REQUEST FOR QUOTATION

PROJECT / PROCUREMENT TITLE:	SAP Business Objects Upgrade
REFERENCE NUMBER:	
ISSUED BY:	*James Amin*
DATE OF ISSUE:	*8th Feb 2018*
CONTACT DETAILS:	Stockport Homes Group Cornerstone, 2 Edward Street, Stockport SK1 3NQ *0161 218 1167r* *James.amin@stockporthomes.org*
QUOTATION RETURN DATE & TIME:	*5pm on 2nd March 2018*
DOCUMENTATION REQUIRED:	We require an electronic version of your submission, emailed to james.amin@stockporthomes.org
TERMS AND CONDITIONS OF CONTRACT	Stockport Homes Standard Terms and Conditions of Contract for **Services** shall apply

PROJECT/PROCUREMENT DETAILS

1   EXECUTIVE SUMMARY

The Stockport Homes Group (SHG) are looking for an experienced SAP Business Objects partner to advise and assist with the upgrade of our existing SAP Business Objects environment to the latest version, and to provide ongoing technical support.

SHG are a long standing user of Business Objects XI version 3.1 SP5 for a number of years, and wish to migrate to the latest version.

In terms of the existing infrastructure, there is a single installation running both the web and app layers on a single virtual server, which is managed by Stockport Metropolitan Borough Council.

The majority of the reports are distributed to consumers via scheduling to either network locations or attached as emails. The majority of report consumers are not Business Objects users, as we have about half a dozen super users, spread across the business, together with a few reporting experts in the IT Team, who create the majority of the Desktop Intelligence reports.

In terms of volume, there are around 540 scheduled reports, and approximately 1400 Desktop Intelligence reports in total. A major issue currently being experienced is the number of scheduled reports which fail at runtime. These failures are mainly associated with the DA0011 error message

"Cannot find the 'XXX' universe", and require a significant amount of IT effort to monitor report failures and re-schedule reports, until they are successful.

In regards to licensing, we have SAP BOXI 3.1 Edge licences for 5 named users and 5 concurrent users, this is causing some constraint issues when users forget to log out.

Further information regarding our existing infrastructure and usage can be provided on request.

2.   AIMS AND OBJECTIVES

The aims of the project are to:-

- Provide advice and guidance on how best to approach this migration project, focusing on the most cost effective pathway.
- Spec out the virtual server requirements to meet SHGs needs, and to sign-off the infrastructure build, which will be completed in partnership with Stockport Metropolitan Borough Council's IT Department.
- To install all the necessary SAP Business Objects components.
- To advise and arrange the SAP Business Objects software licensing to meets SHG operational needs.
- To train IT staff and agreed super users on the new version, including the new features such as creating dashboards and how to migrate reports from the old version.
- To assist SHG staff in migrating existing reports to the new version, and creating the first set of dashboards.
- To provide on-going support and maintenance.

4.   SPECIFICATION

The supplier is required to provide the following:-
- Provide advice and guidance on how best to approach this migration project, focusing on the most cost effective pathway.
- Spec out the virtual server requirements to meet SHGs needs, and to sign-off the infrastructure build, which will be completed in partnership with Stockport Metropolitan Borough Council's IT Department.
- To install all the necessary SAP Business Objects components on the new infrastructure.
- To arrange the SAP Business Objects software licensing.
- To train IT staff and super users on the new version, including the new features such as creating dashboards and how to migrate reports from the old version. As well as training on universe creation and updating.
- To assist SHG staff in migrating existing reports to the new version, and creating the first set of dashboards. The exact number of reports/dashboards to be migrated/created is to be agreed.
- To provide on-going support and maintenance.

5.   PROJECT MANAGEMENT

The project is to be delivered in accordance with a standard PRINCE2 project framework, in partnership with an SHG Project Manager, who will be responsible for overseeing the successful delivery of the contract.

6.   CONTRACT PERIOD/TIMESCALES

It is anticipated that the contract will commence on 1st April 2018 and be for a period of *3 years* terminating on *31st March 2021*, subject to satisfactory performance and pricing.

