London Borough of Lambeth

Support and Maintenance for Ivanti Service Desk and ALM/LPM

Service Provider Response Template

Pricing

|  |  |
| --- | --- |
|  | Cost |
| First Year |  |
| Second Year |  |
| Optional Third Year Extension |  |

Any other information about pricing that would be useful in evaluating the response:

Quality

Please limit your responses to no more than 2 sides of A4 for each question unless additional information is requested such as supplying user guides or screenshots.

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| Section | Question | Weighting |
| 4.1 | Please can you describe the normal operation of your service desk, detailing how a ticket would progress through the tiers until it is resolved, with references to how this relates to ITIL or a similar framework. | 20% |
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| Section | Question | Weighting |
| 4.2 | Please describe what level of familiarity your Service Desk staff, in each tier, have with the products including any Ivanti certification they might have. | 5% |
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| Section | Question | Weighting |
| 4.3 | Please describe the available methods of contact that you are offering, both for initial ticket raising and for updates in both directions. | 5% |
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| Section | Question | Weighting |
| 4.4 | Please define the SLA’s & Priority definitions that you work to. | 5% |
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| Section | Question | Weighting |
| 4.5 | How would you propose to diagnose more complex problems that cannot resolved through normal contact channels?  i.e. request a copy of the database, shadowing a user or remoting into LBL servers | 10% |
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| Section | Question | Weighting |
| 4.6 | Please describe what protections would be in place for any LBL data that you may have received as part of the complex diagnosis process above | 5% |
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| Section | Question | Weighting |
| 4.7 | Please describe the process you would follow once Ivanti announces a new release and/or hotfix to help LBL remain up to date with product releases. | 20% |
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| Section | Question | Weighting |
| 4.8 | LBL requires periodic contract management meetings to discuss service development etc.  Please describe your approach to on-going account / contract management. | 6% |
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| Section | Question | Weighting |
| 4.9 | Please describe your complaint handling and resolution process | 4% |
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| Section | Question | Weighting |
| 4.10 | Please provide examples of suggested KPIs, preferably those used in contracts with other public sector bodies. | 6% |
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| Section | Question | Weighting |
| 4.11 | Please provide at least two references from contracts that you currently have, including contact details for the reference sites, preferably public sector | 4% |
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| Section | Question | Weighting |
| 4.12 | Please describe how you comply with the provisions of the Data Protection Act (DPA) 1998 and the General Data Protection Regulations (GDPR) which will supersede the current DPA legislation and also the terms and conditions of  the  ‘Lambeth Third Party Code of Connection Standard’ | 5% |
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| Section | Question | Weighting |
| 4.13 | Please describe anything that you feel would add value to the contract that is not already covered – eg beta program, knowledge base, wider business hours. | 5% |
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