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ESSEX COUNTY COUNCIL

0457 WINDOWS 10 MIGRATION SUPPORT TOOL

SPECIFICATION

Issued 15/07/2016

**Headline Summary**

1. [**Essex County Council**](#EssexCountyCouncil)

*This section provides suppliers with an introduction to the organisation.*

1. [**Introduction**](#Introduction)

*This section introduces suppliers to the specification, its purpose and composition.*

1. [**Background**](#Background)

*This section provides background information to help suppliers see the requirements in context.*

1. [**Scope**](#Scope)

*This section sets out the broad scope of the procurement.*

1. [**Key dates**](#KeyDates)

*This section provides the suppliers with information on key dates in respect of delivery against the contract.*

1. [**Statement of Technical Requirements**](#SOR)

*This section sets out the detailed requirements the supplier is expected to meet, along with any factors to consider.*

1. [**Authorities policies**](#Policies)

*This section outlines the Authorities policies relevant to the requirements.*

1. **[Insurance and warranties](#Insurance_Warranties)**

*This section sets out the minimum insurance levels and any warranties required.*

1. [**E-procurement requirements**](#CorpReq)*This section sets out ECC corporate requirements including the standard wording for e-procurement requirements.*
2. **Essex County Council**
   1. Essex County Council is dedicated to improving Essex and the lives of our residents. Our ambition is to deliver the best quality of life in Britain. We will achieve this by providing high-quality, targeted services that deliver real value for money.
3. **Our vision**
   1. We want Essex to be a county where innovation brings prosperity. We know our county faces a set of unprecedented challenges. If we are to meet these challenges we need new thinking and innovation to ensure we can use our resources in the best possible way for the people of Essex. We must harness the power of new ideas to secure a more prosperous Essex.
   2. This is our vision for Essex 2013/17. As a county council, our most important role will be to establish the conditions for innovation and prosperity in our economy, and to lead innovation in the public services.
   3. Throughout our work, we will build on the strengths of our county. This means harnessing the energy and passion of people across Essex who work hard for their families, build careers and businesses and shape their communities.
   4. We must all play our part in securing a more prosperous county, one where we can flourish, live well and achieve our ambitions.
4. **Delivering the vision**
   1. If we are to succeed through these testing times, we must maintain a focus on our core purpose. The challenge ahead strengthens our resolve to:

* increase educational achievement and enhance skills
* develop and maintain the infrastructure that enables our residents to travel and our businesses to grow
* support employment and entrepreneurship across our economy
* improve public health and wellbeing across Essex
* safeguard vulnerable people of all ages
* keep our communities safe and build community resilience
* respect Essex’s environment

3.2 Our Corporate Outcomes Framework translates our Cabinet’s political ambitions – outlined in their Vision for Essex – into a set of outcomes and supporting indicators that can guide the work of commissioners across ECC. The consolidation of outcomes into a single, authoritative, framework for ECC is designed to:

* provide a clear foundation for the development of our commissioning strategy and plans;
* provide a clear framework for assessing progress – allowing ECC to understand its impact on residents and communities in Essex; and
* and allow for the analysis of ECC resources, assets, contracts etc, against a consistent set of outcomes.
  1. The Corporate Outcomes Framework embeds the principles of Outcomes Based Accountability (OBA) within ECC. OBA is an established and effective approach for expressing, operationalising and ensuring accountability for outcomes. It provides a simple, common sense, low bureaucracy planning model supported by clear terminology.

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| |  | | --- | | **Essex: a**  **county where innovation brings prosperity** | | **Children in Essex get the best start in life** | **People in Essex enjoy good health and wellbeing** | **People have aspiration and achieve their ambitions through education, training and lifelong-learning** |
| * Percentage of children ready for school * Percentage of children achieving a good level of development by the age of five * Percentage of families living in temporary accommodation * Percentage of children living in non-working households | * People in Essex have a healthy life expectancy * Reduced differential in life expectancy across different areas of Essex * Percentage of children achieving at school [measured at foundation stage, KS2 and KS4] * Percentage of working age people in employment * Prevalence of healthy lifestyles * Prevalence of mental health disorders among children and adults * Percentage of Essex residents who consider themselves to be in good health * Percentage of families living in safe and suitable housing * Percentage of households living in fuel poverty * Teenage pregnancy rates * Life satisfaction rates (ONS condition of wellbeing) | * Rates of literacy and numeracy at all ages * Percentage of children achieving at school * Percentage of adults participating in lifelong learning * Percentage of working age people in employment * Percentage of people participating in further education/higher education/vocational learning * Percentage of young people aged 16-19 not in education, employment & training * Rates of volunteering * Percentage of children attending a good school |

