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**SOFT MARKET TESTING QUESTIONNAIRE**

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| **PROJECT** |
| **Managed IT Services Provider** |

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| **This document should be completed and returned in accordance with the Guidance for Providers** |
| **This completed questionnaire must be returned electronically by email**  **before or no later than 14:00 hours on Friday 13th January 2023 to the email address**  procurement@saferlondon.org.uk  **with the subject heading: Safer London – Managed IT Services Provider** |
| Name of Contact  **John Moore** |

**21st December 2022**

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1. **Introduction**

**THIS IS NOT A CALL FOR COMPETITION**

**Safer London – IT Services Provider**

This document has been designed to allow you to register your interest in providing IT Services to Safer London, a charity based in London.

Secondly, it is to invite your input and comment on the requirement, given that this is a fast changing, innovation led sector. Safer London remains very open to comment from interested parties on any comments, thoughts, or suggestions that you might have on how we might enhance or improve the delivery of IT Services.

Registered Charity Number: 1109444

Company Registration Number: 5190766

## About Safer London

Safer London is a charity that supports young Londoners, their families, peers and communities affected by violence and exploitation. Safer London seeks to build strong and trusted relationships with each young Londoner we work with. We advocate on their behalf and work alongside them to decrease risk, increase safety and improve lives.

Through these relationships and by looking at the causes behind violence and exploitation in the wider context of their lives, we put the right support systems in place that not only benefit the young person, but the wider community as well.

Our core offer:

* Young Londoners and their families affected by violence
* Young Londoners and their families affected by sexual exploitation and abuse
* Young Londoners and their families affected by criminal exploitation

You can find [our full strategy here](https://saferlondon.org.uk/our-strategy/). You can also find out about [our impact here](https://saferlondon.org.uk/our-impact/).

Safer London’s vision is a city that is safe for all the young people who live here. By working alongside young Londoners, their families and peers, as well as with the places where they live and spend their time, we can create a safer London not just for them – but everyone.

Over the next five years we’re committed to growing as an organisation, building on our strengths and nurturing our internal talent. We’ll involve young Londoners in the shaping of our services and provide a platform for their voices to be heard

**Requirements**

Safer London is requesting information about your company and the IT products and solutions you can provide as outlined in the Service Requirements (Appendix 1). It is anticipated that tenders for the next IT Service provider would be sought in February 2023 to enable new contract(s) to begin from Mid-April with full implementation from June 2023.

Before Safer London goes to tender it wants to understand the current marketplace for IT Services. To do this, we have decided on a soft market engagement approach to understand what potential suppliers can offer.

This gives potential providers and other stakeholders the opportunity to express their interests and feed in their views about the potential service model and service definitions. Safer London will use the information to appraise options and further develop the specification.

To be clear, you can just advise us you would be interested in submitting a tender (Question 1 – Page 7), when the opportunity comes to market, and if you want to, you can provide further information which answers Questions 2-7.

**This process does not constitute a formal tender or other competitive bidding process and will not result in the letting of a Contract.** Safer London is using this process solely to test the market to gather information and ascertain the level of interest in this particular service. There are therefore no formal criteria which we will use to judge your responses, and it is not our intention to provide any feedback.

**Key service requirements**

Our primary purpose in reviewing IT Services provision at Safer London is to:

* Understand the current market for outsourced IT service provision
* Understand what delivery models will ensure a consistent level of service
* Potential ideas for efficiency and reducing costs

Our strategic intention for IT Services is to commission high quality, outcomes focussed IT services at Safer London.

**Current Services**

The Managed IT Services contract at Safer London has been in place since 2013. As required by our Board and operating practices, Safer London is required to go out to market to test value for money. The existing contract expires in May 2023.

**Costs/Pricing**

Safer London currently operates on a fixed price basis for the core service, with additional projects being authorised on a Quote and Accept basis as required.

**Considerations**

Safer London’s ambition is to address its IT needs in a way that represents value for money, is flexible, creative and reflects best practice. Given the cost pressures facing Safer London (e.g., energy, rising prices), we have a focus on developing a model of IT Services provision which is consistent, flexible and meets the evolving needs of users.

There is no doubt that Covid has affected the way our staff utilise the available IT Services. The current uncertain economic outlook and inflationary pressures have also increased our concerns about future price rises. These factors have informed our need for IT provision that is flexible, reliable, and that provides a pricing structure that maximises transparency and control.

Future service providers would need to be able to consider and address the following:

* How they provide best practice IT Managed Service Provision including help desk and tier 1 activities
* What innovations you can bring to the delivery of services

**Future Contract – Potential term**

It is anticipated that any future contract(s) will be for an initial period of 3 years with the option to extend for a further period or periods of up to 24 months i.e. potentially 5 years if the extension options are exercised.

1. **Guidance for providers**

Keep a copy of your completed questionnaire. You will need this if we need to clarify or discuss your answers with you.

This completed questionnaire must be returned electronically by email before or no later than **14:00 hours on Friday 13h January 2023** to the email address procurement@saferlondon.org.uk with the subject heading: ‘Safer London - Managed IT Services Provider’.

1. **Confidentiality**

Any information provided in this questionnaire will be treated as confidential and not shared with anyone not directly involved in this project.

