



Schedule 2A

Request Form (Mini-Competition)

Framework Number: ITC11445 – Reseller and Associated Services
Request Form Number: ITC11445/ICT12903

From: Commercial ICT – TFL (Vikram Gudra)

Date: 26 January 2018

This is a Request Form for the provision of Deliverables in accordance with this Framework Agreement referenced above. This is an enquiry document only, constituting an invitation to treat and it does not constitute an offer capable of acceptance. Your Proposal must be submitted as an offer capable of acceptance by the Contracting Body; however such acceptance will not occur unless and until the Contracting Body posts notice of acceptance to you.

Attachment 1 of this Request Form sets out the Deliverables required by the Contracting Body, the commercial model to be used and other relevant information.

In your Proposal, you must respond to the information requested in Attachment 1 by completing Attachment 2.

Attached to this Request Form is a draft Call-Off Contract. The Contracting Body is under no obligation to award any Call-Off Contract as a result of this Request Form.

Your Proposal will be assessed against those submitted by other service providers as part of a Mini-Competition process. The Contracting Body will award the relevant Call-Off Contract to the Service Provider with the Proposal that is the most economically advantageous with reference to the assessment criteria set out in Attachment 1.

You must complete and return your Proposal by 15.00hrs **XXXXXX**

Please e-mail your Proposal to:

Name: **XXXXXX**
E-mail address: **XXXXXX**
Telephone: **XXXXXX**

Any queries regarding this Request Form should be directed to the above. Any queries regarding this Framework Agreement should be directed to the Commercial Manager named in this Framework Agreement.

Signed: _____
for and on behalf of the Contracting Body

Attachments: Attachment 1: Deliverables to be provided and other relevant information
Attachment 2: Service Provider's Proposal
Attachment 3: Draft Call-Off Contract



Attachment 1

Deliverables to be provided and associated information

1. Requirement

The Greater London Authority (GLA) is currently engaged in a substantial programme of work to fully implement Office 365 for both itself as well as a number of partner organisations, specifically but not limited to the Mayor's Office for Policing and Crime (MOPAC) and the London Legacy Development Corporation (LLDC)

This work encompasses the installation of Office 2016 products on PCs and laptops (completed) as well as implementing other software that comes as part of Office 365 including:

- Skype for Business
- Teams
- SharePoint / Azure based storage
- One Drive for Business
- OneNote
- Dynamics CRM

The current workload is being handled largely by the in-house tech team consisting of a senior project manager, senior engineers, business partner. The in-house team is supported by consultants from Microsoft, including Premier Support and Fast track.

The project team has been highly successful in architecting and implementing the back-end services and the Project Manager and Business Partner have been similarly successful in engaging with the organisation's Champions on the new capabilities with Office 365. However there exists a gap – Champions are very keen to try out some of the new products via pilots and small scale live services e.g. document collaboration using Teams, Skype groups etc etc. The GLA is fully supportive of this requirement but the current internal capacity is not enough to fulfil this.

Additional expert resources are also required for several operational tasks relating to the mainstream work, particularly to assist / work with the internal senior engineers on a variety of Office 365 related tasks e.g. running migration scripts, supporting users to make mobile device changes following mailbox migrations etc.

We need to continue the user engagement and require comms specialists who are proficient with the Office 365 product suite to host demos, show-and-tells, small scale training activities etc.

We wish to procure the services of a Microsoft accredited supplier to provide resources to solve the problems listed above. We anticipate the requirement for the following skills:

Support engineers / Analysts

These resources will work with users to understand their needs and document requirements for senior engineers to implement. They will also support existing pilots and activities and will be a link with users, understanding their needs, solving minor issues and generally ensuring that pilots and related activities are proceeding as planned. These resources will have a good familiarity and experience with Office 365 and cloud services.

Senior Engineers / developers

These resources will lead in setting up pilots, engaging with GLA senior engineers in planning and executing operational tasks. These resources should be technically proficient and experienced in the full range of MS 365 software including SharePoint, Dynamics, Teams and Skype

Comms and engagement specialists



These resources will work with the Business Partner to set up and present demos and show and tell sessions on pilots and other activities of relevance to the GLA's adoption of Office 365 and move to the Cloud. They should be specialists in comms and training activities.