SUPPLIER RESPONSE

7.   FORMAT OF QUOTE

Your quote should be structured as follows:

- Introduction and Organisational background
- Confirmation of classification of your Organisation –
    - Voluntary, Community and Social Enterprise (VCSE);
    - Small or Medium Enterprise (SME)

- Details of the supplies to be provided – quantity, volume, delivery dates and times etc
- Project/works/services outline – provide an outline of your proposal that demonstrates a clear understanding of what is required in terms of the delivery of the supplies/services/works to be provided
- The supplier's proposals for meeting each of the specified requirements, and a method statement outlining "how" they propose to meet each of the requirements. The suppliers method statements should include as a minimum:
    - Work plan and proposed resource (including a full schedule and milestone delivery)
    - details of any proposed subcontractors to be used in the delivery of the supplies/services/works, outlining their relevant experience in such service delivery and their roles and responsibilities and elements of the contract that it is proposed is delivered by subcontractors
- Demonstration of experience of providing similar services (A4 page summary of experience) including CVs of key personnel who will be engaged in the delivery of the supplies/services/works (one A4 page summary per person)
- References of 3 major contracts awarded within the last 2 years for the delivery of similar supplies/services/works to those required by the Authority.
- Pricing (*see below*)

8.   PRICING

Please complete the attached pricing spreadsheet, which should include the following…

- Infrastructure design consultancy, as a daily rate (based on an 8 hour day, excluding lunch/breaks), and the overall number of days.
- Technical consultancy for the installation of the new version of business objects, as a daily rate (based on an 8 hour day, excluding lunch/breaks), and the overall number of days.
- SAP Business Objects consultancy for the creating and/or migrating reports/dashboards/universes, as a daily rate (based on an 8 hour day, excluding lunch/breaks), and the overall number of days.
- Training consultancy for the installation of the new version of business objects, as a daily rate (based on an 8 hour day, excluding lunch/breaks), and the overall number of days.
- SAP Business Objects Licensing Costs – including the various licensing options that may meet SHG's needs
- Project management fees for the service to be delivered (daily rate – based on an 8 hour day, excluding lunch breaks), and the overall number of days.
- Additional costs such as
  - Administration costs;
  - Travel and subsistence;
  - Other costs (to be specified);
- Total Costs per item, and overall total costs to be provided, excluding VAT.

Pricing.xlsx

9. TERMS AND CONDITIONS

The following Terms and Conditions of Contract will apply to any subsequent contract that may be awarded as a result of this request for quote (RFQ) process

Each supplier shall be deemed to have satisfied itself before submitting a proposal as to the accuracy and sufficiency of the price stated in its proposal, which shall (unless otherwise provided) cover all obligations under the contract.

The prices in the Pricing Schedule shall include for all works shown or described in the Contract as a whole and for all works not described but apparent as being necessary for the complete and proper execution of the Contract.

SHL shall not be under any liability in respect of any expenses or losses that may be incurred by the supplier in the preparation and submission of its proposal and any further costs incurred prior to the appointment of providers of the services specified under the contract
SHL shall not be bound to accept any submission in response to this RFQ.
SHL also reserves the right to accept all or any part of a quote.

Suppliers must confirm their agreement and acceptance to the Terms and Conditions of Contract (without amendment) as outlined above.

10.   EVALUATION OF QUOTES

The evaluation criteria described in this RFQ will be used to inform the final decision as to which supplier(s) will be awarded a contract.

Each criteria within this RFQ will be weighted as follows:

Criteria for assessment	Weighting
Knowledge and expertise of the subject area and evidence of their understanding of the specific requirements	10%
Supplier's proposal in meeting the requirements of the services.	10%
Supplier's workplan and proposed resource to deliver the contract and the degree to which the required outputs will be achieved in the specified timescales, as demonstrated in their proposal	10%
Costs and subsequent value for money offered.	70%
Agreement to the Terms and Conditions of Contract	PASS/FAIL
TOTAL	**100%**

Scoring Mechanism

The following methodology will be used in scoring the responses to this Request for Quote (RFQ)

Assessment	Detail	Score
Excellent	Demonstrates clearly and convincingly how all SHL's requirements in the area being evaluated will be delivered in accordance with the Contract Documents so as to deliver the SAP Business Objects Upgrade in an excellent way and with excellent value for money for SHL	**100%**
Good	Demonstrates how nearly all of SHL's requirements in the area being evaluated will be delivered in accordance with the Contract Documents so as to deliver SAP Business Objects Upgrade to a good standard	**95%**
Minor reservations	Demonstrates how a majority of SHL's requirements in the area being evaluated will be delivered in accordance with the Contract Documents so as to provide a reasonable standard of delivery of the SAP Business Objects Upgrade	**70%**
Significant reservations	Provides only limited assurance that SHL's requirements in the area being evaluated will be delivered in accordance with the Contract Documents, so as to result in a mediocre standard of delivery of the SAP Business Objects Upgrade	**30%**
Poor	Either no answer is provided or the answer completely fails to demonstrate that any of the requirements in the area being evaluated will be delivered in accordance with the Contract Documents	**0**

Assessment	Detail	Score

*Price will be evaluated based on % variance from the lowest price