1. **Soft Market Testing Questionnaire**

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| --- | --- | --- |
| **GENERAL INFORMATION** | | |
| **3.1 Full name, address and website** | | |
| Trading name of the organisation |  | |
| Address |  | |
| Town/ City |  | |
| Postcode |  | |
| Country |  | |
| Website URL |  | |
| **3.2 Main contact for correspondence about this questionnaire** | | |
| Name |  | |
| Position |  | |
| Telephone number |  | |
| Mobile phone number |  | |
| Email address |  | |
| **3.3 Trading Status** | | |
| Trading status of organisation:  a limited company  a public limited company  a limited liability partnership  other partnership  a sole trader  a third sector  other (please specify) | | |
| Date of registration in country of origin | |  |
| Company registration number (if applicable) | |  |
| Charity registration number (if applicable) | |  |
| **3.4 Size of Organisation** | | |
| Is your organisation a Large, Medium, Small or Micro Enterprise (SME)?  Micro (0-10 employees)  Small (11-50 employees)  Medium (51- 250 employees)  Large (over 250 employees) | | |
| **Questions for the market**  Interested parties are asked to provide responses to the following 7 questions.  Please note that although there is no word limit, we do not expect huge amounts of detail in response to each question. | | |
| **Question 1** | | |
| Based on the information contained within this document, and the opportunities and challenges facing businesses, would your organisation be likely to submit a tender if we went out to the market in January 2023?  **To be clear, you only need to complete the answer to Question 1. However, if you want to provide further information, which can help shape our managed IT requirements, please provide information which answers Questions 2-7.**  If No, could you tell us why.  Provide your response here: | | |
| **Question 2** | | |
| Based on the information within this document and your understanding of the current marketplace for IT Services:  What do you think are the main opportunities and challenges and how would you respond to those?  Provide your response here: | | |
| **Question 3** | | |
| Safer London’s ambition is seeking a solution which represents value for money, is flexible, creative and reflects best practice.  What experience do you have of providing IT Services to an organisation or charity similar to Safer London and what in your view needs to be in place to ensure delivery of the above statement. Please provide details of your delivery model.  Provide your response here: | | |
| **Question 4** | | |
| There is no doubt that Covid has affected the way services are delivered within Safer London (More working from home, Need for greater flexibility).  What do you think are the main opportunities and challenges and how would you respond to those?  Provide your response here: | | |
| **Question 5** | | |
| We will of course provide a full-service specification as part of any future tender exercise and intend to make this largely outcome-based with Key Performance Indicators.  How do you feel we should be measuring quality and what core measures do you think could be used to evaluate the outcomes for our service users?  Provide your response here: | | |
| **Question 6** | | |
| What further information would you need or find helpful in order to bid for this service?  Provide your response here | | |
| **Question 7** | | |
| Do you have any additional comments about our proposals that would help inform the model?  Provide your response here: | | |

**4. UNDERTAKING BY THE PROVIDER**

I/We certify that the information supplied is accurate to be best of my/our knowledge and that I/We accept the conditions and undertakings requested in the questionnaire and also fully understand that this is not a call for competition.

|  |  |
| --- | --- |
| Signed\* |  |
| Name (please print) |  |
| Position |  |
| On behalf of (name of organisation) |  |
| Date |  |

**\****Please note the term ‘Provider’ refers to sole proprietor, partnership, incorporated company, and cooperative as appropriate.*

**APPENDIX 1 – CURRENT AND FUTURE SERVICE REQUIREMENTS**

The information below outlines the general demographics of Safer London and our current technical environment and future high-level requirements.

# ***Office Locations***

Currently, Safer London has one central office located at Skyline House, 200 Union Street, London, SE1 0LX.  
However, it is important to note that the organisation has moved to an agile working approach which allows employees to work from different locations including from home. Safer London is also looking for new premises from December 2023 which may be smaller, multiple or different to the existing arrangement.

1. ***Number of Employees***

Safer London typically has between 55 and 75 employees at any given time.

# ***Remote Employees***

Safer London employees work with young people across London. Employees are considered as agile workers, which includes staff working from home.

# ***Current Technology Environment***

* Hardware
  + Windows laptops: Currently Dell Vostro, 14”.
  + Windows 2-in-1 (highly mobile employees): Currently Surface Pro.
  + iPhones: Currently a mixture of models from the last 4 years
* Software
  + Microsoft 365, all components including Outlook, Teams, OneDrive, etc.
  + SharePoint
  + WordPress (external web site)
* Remote Access / VPN
  + Currently Windows VPN, but since many staff work from home we see this as potentially less important. We will instead require a general-purpose VPN for secure communications on home networks and shared / public Wi-Fi such as from cafes, libraries, telecommunications providers, etc.
* Cloud Applications
  + Apricot
  + Breathe HR
  + Expensify
  + Microsoft 365
  + Rise 360 / Articulate
  + VirtualCollege
  + Xero

# ***Desired Technology Environment***

Safer London seeks a digital transformation to allow it to operate as a fully remote organisation, should it wish to, following the tenants described in the Microsoft Modern Workplace (“smart, efficient operating system, mission-critical enterprise-grade security tools, and seamlessly integrated workplace productivity apps”):

* + Serverless, cloud-based workplace
  + Remote unified endpoint management: provisioning, configuration, and maintenance of hardware and accounts
  + Full use of MS365 for productivity, creation, communication and collaboration
  + Advanced tools for the Confidentiality, Integrity, and Availability and general security of systems and data
  + Analytics and insights across all systems and platforms
  + Proactive monitoring and remediation of security and performance issues
  + Use of distributed, mobile VOIP softphone apps for all voice communication