1. Projects and Colleagues

Name of the project *(Max 500 characters).*

Staff Identity and Security Controls (SISC) Engineering Services project covers a number of scope items relating to improvements in the way we manage staff identity and in particular users with enhanced access to systems and data.

This Phase includes delivery of the following high-level workstreams:

- •**Active Directory Consolidation** – Full service migration including client and servers Migrations

- •**Staff Identity** – Recruit additional contractors; Replicate access control improvements in Azure

- •**Joiners, Movers, Leavers** – Rollout Role Based Access Control and Service Now portal to all Staff

- •**Active Directory Tooling** - Fully automate AD access provisioning

- •**Engineer Remote Access** – Use AD enhancements to improve engineer remote access methods

2. Context and Requirements

Terms and acronyms *(Optional. Up to 20 can be added. Max 5,000 characters per acronym).*

AD   *Active Directory*
BAU   *Business as Usual*
MFA   *Multi-Factor Authentication*
RDS   *Remote Desktop Services*
SSIM   *Staff Security & Identity Management*

Summary of work *(Max 5,000 characters): Provide a high-level summary of the project goals and the problem you are trying to solve.*

DVLA requires a supplier to rationalise and consolidate the current Active Directory repositories across the estate. Working closely with the project and cross functional support teams the supplier will analyse the current domain and server instances, plan and deliver migration of all infrastructure services as well as all applications and servers to new Active Directory Domain.

Active Directory Consolidation:
- Plan/deliver migration of all infrastructure services and servers to new Active Directory AD
- Plan/deliver migration of all applications and application servers to new AD
- Scoping will include the analysis of 476 servers across 23 domains.
- Knowledge transfer/training to DVLA support staff to allow transition into support as well as a web based data base WIKI and support site created to reference all documentation.
- Testing, defect management, project reporting for all applications and server migrations. These all need to be recorded, itemised, prioritised and owned by the resources in an effective manner that allows the wider project audience to utilise them.

A new Remote Desktop Service and Multi Factor Authentication solution is required for all engineering staff in line with best practice. The supplier is to build, plan, and deliver a solution meeting cyber security needs.

Engineer Remote Access:
- Plan and deliver a new Remote Desktop Service (RDS) and Multi Factor Authentication (MFA) solution which will be rolled out to all engineering staff, approx. 400 users.
- Remove dependency on local admin machines, approx. 400 desktops.

Where the supplier staff will work *(Specify location, e.g., Wales): Multiple locations can be specified. If you do not need them to work in an office, then specify 'No specific location (for example they can work remotely)'.*

Wales - The work will take place in DVLA offices in Swansea (DVLA, Morriston, Swansea & DVLA, RLDC, Swansea)

Who the organisation using the products or services is *(Optional. Max 500 characters).*

Drivers and Vehicles Licencing Agency

Why the work is being done *(Max 5,000 characters): This needs to be clear to suppliers and give some background as to why this work is needed. Describe the organisation or policy goal the work supports.*

The project aims to simplify and standardise the way in which we control access to systems and services. Significant foundational work has already been delivered including the setup of a new Active Directory and process improvements for Role Based Access Controls and Joiners, Mover, Leavers.

Active Directory Rationalisation – There are Multiple existing complex Active Directory repositories.

- DVLA want to take opportunity to migrate Servers and Services to the new domain and consolidate old domains
- Decommission old infrastructure by removing redundant domains.

In addition to the Active Directory Rationalisation to ensure that we capitalise on enhancements, provide our engineering teams with access to new RDS service and deliver our consolidation objectives.

Engineering Remote Access (ERA) - currently too many engineers have a reliance on physical admin desktops to complete support tasks and log on to these devices with accounts with elevated privilege. A lack of Multi Factor Authentication (such as a unique code challenge on log on) goes against industry best practice for users with elevated access.

- Develop and secure the method of remote access for engineers

The business problem you need to solve (Max 5,000 characters): You must be clear on what problem suppliers will be solving.

The Agency has multiple complex domains throughout the DVLA estate. There are twenty-one Active Directories used for different purposes (some of which are running Legacy services) which adds complexity for the support staff operating them. With the consolidation of the estate using new tooling, business process and technical patterns via the SSIM team this will bring consistency, control, and ownership of access across the estate. Reducing the complexity of Active Directory will reduce the number of physical servers, isolate admin accounts, simplify AD related changes and the day-to-day management in the future.

With the increase in remote working over the last few years the access to physical admin desktops to complete support tasks does not align with engineering needs or best practice. All physical admin desktops are to be removed and alternative solutions found for support functions. A more secure solution with tighter controls is required meeting best practice guidelines and cyber security requirements.

The people who will use your product or service *(Max 10 user types, each up to a max of 5,000 characters): You must describe who the users of the digital service will be.*

All DVLA staff utilise Active Directory and the servers in scope for migration in order to carry out their work duties.

Engineers require the use of a Remote Desktop Solution to securely carry out their support activities.

