? (e.g. add a checkbox to a student profile to confirm if they have completed a Photography Studio Health & Safety induction)

    c. Is it possible to only allow certain room bookings for users who have certain checkboxes checked?

    d. Is it possible for a room booking to go through an Approval Workflow with different approvals for each room, if required?

    e. Is it possible for Analysts to look up users via Barcode/RFID?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Do not modify the contents of this table

Tenderer types their answer here

[ITT20]	Finance Systems Department Requirements (Max score: 6.25%)

Please describe in as much detail if your solution is capable of

You must address the following points in your answer:

      a. Due to certain systems being externally facing, can external requesters log a ticket?

      b. Is there verification (such as Student ID & Date of Birth) to ensure external requesters are not spam bots etc.?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Do not modify the contents of this table

Tenderer types their answer here

[ITT21]	Human Resources Department Requirements (Max score: 6.25%)

Please describe in as much details if your solution is capable of

You must address the following points in your answer:

a. Is it possible for an Analyst to be marked as "unavailable" to respond to requests for a period of time? (e.g. Peak times or holidays)

b. Can a request be logged by a manager on behalf of an employee and the request is associated to the manager and employee so it can be found by searching for either name?

c. Would it be possible to post records of requests and responses from the solution into a correspondence history record stored in a new HR system?

(Max: One Page for Text response – Screenshots accepted as Appendix to text response)

Do not modify the contents of this table

SECTION F
PRICING SCHEDULE

Please Note: <u>All pricing submitted will be fixed for the term of the Contract</u>

At no stage should there be any "hidden extras" in regards to pricing.

Everything that is available to price should be included in the Tenderers response.

Failure to disclose full pricing at this stage will result in the Tenderer being disqualified from the tender process.

Please provide a costing in the table below for On Premise and SaaS options. If there are additional costs for specialist modules (e.g. Estates module) separate out the pricing per module. (Add in a 2nd/3rd table etc.)

ITSM basic pricing

	100 Analysts	150 Analysts	200 Analysts	250 Analysts	300 Analysts
OPTION 1 ON-PREM					
TOTAL YEAR 1					
4 YEAR COST					
OPTION 2 SaaS					
TOTAL YEAR 1					
4 YEAR COST					

ITSM additional module 1 (example)

	100 Analysts	150 Analysts	200 Analysts	250 Analysts	300 Analysts
OPTION 1 ON-PREM					
TOTAL YEAR 1					
4 YEAR COST					
OPTION 2 SaaS					
TOTAL YEAR 1					
4 YEAR COST					

SECTION F
PRICING SCHEDULE CONTD

Assumptions

Please list below any assumptions which impact on any aspect of your Tender.

Assumptions

SECTION G
SUMMARY OF DESIGNATED INFORMATION UNDER FOIA

The purpose of this Section G is to enable Tenderers to use the template below to identify any information contained in its Tender which it believes could be withheld in response to any request for information under the Freedom of Information Act 2000 ("**FOIA**"). The UCA will refer to this Summary of Designated Information if it receives a request under FOIA for information relating to the procurement process and/or the Tenders.

The successful Tenderer(s) will have a further opportunity to revise this Summary of Designated Information following award of any [Contract / Framework Agreement] pursuant to this ITT.

How to complete the table below:

Tender Section – Identify the relevant part of your Tender with a brief description of the matter covered within that part.

Harm if released – Identify the harm which would be caused by releasing this information with reference to FOIA e.g. the disclosure of information about how a company is able to offer a competitive price may prejudice its commercial position.

FOIA exemption – Identify which FOIA exemption you think is relevant. For example, if releasing the information would prejudice your (or someone else's) commercial interests then the relevant exemption is section 43(2) of FOIA.

Public interest considerations – This is relevant if you have identified a qualified exemption under FOIA (i.e. one that is subject to the public interest test) e.g. Section 43(1) (trade secrets) of FOIA, and section 43(2) (commercial interests) of FOIA are both qualified exemptions.

Review date – Information that is commercially sensitive at a specific point in time may no longer be commercially sensitive at a later date. If you know that the harm which would be caused by the release of the information is confined to a limited time period then please make this clear.

Tender Section	Harm if released	FOIA exemption	Public Interest Considerations	Review date

University for the Creative Arts – Integrated IT Service Management Tool (Issue 2)

SECTION H
FORM OF TENDER

TENDER FOR THE PROVISION OF UCA/FIN/CB/2016/010

To: Christine Balbier
        UCA Procurement
        University for the Creative Arts
        Falkner Road
        Farnham
        Surrey GU9 7DS

I confirm on behalf of:

1. I have read and understood all sections of the ITT, and as a representative of the organisation, I hereby confirm my tender offer reference UCA/FIN/CB/2016/010 to the UCA.

2. I confirm that at the time of tendering there is no conflict of interest affecting any member of the organisation and that I shall disclose to the UCA any actual or potential conflict of interest arising from the provision of the goods and/or services immediately upon becoming aware of such actual or potential conflict.

3. I hereby offer to enter into a Contract with the UCA on the terms set out in Section D General Conditions of Contract for the provision of Integrated IT Service Management Tool and other terms as detailed in the ITT.

4. I hereby agree that any terms or conditions of contract or any general reservations which may be printed on any correspondence emanating from us in connection with this Tender or with any Contract resulting from this Tender will not be applicable to such Contract.

   OR – if allowing amendments to the contract (on the basis that such amendments will be evaluated)

   I hereby agree that the proposed amendments to the terms and conditions of contract are complete and are not conditional. Any general reservations, conditional, non-specific, or unclear statements which may be printed on any correspondence emanating from us in connection with this Tender or any Contract resulting from this Tender will not be applicable and could result in my Tender being rejected. I also agree that any material changes in risk or amendments to the terms and conditions of contract that are material in nature, or which erode the UCA's ability to achieve value for money may result in my Tender being rejected.

5. I warrant that I have the corporate authority to sign this Tender and any resultant Contract.

6. I agree that any Contract that may result from this Tender will be subject to English law.

7. I understand that the UCA is not bound to accept the lowest or any Tender. I also understand the UCA has the right to accept only part of a Tender unless I have expressly stipulated otherwise.

8. I understand that offering an inducement of any kind in relation to obtaining this or any other contract with the UCA will disqualify this Tender from being considered.

University for the Creative Arts – Integrated IT Service Management Tool (Issue 2)

9. I understand that this Tender will remain open for acceptance by the UCA for a period of [one hundred and twenty (120)] days from the closing date for return of Tenders specified in the ITT.

10. I hereby confirm that this Tender fully complies with all the requirements stated within the ITT.

☐ Yes   ☐ No

If 'No' please list below all points in relation to which the Tender does not comply with the requirements as set out in the ITT. This includes any inability to meet the UCA's commercial requirements [and any proposed amendments to the terms set out in Section D (Terms of Trade for the provision of --------------------

Please note that any inability to meet the requirements set out in the ITT which are not detailed in the table below but which are raised at a later date may not be considered by the UCA.

Please number each point in the first column sequentially for ease of reference and add as many additional rows to the table as required.

Reference Number	Cross reference to relevant section of ITT	Matter not complied with	Reason for non-compliance, alternatives offered, effect on the Tender

Please include a signed copy of this Form of Tender with your tender response or send a signed copy to   .

Print Name:

Signed:

Position:

duly authorised to sign Tenders for and on behalf of: [Name of Organisation]

Date:

Address:

Telephone Number:

Email Address:

University for the Creative Arts – Integrated IT Service Management Tool (Issue 2)