The engagement

Given the agile and evolving nature of the activities, our preference is to agree a resource / skill list and arrange a call-off contract with the Supplier (initially around 70 resource days). The resources provided by the Supplier should be on day rates (rather than a fixed price engagement) allowing the GLA a level of flexibility. Along with the Supplier, we will forward plan the engagement of these resources, to enable the supplier to ensure resource availability.

We also expect to engage with the supplier based on fixed items of "packaged" work, for specific outputs that are agreed in advance.

Ways of working

The GLA work 37hrs per week, Monday to Friday. The working hours are 8am – 6pm with the core business hours being 10am – 4pm.

The Supplier will be required to provide details (including CVs) for personnel proposed to be used on this engagement.

Contract value

The maximum value of this contract is [REDACTED]

2. Acceptance Criteria

N/A

3. Charges

The Service Provider should set out the Charges for the Deliverables required, their provision and the contract model as set out in Attachment 1, taking into account that, where and to the extent applicable, the rates and mechanisms used to calculate the Charges shall not exceed the rates and shall utilise the mechanisms set out in Schedule 3 of the Framework Agreement.

A formal quotation on Company letter headed paper is required.

4. Timetable

Commencement Date: 22 January 2018

Term of the Call-Off Contract: 2 years

5. Special Conditions

N/A

6. The Contracting Body's Call-Off Co-ordinator:



Name: [REDACTED]
[REDACTED] [REDACTED]
Telephone: [REDACTED]



Attachment 2

Service Provider Proposal

1. Proposed Solution

The Service Provider should detail how it proposes to deliver the Deliverables set out in Attachment 1, including attaching an Implementation Plan, details of any equipment and materials required and service levels. The Service Provider should respond to all questions and requirements asked/asked for in Attachment 1.

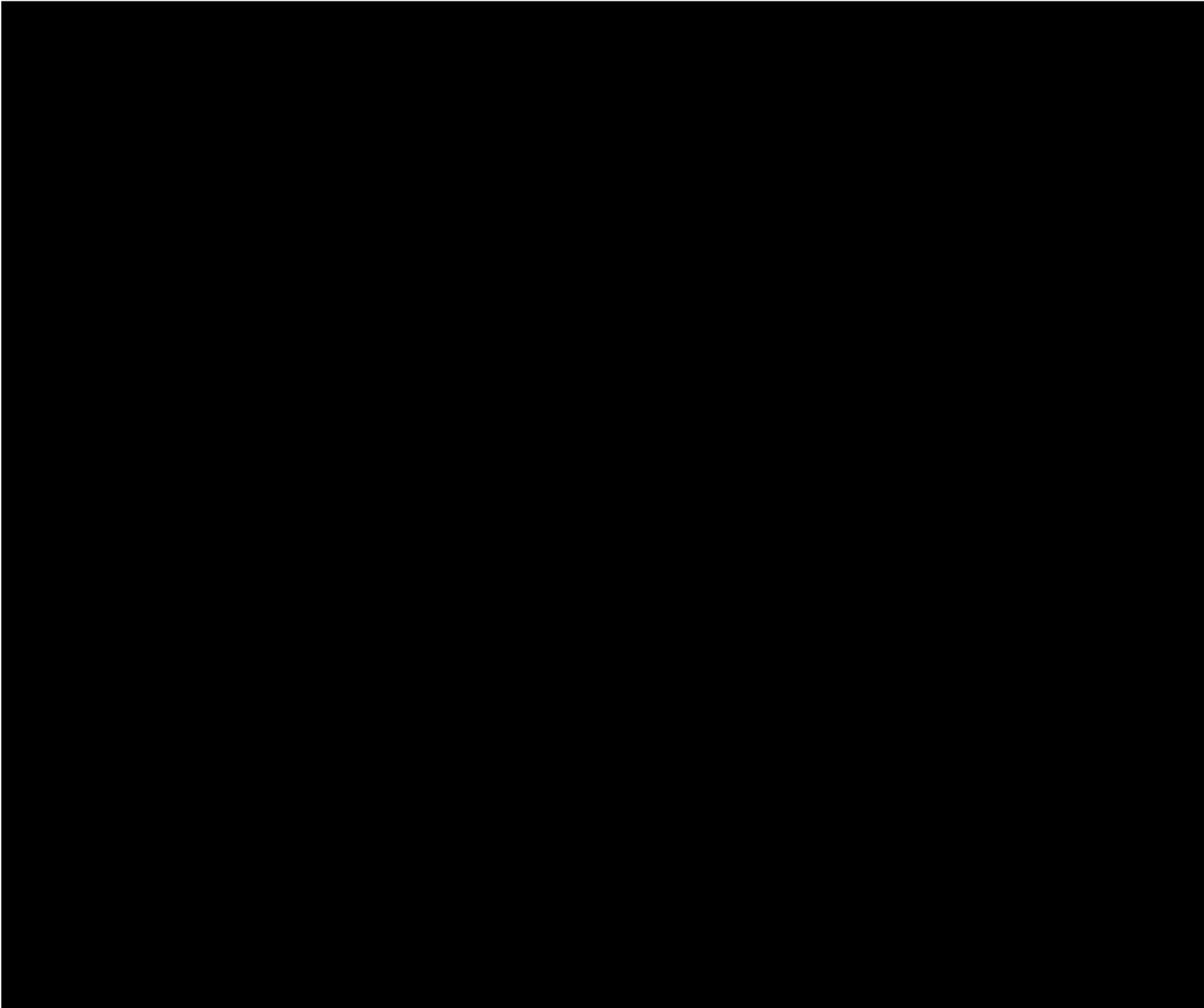
[Redacted]