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| |  | | --- | | **People in Essex live in safe communities and are protected from harm** | | **Sustainable economic growth for Essex communities and businesses** | **People in Essex experience a high quality and sustainable environment** | **People in Essex can live independently and exercise control over their lives** |
| * Level of crime in Essex * Number of children subject to protection plans * Number of children in care * Rate of anti-social behaviour in Essex * Number of people killed or seriously injured on Essex roads * Percentage of residents who feel that Essex roads are safe * Hospital admissions caused by injuries to children and young people * Hospital admissions caused by injuries to adults * Incidents of domestic abuse * Percentage of residents who feel safe * Rates of re-offending | * Job growth in key locations and key sectors * Housing growth in key locations * Supply of fit for purpose business premises * Increased connectivity and journey time reliability on priority route network (PR1) * Number of bus and/or community transport journeys * Median earnings * Coverage of superfast broadband services * Sustainable business start-up rates * Percentage of Essex businesses who think they can recruit suitable people * Percentage of working age people in employment * Business rates growth | * Residual waste volumes * Cost of energy to households * Preventable flooding incidents * Level of pollution * Condition of roads and footways * Access to valuable open spaces * Perception of the quality of the environment in Essex’s cities, towns and villages | * Proportion of people who live independently * Percentage of people who regain or increase their level of independence following hospital admissions * Access to end of life care in their preferred placement of choice * Number of children and adults who receive social care support * Number of people with personal budgets |

1. **Introduction** 
   1. Essex County Council (ECC) is embarking on the migration to Windows 10 operating system across its 9000+ laptop & desktop estate. Given the size of the estate there is a need to employ a tool to help manage the complexities, compatibilities and scheduling of such an undertaking. Previous migrations have been managed using a series of spreadsheets, which, whilst useful have highlighted the risks and overhead inherent in such. In order to avoid past experiences ECC are looking for a tool or toolset that will collate information relating to the estate, provide insights and ultimately intelligently schedule the proposed migration in a way that mitigates and manages risk.
2. **Background**
   1. There is currently no similar product in use within ECC and it was felt that a simple tender process would ultimately provide the most appropriate solution.
   2. The desired solution will have existing interface adaptors including (but not exhaustively) Active Directory & Configuration Management tools such as SCCM & SNOW.
3. **Scope**
   1. ECC are hoping to procure a Windows 10 migration support tool that takes data feeds from existing ECC systems and drives out a viable de-risked migration schedule. To achieve this the proposed solution will need to collate and analyse hardware data, software data, user and organisational data and mailbox data. The expectation is that a prioritised migration plan will be generated based upon an understanding of software and hardware compatibility.
   2. The Windows 10 migration is in scope. The actual users of the solution will be minimal and it is vital to have established the implementation prior to January 2017.
   3. The desired solution will have existing interface adaptors including (but not exhaustively) Active Directory & Configuration Management tools such as SCCM & SNOW.
   4. Contract length and any possible extension periods. 4 years
4. **Key Dates**

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| --- | --- |
| Invitation to tender (ITT) issued | 15/07/2016 |
| Final date for ITT clarifications from bidders | 26/07/2016 |
| ITT return date | 02/08/2016 |
| Preferred bidder shortlisted | 08/08/2016 |
| Standstill period | 08/08/2016 - 19/08/2016 |
| Contract Award | 22/08/2016 |
| Contract Signature | 23/08/2016 |
| Contract Implementation | 01/09/2016 |

1. **Statement of Technical Requirements**

Server based solution utilising Microsoft® Windows® Server, Microsoft SQL Server®, Microsoft SQL Analysis Services® and Microsoft Windows Internet Information Server® (IIS), In addition the proposed solution should utilise standard technologies such as JavaScript, XML, Ajax and ASP.Net. The resultant database server should use Microsoft SQL Server and Analysis Services as a platform, The data should be stored in a multi-dimensional model in both OLAP and OLTP databases.

There is a requirement to import critical data warehouse information residing in other external systems such as HR and asset databases using supported CSV format files. This could include (but is not limited to) such items as user contact details, computer warranty dates, or application package owners. The solution also needs to link to dynamically generated project information such as application readiness statuses or mailbox migration success flags.

