

MINERVA LEARNING TRUST

CONTRACT NAME IT Consultancy & Support

CONITRACT REFERENCE MLT-018

VERSION 01/2022

Contents

Contents	1
Background	2
Introduction.....	2
Scope	3
Specification of Services	3
Reference to other documents or regulations.....	5

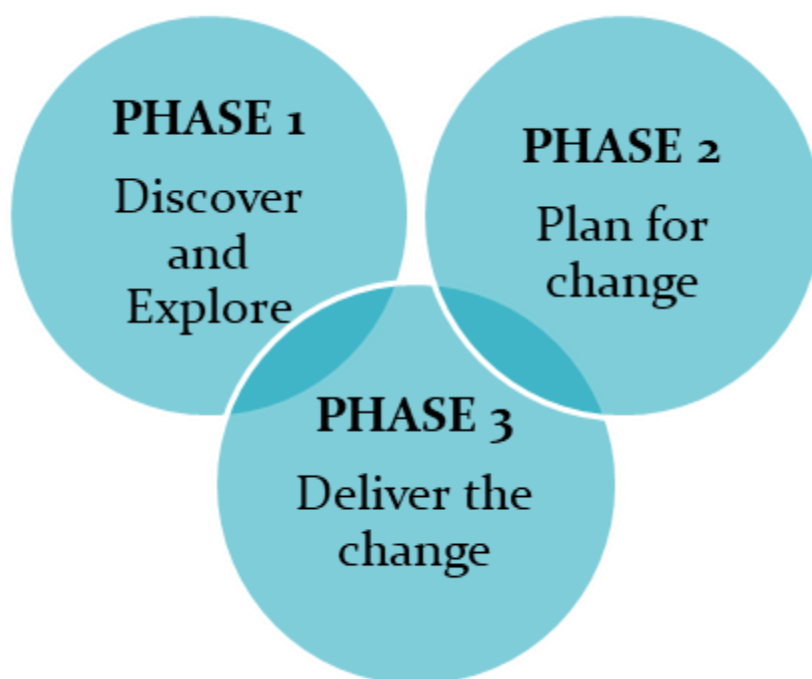
Background

Minerva Learning Trust is a Multi Academy Trust that operates in the Sheffield area. At the time of writing this specification the following schools are part of our trust family

Academy	Phase
Chapelton Academy	Post 16
Ecclesfield School	Secondary
Handsworth Grange Community Sports College	Secondary
High Storrs School	Secondary with Sixth Form
Stocksbridge High	Secondary
Woodthorpe Primary	Primary

Introduction

Minerva Learning Trust are looking to appoint an IT Consultant Partner who can advise and implement phase 3 of the Trusts Digital Strategy.



PHASE 3: DELIVER THE CHANGE

At this stage work will commence to translate the plans into action. We will work with internal colleagues and external suppliers to deliver the 5-year plan. This phase will include.

- Commission expert support to help to lead on the delivery of the project
- Awarding supplier contracts to support delivery and implementation
- Procurement and tendering for equipment and technology

- Ongoing project monitoring, reporting, and reviewing
- Ongoing training and developing to support change
- Ongoing phased replacement programme

As detailed previously this is a huge commitment and investment and consequently will include many sub-projects in pursuit of the end goal.

Scope

The scope of works are as follows: -

- Objective 1 Single Tenancy
 - Advise and implementation of a migration to a single O365 tenancy
- Objective 2 Infrastructure review and replacement
 - Advise and implementation of an infrastructure replacement programme
- Objective 3 Support Service
 - Provide a 3rd line support package for the Trust IT team

Specification of Services

The 3 objectives and the requirements to deliver these objectives are as follows

Objective 1 Single Tenancy.

The aim of this objective is to enable all staff and students in the trust to be able to access their resources from anywhere via an internet link. The current set up of individual tenancies has an impact on collaborative working and sharing of resources across the trust.

This Tenancy should accommodate

- a) Single Sign on capability
- b) Trust Landing page for all users
- c) Links to other Academy pages
- d) Links to other 3rd party software

The schools/academies currently have their own tenancies, and the aim is to migrate each of these into the single Minerva Tenancy. The Minerva tenancy already exists, and many users are already set up, only Central team staff currently access this tenancy.

Consultants Role

- Consultant to review the existing set up.
- Propose and build the new landing pages / structure.

- Migrate data/setups to the new tenancy (Including copying set ups if schools require it (Teams, OneDrive, SharePoint etc.)
 - To include but not limited to
 - Site to Site Linkup
 - Active Directory Trusts / Forest configuration
 - Azure AD Connect Deployment
 - Exchange Online migration
 - One drive for business migration
 - Sharepoint online migration
 - Teams Migration
 - Intune configuration
 - Asure AD configuration

Objective 2 Infrastructure Review and Implementation

The recent audit of the site's infrastructure identified the following issues

- Old servers with some old unsupported software
- Backup protocols and procedures at risk
- Switches of varying age and distinct brands.
- Some items held on premise could be moved to cloud.
- Old machines (Pc's, Laptops, IWB)

The aim of this objective is to ensure that the network infrastructure (Servers, switches, storage) is fit for purpose, secure, supported, and future proof. The performance of the network is crucial to supporting the delivery of excellent education.

The PC's etc. have been audited and a replacement programme has been drafted.

The trust wishes to have the same network infrastructure at each site.

E.g.

- Servers of the same brand and specifications (Currently Dell)
- Core Switches of the same Brand (Currently Majority Cisco have moved to RUCKUS at one site already)
- Edge Switches of the same Brand (Ubiquity is the preferred brand of the IT teams)

Consultants Role

- Provide costs for

- Server Hardware replacement
- Server OS replacement and migration
- Storage Hardware replacement
- Virtualisation Platform
- Core & Edge Network Switches
- Wireless where necessary
- Supporting components (racking, power, cooling etc)
- Produce up to date Network Topography.

Objective 3 Service Provision

The aim of this objective is to provide a professional, effective 3rd line support service to the Trust technical teams. This service is to be a backup to the expertise of our in-house team should the need arise. This could be a need to support technical issues in relation to network issues, Office 365, and Office Azure.

Consultants Role

- To provide costs of an annual support service.
- Provide a help desk service within school working hours 8am-5pm.
 - Service must provide the following.
 - Telephone support
 - Online logging
 - Remote support
 - Physical visits if required (May be at an additional cost)

Reference to other documents or regulations

- Trust Digital Strategy
- Audit Reports