



IT Managed Services

Schedule 1 Specification

11/07/18

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1.0 Introduction

The RDS is Ireland's leading philanthropic society. It's Foundation Work Programme spans across science, the arts, agriculture, enterprise and equestrianism, and is funded by the commercial operations located in the RDS venue as well as philanthropic donations. The RDS is a registered charity. The purpose of all commercial activities is to ensure the continued delivery of its Foundation mission.

The venue is a 40-acre campus with a mixture of facilities which hosts a wide range of events. In 2018, the RDS will host circa 320 commercial events attracting circa 1.8m visitors to the campus. In addition, the RDS will host hundreds of Foundation events.

1.1 Overview

The Royal Dublin Society (RDS) wishes to engage an external supplier to provide IT Managed Services for the RDS Administrative Offices. The RDS Administrative office IT environment is a virtualized solution which includes a fully redundant virtual private cloud infrastructure based on VMware vSphere 6.5 technology (35 servers) with NetApp SAN and a Virtual Desktop environment on the VMWare Horizon 7 platform (90 desktops) with Windows 7 as the standardized operating system.

2.0 Scope

The expected in-scope elements include managed services for:

1. Virtualised (VMware) Servers and Desktops and physical hardware (compute, storage, other)
2. System software (virtualisation, operating system, database, other)
3. Break/Fix support include hardware repair and replacement
4. Server, PC and laptop repair
5. Remote support 7.30am-6pm - Mon-Fri
6. Onsite support 9am-5.30pm - Mon-Fri
7. Software solution support for Microsoft, Sophos, Veeam backup and restore and VMware
8. Monitoring of infrastructure including:
 - a) Disk space
 - b) Major services monitored
 - c) Backup logs
 - d) Server down/reboot activity
 - e) CPU/memory usage above thresholds

- f) Performance trending over time
- 9. Monthly Windows Patching
- 10. Extended support hours for RDS Dublin Horse Show - 24 x 7 support for duration of event.
- 11. Backup and disaster recovery provision
- 12. Security Audit
- 13. Professional Services (Project Management Upgrade Path)
- 14. Liaise with Firewall and Network service providers as required.
- 15. Liaise with Print Management solution providers as required.

Out of scope is:

- 1. Support and maintenance of specific systems
- 2. Support and fix of Printer/MFP hardware
- 3. Support and fix of network switches and firewalls

3.0 Vendor Response Requirements

The following sections outline the information that is required from the vendor in order to evaluate their response to the tender. Please note that off the shelf material can be provided as an appendix and the responses should be concise.

The response requirements are broken into the following sections:

1. Vendor Details
2. Vendor Contact Details
3. Managed IT as a Service
4. References
5. Cost – There is a separate Excel cost matrix.

3.1 Vendor Details

The following information should be provided

Information Requested	Response
Provide a brief outline of the history and background of the company, including corporate strategy, no. of years in the business, number of employees, etc.	
Where is the company located? List the locations of the following company facilities: Headquarters as well as Development Centres and Support Centres	
Identify and discuss any major business and technology partners (hardware, software and systems integrators) with which your company has aligned itself. The RDS requires proof of partnership with Microsoft (Azure and O365), Netapp, Sophos, Veeam and VMware.	
Provide a high-level organizational overview of your Company	
Provide details of ISO27001 certification	
Confirmation that Insurance cover in place meets the RDS requirements as specified in	

Information Requested	Response
<p>the RDS standard supplier framework agreement</p> <p>Please note that the RDS will look for confirmation of insurance cover prior to contract signature.</p>	
<p>Confirmation that the vendor is prepared to accept the RDS standard supplier framework agreement. Any exceptions should be documented.</p>	

3.2 Vendor Contact Details

Information Requested	Response
Name	
Title	
Address and Location	
Telephone No	
E-Mail Address	

3.3 Managed IT as a Service

The Vendor should provide the information outlined in the following sections. The responses should be tailored to RDS’s specific context and should follow the defined structure. Off-the-shelf material and brochures should be provided as an appendix and should not be built into the response.

3.3.1 IT Managed Service

Service Description	
A description of: <ul style="list-style-type: none"> • Hours of service • Response times • Incident Management Priority Assignment 	
A description of Change Management process model	
A description of Event Management (monitoring) process model	
A description of Patch Management process model	
A description of Configuration Management process model	
A description of Event Management process model	

3.3.2 Backup as a Service (BaaS)

Service Description	
A description of the datacentre infrastructure proposed for provision of BaaS	

Service Description	
A description of encryption and security measures to ensure secure transit and storage of RDS Data.	
A description of the monitoring and management solution for BaaS	

3.3.3 Disaster Recovery as a Service (DRaaS)

Service Description	
A description of the datacentre infrastructure proposed for provision of DRaaS	
A description of encryption and security measures to ensure secure transit and storage of RDS Data.	
A description of the monitoring and management solution for DRaaS	

3.3.4 Security Assessment Report (Annual)

Service Description	
A description of the security assessment to be conducted on the RDS IT Infrastructure annually	
A description of tools and software used to complete the assessment	

3.3.5 Professional Services (IT Roadmap Upgrade Path)

Service Description	
A description of the proactive measures provided to develop an IT roadmap for the RDS	

3.4 References

Please complete the following table for a minimum of three reference sites There is a preference for reference sites which are:

- Similar in nature to RDS
- Have a Vmware virtualized server and desktop environment
- Have BaaS and DRaaS in place

Information Required	Responses
Customer Name and Address	
Contact Details (name, e-mail, phone no)	
Type and Description of Customer	
Overall scope of the service provided.	

3.5 Cost

The cost matrix provided in Schedule 2 in Excel must be completed and returned. An excel version of the matrix will be provided upon notification to the RDS of intention to submit a tender.

4.0 Evaluation Criteria

The tenders will be evaluated according to the criteria in the table below.

Criteria	Marks Available
IT Managed Service	300
BaaS and DRaaS solutions	200
Security Audit and Professional Services	100
References	50
Agreement on RDS Services Framework Agreement	50
Cost	300

4.1 Non-Cost Award Criteria

Non-cost award criteria will be awarded marks using the following methodology:

A 5-mark system will be used. A mark will be awarded to each criterion from 0 to 5. This mark, or multiplier, will be used to calculate the score to be awarded.

Non Cost Award Criteria	Multiplier
Excellent: Excellent response with very few or no weaknesses that exceeds requirements, and provides comprehensive, detailed, and convincing assurance that the Tenderer will deliver to an excellent standard.	5
Very Good: A very good response that demonstrates real understanding of the requirements and assurance that the Tenderer will deliver to a high standard.	4
Good: A satisfactory response which demonstrates a reasonable understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.	3
Poor: A response where reservations exist. Lacks full credibility/convincing detail, and there is a significant risk that the response will not be successful.	2
Very Poor: Response fails to address the criterion under consideration	1

Example:

For example, if a score of 300 is available, the base score is 60 (300/5). If the Tenderer is marked 5 (excellent), a score of 300 marks will be awarded (60 x 5). If the Tenderer is marked 2 (fair), a score of 120 marks will be awarded (60 x 2).

4.2 Cost Award Criteria

Cost Award Criteria will be awarded marks using the following methodology

The Tenderer whose Cost is the lowest shall be awarded the maximum marks available for Pricing, all other Tenders shall be marked relative to the lowest Ultimate Cost using the following formula:

$$\frac{\text{(The lowest Cost tendered) * (Maximum mark available for Pricing)}}{\text{Cost of Tender being evaluated for Pricing}}$$