* 1. Acceptance testing – ECC will require a period of 4 weeks to conduct satisfactory acceptance testing prior to live use. This period may be extended should significant issues be identified.
  2. Performance, targets, and monitoring arrangements – Implementation within identified timescale, zero impact on network traffic.
  3. Implementation/mobilisation – Potential suppliers should present an implementation plan as part of their response.
  4. Decommissioning & Disposal – ECC will require total ownership of the resultant data once the project has come to a conclusion.
  5. Hand-over process, transition between providers – It is expected that ECC staff will have sufficient skills transfer to be wholly self sufficient one the project is concluded.
  6. Quality Assurance requirements – N/A
  7. Health and safety requirements – N/A
  8. Business Continuity - N/A
  9. Training requirements, knowledge transfer – Technical training will be expected to be conducted on site both formally and informally as part of the implementation support.
  10. Whole of life support – Ongoing support and maintenance should be priced on an annual basis with no restrictions on ECC exiting from the arrangement past the first 12 months.
  11. Expected Improvements – ECC will expect any product updates / upgrades to be notified in advance.
  12. Installation –N/A
  13. Maintenance – 9 to 5 5 days per week
  14. Testing and Acceptance – As Above

1. **Authorities policies**

**FOR EXAMPLE:**

* 1. Information security and communication.
  2. Supplier Charter
  3. Information Governance/Data Protection

1. **Insurance and warranties**
   1. Employer’s liability insurance.
   2. Public liability insurance.
   3. Professional indemnity insurance.
   4. Other insurances for works related requirements.
   5. Warranties.
2. **E-Procurement Requirements**
   * 1. Overview

11.2 Essex County Council has implemented a fully automated Purchase to Pay system called Marketplace. For further information, please [click here](http://www.essex.gov.uk/Business-Partners/Supplying-Council/Pages/IDeA-Marketplace.aspx).

11.3 A record on Marketplace will be created for the successful bidder and a user ID and password will be issued via e-mail.

11.4 The user ID and password will allow the successful bidder to:

11.5 View their orders online;

11.6 Update their status;

11.7 Notify delivery; and

11.8 Submit and monitor the status of electronic invoices, once they have been submitted.

11.9 Orders will be sent electronically to the successful bidder’s central e-mail address from the contract start date.

11.10 Electronic Invoicing

11.11 The successful bidder will be expected to submit electronic invoices from the contract start date. The successful bidder will achieve this through turning any outstanding Purchase Orders into electronic invoices by utilising the PO Flip method on Marketplace. On approval of the electronic invoice an automatic payment will be made via BACS, direct to the successful bidder’s bank account supported by an e-mailed remittance advice, in line with Essex County Council’s contracted payment terms. In addition to the above, the successful bidder will be able to view the status of their invoices, via the Marketplace system.

11.12 There is no charge for the PO Flip method.

**12. Agreement term**

12.1 The Agreement term for this agreement with be \*\* year(s) [with an option to extend for a period of \*\* month(s)]. The decision to extend the Agreement with is at the sole discretion of Essex County Council.

12.2 With appropriate notice the Authority may terminate the Agreement on any of the following Authority Break Point Dates:

**13. Payment**

13.1 The Authority will pay any invoice issued by the Supplier within 30 days of receipt of a valid invoice following the delivery of the Good(s) and/or service(s). On the thirtieth day the payment will leave the account of the Authority

13.2 The rates/prices stated on the invoice must be those specified under this Agreement.

**14. Commercial Response**

14.1 The Tenderer is to complete the commercial response detailed within the E-sourcing portal

**NOTE ON TERMS AND CONDITIONS (DELETE FROM SPECIFICATION):**

**VERY LOW - RFQ (£10K TO £100K) CLAUSES**

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| * **Payment** | * **Delivery** | * **Passing of Property/guarantee of title** |
| * **Acceptance/Rejection** | * **Guarantee** | * **Sufficiency of Information** |
| * **Indemnity & Liability** | * **Insurance** | * **Termination** |
| * **Consequences of Expiry/Termination** | * **Dispute Resolution Procedures** | * **Intellectual Property Rights** |
| * **Confidentiality, Equality, Human Rights & Data Protection** | * **Assignment & Sub-Contracting** | * **Variation** |
| * **Entire Agreement** | * **No Waiver** | * **Severance** |
| * **Notice** | * **Data** | * **Monitoring & Evaluation** |
| * **Recovery of Sum Due** | * **Remedies** | * **Law & Jurisdiction** |
| * **Third Party Right** | * **Publicity** |  |