[Redacted]

Office 365 delivery model

[Redacted]

[Redacted]



[Redacted text block]

[Redacted text block]



[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]



<p>[Redacted text block]</p>	<p>[Redacted text block]</p>
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<p>[Redacted text block]</p>	<p>[Redacted text block]</p>
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[Redacted text block]

4. Charges

The Service Provider should set out the Charges for the Deliverables required, their provision and the contract model as set out in Attachment 1, taking into account that, where and to the extent applicable, the rates and mechanisms used to calculate the Charges shall not exceed the rates and shall utilise the mechanisms set out in Schedule 3 of the Framework Agreement.

A formal quotation on Company letter headed paper is required.

Resources and rates

[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

Notes

- Consultant's working day is 7.5 hours exclusive of travel and lunch



- Working week is Monday to Friday excluding national holidays
- Office hours are 09:00 – 17:30 Monday to Friday
- Travel, subsistence and mileage are included in day rate within M25
- Professional Indemnity Insurance is included in day rate
- Rates are shown exclusive of VAT which is charged at current UK HMRC rates
- Payment terms are 30 days from date of invoice

Proposed charging model

- Proposed model is to invoice at month-end for resource days delivered during the calendar month.
- Statement of resource days delivered to be submitted to GLA Project Manager for approval prior to invoicing
- Payment due 30 days from date of invoice.

5. Bidder to please add a suitable exit plan.

If applicable

6. If required in Attachment 1, Service Team and Personnel

Details of the Service Provider's Manager, and Personnel, including grades and areas of responsibility. Please attach copies of CVs.

The following resources and personnel are proposed for this contract. Resources will be available to commence work within 5 working days of resource request, based on a forward-planning process as set out in the Request Form.

The account will be led by [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], who will be responsible for overall delivery and service levels as detailed below in the embedded document.



Service Team and
Personnel.docx

7. If required in Attachment 1, Experience

An outline of relevant past work or projects including references; as detailed in the document embedded below.



Service Team and
Personnel.docx

8. Proposed Sub-Contractors

The Supplier will provide sub-contractors from time to time that best fit the GLA's requirements on the Office 365 and related products. These will be agreed with the GLA ahead of appointment.



The Key Sub-Contractor appointed by Insight for the project is [REDACTED]. Other subcontractors will be agreed with the GLA where applicable / necessary for discharging the agreed services.

9. Other Information

State any other information, such as any assumptions and caveats.



