

Outcomes Requirements via DOS

<p>What you want to call your requirement Max 100 words</p> <p>Provision of End User Compute Services – PS/21/54</p>
<p>Organisation the work is for Max 100 characters</p> <p>Driver and Vehicle Licensing Agency (DVLA)</p>
<p>Summary of the work Max 50 words</p> <p>DVLA requires a supplier to provide a supply of specialised resource to support the delivery of the departments ambitious IT Transformation programme in 2021/22. The programme broadly looks to renew existing infrastructure, devices and services, across a user base of c.6000.</p>
<p>Why the work is being done Max 200 words</p> <p>The DVLA is upgrading the end user computing devices in use and a roll out programme is underway for laptops, desktops and Enterprise Client Services. DVLA is seeking a supplier to provide expertise and specialism to boost capacity and enhance capability in order to meet the outcomes of this requirement. We require a supplier who is able to help us to uplift our internal capability with a range of skills, whilst providing a short-term uplift in capacity to assist in the delivery of a number of technical deliverables. DVLA will take the lead responsibility for delivery of programmes. The supplier will work as part of DVLA teams (work will be agreed via individual Statements of Work). We are therefore looking for a supplier who will be able to provide these capabilities in one contract. This service provision needs to be able to provide technically skilled, experienced resource to deliver the technical solutions to meet DVLA's ambitious roll out programme whilst ensuring continued support to the Agencies onsite and remote workers. It is paramount that the authority continues to deliver a robust and stable platform to support business activity.</p>
<p>Problem to be solved (Describe Problem) Max 200 words</p> <p>The DVLA End User Compute team is delivering the replatform of the entire user device estate along with enterprise management services for clients and O365 transformation.</p> <p>End-users need to be migrated to new laptops, desktops or mobile phones so that they can continue to access and use IT systems.</p> <p>An estimated 7000 laptop/desktop migrations will be required as well as multiple domain and enterprise configuration migration work.</p> <p>DVLA requires a supplier to provide a supply of resource to support End User Service Management Outcomes:</p> <ul style="list-style-type: none">• Enterprise Device Management

- Enterprise Applications & Package Management
- Client and Application Remote Delivery & Support
- Office 365 Transformation and End Point Administration

This will include:

- Contributing to the technical refresh initiatives (Win10, SCCM, APP-V, Teams, Office365 + others);
- Roll-out of new equipment and devices (including the development of lean and focused deployment services);
- Continued uplift in packaging and distributing applications to staff
- Support and Maintenance of the End User Environment
- SCCM Replatform for the new Active Directory that will be implemented.
- Ownership and management of security remediation and vulnerability across client and EUC Server platforms
- Effective and accurate reporting, prioritisation, risk management and clear tracking of all activities.
- Effective Service Incident, change and problem management

Who the users are and what they need to do **Max 200 words**

All End users of DVLA devices, including DVLA Business transformation projects, Information Assurance Group, Cyber Security, existing business area (e.g. Human Resources, Finance, Estates).

Early market engagement (Optional) **Max 200 words**

There has been no early market engagement.

Any work that's already been done (Optional) **Max 100 words**

There is a current incumbent Supplier

Current phase

Delivery
<p>Existing team (Describe existing team) Max 100 words</p> <p>The EUC team is a large highly skilled workforce responsible for all change, management, support, security and reporting for every DVLA client device and client-side software solution. The 3rd line team with EUC consists of 4 staff focused on the technical delivery and ownership of all these devices as well as the supporting configuration and system control services such as SCCM, EndPoint Configuration Manager, Active Directory, O365, McAfee ePO and Client VPN platforms.</p> <p>EUC 3rd Line are responsible for all architectural and design changes and implementations across all DVLA devices.</p>
<p>Address where the work will take place Max 100 words</p> <p>The work will take place in DVLA offices in Swansea (DVLA, Morriston, Swansea & DVLA, RLDC, Swansea), however in light of the current COVID-19 outbreak and in line with Government guidance in relation to the COVID-19 pandemic, supplier resource will work remotely (within the UK). At the point where 'working from home' restrictions are lifted the supplier resource could be required to work onsite at the DVLA's Swansea offices. This will be agreed within further Statement of Work iterations.</p>
<p>Working arrangements (Describe how you want to work with individual. e.g. 5 days a week/expenses) Max 100 words</p> <p>Full Time, 5 days a week</p> <p>The charging mechanism in place for the Call-Off Contract and any agreed Statements of Work will be Time & Materials. Suppliers shall provide transparency to the Buyer on the rates paid to resources & any third-parties in the supply-chain on request. Where applicable expenses shall be submitted in line with the Buyers Standard T&S policy and agreed in advance.</p> <p>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).</p>
<p>Security clearance Max 50 words</p> <p>Due to the nature of the work SC Clearance is a mandatory requirement.</p>
<p>Latest start date</p> <p>01/07/2020</p>

