



Liverpool
City Council

Service Specification

Managed ICT Service for Schools



Contract Term: 3 Years plus 1 x 12 month extension

1. Introduction

- 1.1. Liverpool City Council (LCC) is inviting tenders for the supply of a Managed ICT Service to Liverpool Schools.
- 1.2. There are currently 36 schools across the City region who take this service from LCC. The schools are a mix of Primary and Special Education Needs Schools. The service currently consists of an engineer visit at a pre-determined schedule agreed by the individually contracted schools and ad-hoc engineer visits as and when required. Please note the Council will provide a service desk as part of this service, it is not the intention that schools would contact the successful provider to report faults directly.
- 1.3. The service is currently provided on behalf of the Council by a third party, all interested bidders should be aware that there is the potential for Transfer of Undertakings (Protection of Employment) Regulations 2006, subsequently amended by The Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014 to be applied in this contract, and it will be the responsibility of the successful bidder to liaise with the current supplier if applicable.
- 1.4. Liverpool City Council's ICT Service (LCC ICT) has a good relationship with the schools it provides services to and has recently deployed the TRUSTnet internet solution into a number of Liverpool Schools. The ICT Managed Service contract is an important element of the services provided to schools. The Service are looking to procure a provider who will enter into a partnership to deliver a first class ICT Support Service to our schools, we see this contract as a partnership between the LCC and the preferred supplier to provide a value for money service that will assist our schools under challenging financial pressures to make best use of their ICT equipment in the learning environment and drive educational attainment upwards.
- 1.5. As part of this partnership, LCC is looking to grow the number of schools who take IT services from the Council and as the managed service is provided under the Council's name the ICT Service will be the lead partner on any commercial offerings that are made to schools, therefore, there must be a commitment from the selected partner that they will not engage in any work nor

sell products or services with the contracted schools without first obtaining prior approval from the Council, for clarity, this work would include, but is not limited to, any IT services including internet connectivity telephony, hardware, software and training.

- 1.6.** Please note there is a potential that the number of schools taking this service may increase over the period of the contract, equally there may be a reduction in the number of schools taking the service.

Supplier dependencies

LCC is seeking a supplier who will be a trusted partner providing as a minimum;

- Experience of working successfully in partnership with schools and of Education Services.
- A solution to meet the school's needs that support us by providing a first class ICT service delivered in accordance with agreed Service Levels.
- High quality support that ensures the smooth running of the school including teaching and learning
- Partnership working to achieve excellent working relationships with all stakeholders within the schools

2. Service Description

- 2.1.** There are currently 36 schools across the City region who are taking this service from LCC. The current service covers the Primary and Special Educational Needs sectors and will require the successful bidder to supply an ICT Technician on site to the schools on a pre-determined schedule.
- 2.2.** The Council is keen to explore the potential of selling similar support services to more Liverpool schools as well as others from within the local authorities of Wirral, St. Helens, Sefton and Knowsley with the selected provider. Suppliers shall ensure they have the capability and capacity to support any increase in take up of this service.
- 2.3.** The Service will apply to all agreed inventoried assets, which may be located at, or installed in any of the contracted school sites, which are all currently located within LCC.

- 2.4.** In respect of the Service provided, LCC shall pay the charges agreed in Appendix D (Pricing).

The service currently consists of the following elements:

- 1) Technician visits to each contracted school as per the contract:

The current scheduling provided to the schools consists of:

- Monthly Half Day Visits (11 Per Annum)
- Fortnightly Half Day Visits (20 Per Annum)
- Weekly Half Day Visits (39 Per Annum)
- Full Day Weekly Visits (39 Per Annum)
- Dual Site (Federated) Half Day Fortnightly (20 Per Annum)
- Dual Site (Federated) Half Day Weekly (39 Per Annum)

- 2) In addition to the above scheduled visits the successful bidder is required within their fixed price to provide a support facility in cases where a school has an urgent issues that is affecting their operations. These calls would be managed in line with the Service Level Agreement detailed in Appendix 1 and would consist of calls falling under SLA 1 & 2. As an example the Council would consider the following faults would be included within these categories:-

- Network Switch failure/outage
- Server failure/outage
- School MIS issues (not application related).
- Wireless Network Failure or partial outage.

It is expected that the successful bidder would resolve these calls in line with the Service Levels detailed in Appendix 1.

- 3). As part of the service offered to schools the Council will require the successful bidder to provide additional ad hoc engineering services to Liverpool Schools consisting of the following (please note this list is not exhaustive):-

- Windows Desktop Image Build/Deployment
- SIMS Installation Services
- Curriculum/Admin/Virtual Server Build
- Desktop/Laptop/Peripheral Installation
- Engineer Support Half/Full Day

- Apple Device Build/Deployment Service
- Wi-Fi and Audio-Visual Installations
- Trustnet Services including Cloud-Based Sophos Anti-Virus Deployment¹

4) Hardware support for all ICT assets at each contracted school site where the device is still in warranty or manufacturer support. For devices where these are not present then the supplier should make “reasonable efforts” to effect a repair.

5) Wireless network support

The supplier will provide ongoing support and maintenance for existing or any new wireless service provision.

Typical activities may include, but are not limited to:

- Routine Hardware maintenance for wireless assets;
- Network and workstation diagnostics;
- Software installations
- Software upgrades and patches
- Pursuance of warranty issues;

Please note that this list is not exhaustive or prescriptive.

