

Supporting Information for Prior Information Notice

Aim

This document contains information to support the Prior Information Notice (PIN) issued by LLWR as part of the procurement of ICT Services. More detailed information and requirements will be provided as part of the Invitation to Tender suite of documents in due course, and no formal response is required to the PIN, other than regarding the planned Supplier Engagement Day.

Lots

Following an assessment of the current market and the supply chain, as well its own business needs, LLWR has identified the following work package/bundling strategy which it believes will provide the best solution and deliver those business needs:

Lot 1 Service Provider	Lot 2 Networks and Voice	Lot 3 End User Computing
<ul style="list-style-type: none"> •Service Desk •Incident Management •Problem Management •Break Fix •Monitoring •Server side App support •Security 	<ul style="list-style-type: none"> •WAN •LAN •RAS •Telephony •Mobile •SIP •ISDN •Video Conferencing •Support 	<ul style="list-style-type: none"> •Desktop / Laptop / Tablet •Mobile •EUC App Support •Break Fix •Messaging •Exchange •Secure Mail •Archive •Hosting •Public Cloud •Private Cloud •Storage •NOC •Back-up •Provisioning •Support

This work package/bundling structure is designed to support the opportunity for small and medium-sized enterprises (SMEs) to bid, and also enable provision of a single supplier solution from suppliers that wish to bid for all lots. Successful completion of this procurement project will support the delivery of the wider LLWR ICT programme

Contracting Principles

The principles below outlines the basis on which LLWR proposes to engage service providers for the provision of IT services:

Form of Contract - the intention is to create a bespoke IT Service provider contract, broadly in line with the Crown Commercial Service (CCS) framework terms for similar commercial contracts. The

expectation is that this will create both a level of understanding for LLWR to successfully manage the contract and to support the successful supplier by creating a contract that will align with industry norms.

Insurances and Indemnities - the successful supplier(s) will be expected to provide the following insurances:

- Employer Liability Insurance (statutory minimum)
- PI Insurance
- Public and Product Liability Insurance
- Motor Vehicle Insurance

The minimum required levels, where possible, will be provided in the Invitation to Tender documentation based on a proportionate level for the scope, complexity and value of contract.

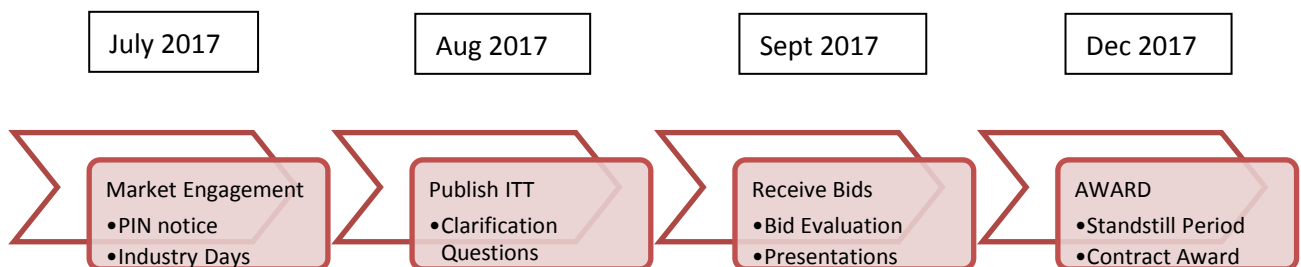
Contract Duration - the contract will be awarded for a period of 3 years with an option for LLWR to extend by 1 + 1 years.

Flexibility of Volume of Scope - the contract will be structured in a manner that enables potential increases and decreases of volume of scope.

KPIs/SLAs – these will be focused to support the successful delivery of the contract from the position of all parties, and to drive performance improvement.

Timescales

The current intention (please note that these dates may change) is to follow the timescale below for the delivery of this procurement:



Contact

The procurement will be managed through the Official Journal of the European Union. Please contact Naomi Cook (naomi.cook@llwrsite.com) for further details.