<p>Expected contract length</p> <p>12-month contract. All work will be managed via individual Statements of Work.</p>
<p>Additional terms and conditions (Optional) Max 100 words</p> <p>Suppliers must be able to provide resources within a 2-week notice period with the necessary skills to minimise impact on delivery.</p> <p>We have determined that this procurement represents a supply of resource – therefore the off-payroll rules will apply (workers will be assessed as ‘inside IR35’ where appropriate).</p>
<p>Budget range</p> <p>Estimated contract value of £382,800. The total value of all Statements of Work commissioned under the proposed call-off agreement will not exceed £382,800.</p>

Evaluation Process

<p>Maximum number of suppliers that will be evaluated</p> <p>10</p>
<p>Evaluation weighting (Technical %, Cultural Fit % & Price %)</p> <p>Technical competence 60%</p> <p>Cultural fit 15%</p> <p>Price 25%</p>
<p>Technical competence criteria (Essential skills/experience/Nice to have skills/Proposal criteria)</p> <p>Max 20 bullet points of Essential and Nice to have criteria</p> <p>Essential</p> <ul style="list-style-type: none"> • Provide demonstrable evidence and experience (minimum 3 years) of delivering large scale Windows 10 and Office deployments (including Office 365 Migration activities) in a secure government environment. • Provide demonstrable evidence and experience (minimum 3 years) of working with SCCM 2012 Task Sequences, software configurations and deployment tasks. • Provide demonstrable evidence and experience (minimum 3 years) of working with Power Shell and scripting languages to deliver Windows client and user migrations.

- Provide demonstrable evidence and experience (minimum 3 years) of working with Active Directory and Group Policy related to Windows 10 client and user migrations.
- Provide demonstrable evidence (minimum 3 years) of supporting and reporting on large scale client and user migrations for tracking progress and highlighting risks and delays.
- Provide demonstrable evidence (minimum 3 years) of application and acceptance testing, defect reporting and tracking of problems.
- Provide demonstrable evidence (minimum 3 years) of delivering Client Build, Client Services, and Client Security

Nice to Have

- Provide demonstrable evidence and experience of SCCM 2007, SCCM 2012 and Microsoft Endpoint Manager (minimum 1 example).
- Provide demonstrable evidence and experience of administering the incident and change management functions in Service Now (minimum 1 example).
- Provide demonstrable evidence and experience of Windows Server (minimum 1 example).
- Provide demonstrable evidence and experience of Office 365 Skills (minimum 1 example).
- Provide demonstrable evidence and experience of Microsoft Intune and WorkSpace One (minimum 1 example).

Cultural fit criteria Max 20 bullet points of Cultural criteria

- Demonstrates a clear process for transferring knowledge to permanent staff within a client organisation (minimum of 1 example).
- Ability to manage stakeholder expectations, ensure clarity of communication and ensure any risks are appropriately raised. (minimum of 1 example).
- Provide demonstrable evidence of being able to work as part of an integrated, effective and efficient delivery team (minimum of 1 example).

Proposal criteria

- Describe how you will ensure that DVLA is supplied with high quality and appropriately skilled resources.

- Describe how you will provide specific expertise in end user compute along with operational experience and clearly demonstrating the essential skills outlined in the requirement.
- Provide up to three client focused examples where your organisation has provided the desired service capability.

Payment approach - Fixed Price / Time and materials or Capped time and materials

Time and Materials