Call-Off Contract - TEMPLATE

Framework Number: ITC11445 – Reseller and Associated Services
Request Form Number: ITC11445/ICT12903

THIS CALL-OFF CONTRACT is made on 22 January 2018

BETWEEN:

- (1) Transport for London (“**the Authority**”); and
- (2) Insight Direct (UK) Ltd, a company registered in England and Wales (Company Registration Number 2579852 whose registered office is at The Technology Building, Insight Campus, Terry Street, Sheffield, S92BU (“**the Service Provider**”).

RECITALS:

A. The Contracting Body and the Service Provider have entered into an agreement dated August 2014 which sets out the framework for the Service Provider to provide certain Deliverables to the Contracting Body or the Contracting Body (“**the Framework Agreement**”).

B. The Contracting Body wishes the Service Provider to provide the specific Deliverables described in this Call-Off Contract pursuant to the terms of the Framework Agreement and this Call-Off Contract and the Service Provider has agreed to provide such Deliverables on those terms and conditions set out in the Call-Off Contract.

THE PARTIES AGREE THAT:

1. CALL-OFF CONTRACT

1.1 The terms and conditions of the Framework Agreement shall be incorporated into this Call-Off Contract.

1.2 In this Call-Off Contract the words and expressions defined in the Framework Agreement shall, except where inconsistent with the context requires otherwise, have the meanings given in the Framework Agreement. In this Call-Off Contract references to Attachments are, unless otherwise provided, references to attachments of this Call-Off Contract.

2. DELIVERABLES

2.1 The Deliverables to be supplied by the Service Provider pursuant to this Call-Off Contract are set out in Attachment 1.

2.2 The Service Provider acknowledges that it has been supplied with sufficient information about this Call-Off Contract and the Deliverables to be provided and that it has made all appropriate and necessary enquiries to enable it to provide the Deliverables under this Call-Off Contract. The Service Provider shall neither be entitled to any additional payment nor excused from any obligation or liability under this Call-Off Contract or the Framework



Agreement due to any misinterpretation or misunderstanding by the Service Provider of any fact relating to the Deliverables to be provided. The Service Provider shall promptly bring to the attention of the Call-Off Co-ordinator and Commercial Manager any matter that is not adequately specified or defined in the Call-Off Contract or any other relevant document.

2.3 The timetable for any Deliverables to be provided by the Service Provider and the corresponding Milestones (if any) and Key Milestone Dates (if any) and Implementation Plan (if any) are set out in Attachment 1. The Service Provider must provide the Deliverables in respect of this Call-Off Contract in accordance with such timings and the Service Provider must pay liquidated damages in accordance with the Framework Agreement of such an amount as may be specified in Attachment 1. The Service Provider shall be liable for the ongoing costs of providing Deliverables in order to meet a Milestone and Key Milestone Dates. [Time shall be of the essence in relation to the Key Milestone Dates] where stated in the Implementation Plan.]

2.4 The Service Provider acknowledges and agrees that as at the commencement date of this Call-Off Contract it does not have an interest in any matter where there is or is reasonably likely to be a conflict of interest with the Deliverables provided to the Contracting Body under this Call-Off Contract.

3. CALL-OFF TERM

This Call-Off Contract commences on the date of this Call-Off Contract or such other date as may be specified in Attachment 1 and subject to the provisions of the Framework Agreement, shall continue in force for the Call-Off Term stated in Attachment 1 unless terminated earlier in whole or in part in accordance with the Framework Agreement.

4. CHARGES

Attachment 2 specifies the Charges payable in respect of the Services provided under this Call-Off Contract. The Charges shall not increase during the duration of this Call-Off Contract unless varied in accordance with the Framework Agreement. The Service Provider shall submit invoices in accordance with the Framework Agreement and the Charges shall be paid in accordance with this Call-Off Contract.

5. CALL-OFF CO-ORDINATOR /COMMERCIAL MANAGER AND KEY PERSONNEL

The Contracting Body's Call-Off Co-ordinator in respect of this Call-Off Contract is named in Attachment 1 and the Service Provider's Key Personnel in respect of this Call-Off Contract are named in Attachment 2.



This Call-Off Contract has been signed by duly authorised representatives of each of the Parties.

SIGNED

For and on behalf of Insight Direct (UK) Ltd

[Redacted signature block for Insight Direct (UK) Ltd]

SIGNED

For and on behalf of the Greater London Authority

[Redacted signature block for the Greater London Authority]