- At present schools report all faults to the Council’s ICT Service desk where the calls are recorded on the Council’s Service Management System, vFire, supplied by Alemba. The intention is that the successful supplier will use this application to record and update faults reported by the schools. Access and licensing to this system will provided by LCC ICT.
- Strategic review sessions with the schools as contracted or agreed with the school. It is the intention to continue to provide the service in line with the current schedule although schools do have the option to increase or reduce the number of visits.

¹ TRUSTnet is a cloud-based internet service geared towards the education market. The solution provided by Liverpool City Council in partnership with London Grid for Learning currently consists of a local firewall and router with a cloud-based web filtering solution. A new fibre connection is installed to the customer site providing a choice of connection speeds (ranging from 10Mbps -1Gbps), with the site then connecting to the TRUSTnet cloud based network. Ad hoc services expected from the successful bidder include Sophos cloud anti-virus installation onto all school devices. Another TRUSTnet service is configuration of a remote access VPN (See Appendix D – Pricing).

3. Mandatory Requirements

The Supplier is required to provide a service that will comply with the following Mandatory Requirements:

- 3.1.** The Supplier shall comply with Liverpool City Council's ICT Service Levels as outlined within Appendix 1 Service Level Requirements
- 3.2.** The Supplier is required within their fixed price to provide a support facility in cases where a school has an urgent issues that is affecting their operations. These calls would be managed in line with the Service Level Agreement detailed in Appendix 1 and would consist of calls falling under SLA 1 & 2.
- 3.3.** The Supplier shall ensure that all staff that attend school sites and work unaccompanied during school hours will possess the necessary clearance (Enhanced Disclosure and Barring Service). Evidence of compliance with this will be required from the successful supplier prior to the commencement of the Framework.
- 3.4.** The Supplier shall confirm they will use Liverpool City Council's Vfire Application for Incident Management procedures. Detail of the Alemba Vfire product can be found following this link <https://alemba.com/vfire>
- 3.5.** The Supplier shall confirm and evidence that they have the ability to provide a remote support service to schools to allow quicker analysis and resolution of faults.
- 3.6.** The successful Supplier shall agree not to sell of any the services specified within this Agreement direct to any Liverpool Schools without prior approval from the Council to ensure a partnership approach is adopted throughout the life of the contract.
- 3.7.** The Supplier shall commit to attending monthly service reviews with LCC ICT Service in order to monitor the performance of services delivered.
- 3.8.** The supplier shall commit to attending a minimum of 2 service/strategy reviews per annum with each of the supported schools and LCC ICT Service.
- 3.9.** The Supplier shall commit to providing a service improvement plan at the request of the LCC contract manager at any point throughout the duration of the contract.

- 3.10.** For data cabling and wiring requirements contractors shall comply with BS 7671 'Requirements for Electrical Installations' as a minimum.
- 3.11.** The Supplier shall commit to working with the Council on a comprehensive marketing drive, providing adequate funding and materials to publicise the support product to targeted customer groups.

4. Service Requirements

The Supplier is required to provide a service that will include the following (please note, this list is not exhaustive):

- 4.1.** Full detail of how their service works operationally including detail of any added value services offered as part of the proposal.
- 4.2.** A clear and straightforward approach to dealing with disputes, issues and complaints under the contract.
- 4.3.** The diagnosis of issues & repairs of all hardware equipment e.g. PC's/Interactive Teaching Displays/Laptops/Tablets/Trolleys/Projector.
- 4.4.** The management of network printer usage and clearance of any printer queues.
- 4.5.** General maintenance of all hardware devices located at schools e.g. PC's/Interactive Teaching Displays/Laptops/Tablets/Trolleys/Projectors.
- 4.6.** Replacement of any network cables and provide installation assistance in relation to these.
- 4.7.** Provide general assistance with student / staff ICT queries as and when required.
- 4.8.** Creation of shared folders on servers and configuration of folder permissions for schools.
- 4.9.** Troubleshooting and liaising with 3rd party providers to resolve issues relating to: Cashless Catering, Library Management and other 3rd Party Systems prevalent in schools.
- 4.10.** Provision off-site team resolution in the event that issues under category 1st and 2nd line support cannot be resolved by on-site technicians.
- 4.11.** Identification of areas of concerns around ICT infrastructure.

- 4.12.** Support services including best practice advice and knowledge in relation to Apple products.
- 4.13.** Ongoing installation guidance and support for audio visual equipment used
- 4.14.** Support services including best practice advice and knowledge in relation to Wi-Fi solutions deployed. Suppliers shall have specific experience on solutions using 802.11ac wave 2 capability, compatible with both 2.4 GHz & 5 GHz spectrum with the solutions locally, centrally or cloud managed.
- 4.15.** Pro-active support and guidance for both LCC and Schools in relation to any devices considered beyond economical repair
- 4.16.** The available resourcing and ability to expand the Managed ICT Support Service to School's outside of the Liverpool Area but within the Merseyside Region, and to also adequately support any ad hoc engineer service requirements in addition to the Support Service.
- 4.17.** Provision of fully qualified staff with the correct accreditations and skill sets appropriate to this contract including but not limited to Service Management, Engineering Support, Deployment/Installation Services, technology / software based support, analytical, project and programme management.