**Schedules are also included for depending on the specification**

* **Information Handling**
* **Safeguarding**
* **Clinical Governance**

**MEDIUM RISK - SIMPLE (£100k to EU THRESHOLD) CLAUSES**

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| * **The Good &/Or Services** | * **Payment** | * **Warranties & Representation** |
| * **Indemnity** | * **Insurance** | * **Termination** |
| * **Consequences of Expiry/Termination** | * **Dispute Resolution Procedures** | * **Intellectual Property** |
| * **Confidential, Equality, Human & Data Protection** | * **Assignment & Sub contracting** | * **Change Control Procedures** |
| * **Variation** | * **Entire Agreement** | * **No Waiver** |
| * **Severance** | * **Notice** | * **Contract Rights of Third Parties** |
| * **Recovery of Sum Due** | * **Law & Jurisdiction** | * **Publicity** |
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**Schedules are also included for depending on the specification**

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| * **Payment** | * **Change Control Procedures** | * **Information Handling** | * **Safeguarding** |
| * **Authority’s Policies** | * **Exit** | * **Clinical Governance** |  |

**HIGH RISK – MAJOR (EU THRESHOLD AND ABOVE) CLAUSES**

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| * **Parent Company Guarantee/Bond** | * **The Service** | * **Quality Management** |
| * **Environmental Representation** | * **Authorised Representatives** | * **Assets** |
| * **Authority’s Accommodation** | * **Calculation of Payment Terms** | * **Service Payment Terms** |
| * **Performance Standards & Remedies** | * **Review, monitoring & Information** | * **Warranties & Representations** |
| * **Indemnity** | * **Limitation on Liability** | * **Staffing** |
| * **Partnering Principles** | * **Continuous Improvement** | * **Benchmarking** |
| * **Dispute Resolution** | * **Termination** | * **Consequences of Expiry/Termination** |
| * **Tax Compliance** | * **Force Majeure** | * **Insurance** |
| * **Health & Safety** | * **Equality, Diversity, Human Rights & Data Protection** | * **Freedom of Information** |
| * **Intellectual Property** | * **Information & Communications Technology** | * **Publicity** |
| * **Confidentiality** | * **Conflict of Interest** | * **Assignment & Sub Contracting** |
| * **Bribery, Corrupt Gift & Fraud** | * **Complaints** | * **Entire Agreement** |
| * **Partnership Or Agency** | * **No Waiver** | * **Severance** |
| * **Change Control Procedures** | * **Variation** | * **Notices** |
| * **Contracts (Rights of Third Parties) Act** | * **Law & Jurisdiction** |  |

**Schedules are also included for depending on the specification**

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| **Assets** | **Authority’s Accommodation** | **Payment Mechanism/Payment Schedule** |
| **Change Control Procedures** | **Required Insurance** | **Employee List (TUPE)** |
| **Partnership Board** | **Equality Requirements** | **Intellectual Property** |
| **Commercially Sensitive Information** | **Form of Parent Company Guarantee** | **Exist** |
| **Responding To Customer, Complaint, Comments & Corporate Policy** | **Information Handling** | **Environmental Requirements** |
| **Service Specific** | **Tax Compliance** | **Safeguarding** |
| **Clinical Governance** |  |  |

**Checklist prior to publication**

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| **No** | **Checklist Item** | **✓** |
| 01 | Simple language has been used, jargon avoided where possible. |  |
| 02 | Technical terms, symbols and acronyms have been defined. |  |
| 03 | Requirements have been stated completely, clearly, concisely, logically and unambiguously. |  |
| 04 | Specification contains enough information for potential suppliers to decide and cost the goods or services they will offer. |  |
| 05 | Specification states the essential features or characteristics of the requirement. |  |
| 06 | Specification provides potential suppliers with an equal opportunity to offer a product or service which satisfies the needs of the Authority and which may incorporate alternative technical solutions and comply with any legal obligations. |  |
| 07 | Requirements are not over-specified. |  |
| 08 | Specification does not contain features that directly or indirectly discriminate in favour of, or against, any supplier, product, process or source. |  |
| 09 | Privacy Impact Assessment (PIA) has been completed and comments from IS Information Handling Team have been included within the Specification. |  |
| 10 | Equality Impact Assessment (EqIA) has been completed and comment from Equality & Diversity have been included within the Specification. |  |