Pre-tender market engagement *(Optional. Max 5,000 characters): Tell the supplier if you have done any pre-tender market engagement and give details about the outcome.*

N/A

Work done to date *(Optional. Max 5,000 characters): If you've already done some work, for example, completed a discovery phase, you should describe it here.*

The project has concluded its first phase of building, commissioning, and testing a significant number of new products and service including the creation of new Active Directory Domains and associated infrastructure services. The main focus is to create a migration approach and implementing services on the new domains whilst decommissioning the old.

A high-level design for engineering remote access has been completed alongside the build of a new remote desktop solution. Assistance is required on delivering the cyber security requirements in line with best practice.

Which phase is the project currently in *(Select one from list and delete where not required)*: *The phases described are for agile development:*

> Not applicable

Existing Team *(Max 5,000 characters): To help suppliers understand the current team shape, describe the team the supplier will be working with and if it involves working with another supplier.*

The supplier will work directly with the SISC Project team (including Architecture) and the Staff Security and Identity Management (SSIM) team who are responsible for the delivery of the new Active Directory (AD) and migration of Windows 10 users and devices between domains.

Resource will also be required to engage with BAU support teams to discuss and plan subsequent application and infrastructure migrations.

BAU Support teams will also be engaged to discuss and plan subsequent removal of local admin machines and introduce the new RDS and MFA solution for Engineering Remote Access.

Address where the work will be done *(Max 5,000 characters): Provide specific location details of the office, or offices, where the work will take place.*

The work will take place in DVLA offices in Swansea (DVLA, Morriston, Swansea & DVLA, RLDC, Swansea), and the supplier resource will work both remotely (within the UK) and with requirement to attend site a minimum of 3 days a week, but this may change during the lifetime of the contract. This will be agreed with the DVLA Delivery Manager within Statement of Work iterations.

Main Office Address: Longview Road, Morriston, Swansea, SA6 7JL

Working arrangements *(Max 5,000 characters): Describe how you want to work with the supplier's staff. Explain why you want to work with them in this way. Include any limits on expenses.*

Full Time, 5 days a week

The charging mechanism in place for the Call-Off Contract and any agreed Statements of Work will be Time & Materials. Fixed Price may be considered and applied following assessment to the Statement of Work it pertains to. Suppliers shall provide transparency to the Buyer on the rates paid to resources & any third parties in the supply-chain on request.

Statements of Work will be issued to define the deliverables. The supplier's team will need to work effectively with existing and future teams (both civil servants & other suppliers).

It's important to provide continuity of resources on any given SoW, for knowledge transfer/efficiency.

The supplier will have regular pipeline/performance reviews with Head of Project and Portfolio Delivery to discuss progress against delivering intended outcomes for each project and suggest/deliver interventions to ensure outcomes are delivered in time, at lowest cost, realising value for the customer.

Security and vetting requirements *(Select from list, you can pick multiple and delete where not required):*

The following clearance is a mandatory requirement:

Baseline Personnel Security Standard (BPSS)

Security Check (SC)

Provide additional information *(Optional up to 5,000 characters maximum).*

For Discovery/Alpha, team members will need BPSS clearance as a minimum.

All contractors are in possession of the relevant security clearance for the role they are undertaking.

Any team member accessing live data need to hold SC clearance. Evidence of clearance must exist before access to accounts and or systems can be provided.

Contractors should be aware of and understand the respective policies and procedures that apply to them while working for the agency, and only use authorised systems and services.

If/where contractors will be using DVLA equipment, which should be returned upon termination of the contract or replacement of the contractor (whichever is sooner).

The supplier and their staff are to treat all information accessible by them as confidential and not suitable for wider disclosure.

Access to personal data, sensitive code and or sensitive areas of the site such as data centres will be restricted to what is necessary for their role on the principle of least privilege.

Supplier must ensure that Artificial Intelligence (AI) is not used by the contractor in any work on DVLA's systems, services, data (including personal data), sensitive code and any information without prior consideration and formal approval by DVLA's Information Assurance Group.

All contractors must receive a site induction and adhere to agency and security policies

Due to the nature of the content and configuration SC Clearance is a mandatory requirement.

Latest start date *(DD/ MM /YYYY).*

10/05/2024

Expected contract length *(Years/Months/Days).*

1 year - 3 monthly iterations of Statement of work to be agreed and signed off by Delivery Manager

Extension period *(Optional) Max extension should not be more than 50% of the initial contract). This must be detailed upfront if you think you may need to use it.*

6 months

Special terms and conditions *(You can add up to 20 special terms or conditions. Each special term or condition can be up to 5,000 characters maximum).*

Additional Assessment Method
There is a known issue with the CCS e Sourcing portal which prevents us choosing Case Studies as an Additional Assessment Method. This is notice that Case studies will be requested in stage 2 of this procurement.

Another issue is the portal is not allowing certain words or part words to save. This notice is included to instruct all suppliers they must read the Outcome Requirements attachment to ensure they have accessed the complete information before submitting a response.

The successful supplier shall have robust Business Continuity and Disaster Recovery Plans which align to a code of practice such as ISO22301. The successful supplier must supply the contents of these plans to the Agency.
The successful supplier will test their business continuity arrangements no less than once per annum and shall inform the Agency when such tests or exercises are scheduled. Outcomes of these tests or exercises must be made available to the Agency in writing upon request.

Set your budget *Include how much you can spend. Suppliers will find it helpful if you can provide a breakdown of costs so they can understand the size and scale of the project. Using a budget range is best practice. (Select from list below and delete where not applicable):*

Yes, I can provide a budget.

£228,000 per year
Total 1 years plus 6 months extension = £332,500

 (Inclusive of any Travel and Subsistence and excluding VAT).

Confirm if you require a contracted-out service or supply of resource *(Select from list and delete where not applicable):*

Supply of resource: the off-payroll rules will apply (is IR35)

3. Upload Documents

Upload documents *(Optional): You can upload additional documents that will help a supplier to better understand your procurement.*

N/A

4. Evaluation Process

How many suppliers to evaluate *(Minimum 3).*

5

Set overall weighting *Enter a weighting for each category to indicate how important each is to your procurement (Technical competence is a combination of essential, nice-to-have, and technical questions; Social value weighting of at least 10% of your overall evaluation weighting. The weightings must add up to 100% in total):*

- **Technical competence** *(can be between 10% and 75%)* **65 (%)**
- **Cultural fit** *(can be between 5% and 20%)* **5 (%)**
- **Social value** *(can be between 10% and 20%)* **10 (%)**
- **Price** *(can be between 20% and 85%)* **20 (%)**

Technical competence *(Add a % weighting to each of the following criteria's. The weightings must add up to 100% in total):*

- **Essential** skills and experience **50 (%)**
- **Technical** questions **50 (%)**

Essential skills and experience (You can add up to 20 questions. Each criteria/question can be up to 5,000 characters maximum. The weightings must add up to 100% in total). These are the skills and experience that suppliers must have in order to do the work you need:

- Provide demonstratable evidence and experience over a period of 3 or more years delivering large scale Active Directory migrations (including Users, Clients, Servers, and Services). 15%

- Provide demonstratable evidence and experience over a period of 3 or more years working with SCCM Task Sequences, software configurations and deployment tasks, EPO, DNS,DHCP,SQL and PKI experience. 15%

- Provide demonstrable evidence and experience over a period of 3 or more years working with Power Shell and scripting languages to deliver Windows client and user migrations. 15%

- Provide demonstrable evidence and experience over a period of 3 or more years working with Active Directory and Group Policy related to Windows 10 client and user migrations. 15%

- Provide demonstrable evidence over a period of 3 or more years of supporting and reporting on large scale migrations for tracking progress and highlighting risks and delays. 15%

- Provide demonstrable evidence over a period of 3 or more years of application and acceptance testing, defect reporting and tracking of problems. 10%

- Provide evidence of providing Documentation and building scripts to support all applications and configurations. 15%

Nice to have skills and experience (*Optional. You can add up to 20 questions. Each criteria/question can be up to 5,000 characters maximum. The weightings must add up to 100% in total). These skills and experience would be nice for suppliers to have but are not essential to do the work you need. List the skills and experience you'd like the supplier to have:*

Technical questions (*You can add up to 20 questions. Each criteria/question can be up to 5,000 characters maximum. The weightings must add up to 100% in total). Technical questions are used to evaluate shortlisted suppliers on the technical competence of their proposal.*

- How would you approach the planning and implementation for a large scale migration of Services and Servers to a new Active Directory Domain structure? 35%

- What are the things you would consider when implementing a new Remote Access solution for engineers with Elevated Privilege? 35%

- Provide up to three referenceable Government-focused case studies where your organisation has provided the desired service capability within organisations of similar scale and complexity to DVLA. Please include testimonies and contact details (as appropriate) that can be followed up on. 30%

Cultural Fit (*You can add up to 20 questions. Each criteria/question can be up to 5,000 characters maximum. The weightings must add up to 100% in total). Cultural fit questions are used to assess how well you and the supplier work together.*

- Provide 1 or more examples of communication and influencing skills. 50%

- Provide an example of being able to form effective relationships with people of all seniorities and job types. 50%

Social Value (*Optional. You can add up to 20 questions. Each criteria/question can be up to 5,000 characters maximum. The weightings must add up to 100% in total).Social value questions are used to assess how the supplier can contribute to the wider social objectives that are relevant to the product or service you are buying.*

- Social Value Theme 2 'Tackling economic inequality'- MAC 2.3 - MAC 2.3 'Education and training;

- How will your organisation support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications, e.g., Apprenticeships, Industry placements, Traineeships – 10%

Select your pricing model (*Select from list and delete where not required):*

- Time and materials
- Fixed Price – may be considered and applied following assessment to the Statement of Work it pertains to.

Additional Assessment methods (*select from list and delete where not required):*

- Case Study (350 words per Case Study)

Describe Question and Answer: *(Optional. Max 5,000 characters)*

How you will score suppliers *(Please attach a scoring criteria matrix below):*
You must use the same scoring criteria for both stage 1: shortlisting and stage 2: further assessment.

PS.23.224 - DO6
scoring matrix - SISC

5. Review and publish stage 1

PS.23.224 - Timeline
v0.1.docx