National Audit Office

Volume 2: Requirement

IT Managed Services Support

National Audit Office

V.02

Contents

1. Purpose

1.1. Purpose of the Document

This Volume 2 Requirement forms part of a series of documents that form the National Audit Office's (NAO) Invitation to Tender (ITT) documentation pack.

The purpose of the Volume 2 Requirement is to set out the requirements for IT Managed Services Support.

The Volume 2 Requirement consists of three parts:

- Section 2 Introduction presents an overview of NAO and the NAO's requirement.

- Sections 3 onwards present the Requirements to which Tenderers should respond in the Volume 3 Part 1 Response document. The detailed instructions for response are described in Volume 3 instructions and Volume 1.

- Appendices [A-Q] to which several of the NAO's requirements in Section 3 onwards refer, and which are as follows:

    - Appendix A: Asset & Configuration Management Policy

    - Appendix B: Asset & Configuration Management Process

    - Appendix C: Change Management Control Process and Policy

    - Appendix D: Disposal of Assets Policy and Procedure

    - Appendix E: Incident Management Policy

    - Appendix F: Incident Management Process

    - Appendix G: Knowledge Management Policy

    - Appendix H: Knowledge Management Process

    - Appendix I: Major Incident Management Process

    - Appendix J: Onsite Service Desk Runbook

    - Appendix K: Problem Management Policy

    - Appendix L: Problem Management Process

    - Appendix M: Service Catalogue

    - Appendix N: Service Level Management Policy

    - Appendix O: Service Level Management Process

    - Appendix P: Service Request Management Policy

- Appendix Q: Service Request Management Process

2. Introduction

2.1. About the NAO

The National Audit Office (NAO) is the UK's independent public spending watchdog, it supports parliament to hold government to account and to improve public services. The organisation's focus is on driving long-term sustainable improvement in public service delivery, working with government and our stakeholders to deliver better performance.

2.2. Overview of the Requirement

The NAO seeks an experienced supplier to provide a Managed IT Support Service for a term of up to 5 years, including the transition stage from the current contract.

The National Audit Office's (NAO) digital estate is managed by an in-house team (Digital Services, DS) with certain key IT support capabilities provided by an external strategic partner. The basic working hours are 08:00 to 18:00 Monday to Friday with some peak business periods requiring extended support hours. Together we support around 1300 users generating about 1300 tickets per month

The NAO is now seeking an experienced supplier to act as this partner and provide a managed IT Support Service for a term of up to 5 years. This managed service will incorporate a modern Service Desk function, Deskside Support provision, and 2nd and 3rd line support resource to manage an array of technical services, products, and applications primarily within the Microsoft 365 stack.

The Supplier shall also provide a range of product related services including the configuration and issue of laptops and administrative IT support for Joiners and Leavers (around 300 per year).

The NAO anticipates a close strategic relationship with the partner, working in collaboration with the NAO's DS Service Management team to manage and drive a programme of continuous improvement including ticket resolution strategies, to re-enforce a self-service culture and to support and develop digital confidence and resilience across the NAO user community.

The Supplier will be required to use NAO's ServiceNow ITSM tool to support and manage the services. The NAO DS department are aligned to ITIL 4 and expect the support provision provided by the supplier to be in line with industry best practice to support the NAO's highly mobile and IT dependent workforce.

2.3. Structure of the Requirements

The requirements for the service are categorised into five Families which form the structure of this Volume 2 Requirement document, as follows:

- Service Management

- Technical Services

- Management

- Social Value

- Pricing

Each Family is further categorised into Groups, and then into Requirements Areas, within which individual requirements are listed.

2.4. Requirement Types

Requirements are identified as "Input" or "Output". All requirements are mandatory.

- **"Input" requirements** are those to which the Tenderer must indicate compliance in the Volume 3 Response.

- **"Output" requirements** are those to which the Tenderer must indicate compliance in the Volume 3 Response, and for which Tenderers must also provide details of how it will meet the requirement.

Some Requirements Areas include additional information to help Tenderers understand the relevant context for an area. This is indicated as appropriate in the Tables as "For information Only". No response is required for these "For Information Only" entries.

Certain requirements refer to Volume 2 Appendices [A-Q]. These process and policy documents provide additional detail about the services that the Supplier must provide referenced in the requirements.

The content of the Appendices therefore also forms part of the requirement which Tenderers must meet.

These process and policy documents provide the foundations of NAO's Service Management System (SMS) that is used in conjunction with our ITSM platform (ServiceNow). They were created to align Digital Services with the standards and principals of ISO20000 and bring in a set of mature working practices that DS (in conjunction with our strategic partners and suppliers) use to manage the end-to-end delivery of IT services to our user base.

These documents have been written to ensure there is a common operating model that is followed and adopted by all individuals who interact with the NAO's ITIL management practices to deliver and support services defined within the Service Catalogue. They are not Supplier-only process and policies.

It is highly likely that the process and policies will evolve over time which will necessitate update to the associated documents. Where these updates may impact the supplier of the services, for example in terms of changes to roles, responsibilities or SLAs, the NAO would expect to assess such changes using formal change control process, involving consultation of the supplier before agreement and documentation of those changes.

3. Service Management Requirements

3.1. Overview

The Service Management Family sets out the requirements related to the front-line support provided to the NAO's end users and the NAO's Service Management Team, the use of best practice policies and processes, and the mechanisms for ensuring continuity and security of the NAO's IT services.

3.2. Front Line Support

3.2.1. Service Desk

Requirement Area: Service Desk	
SD INFO For information only.	A number of NAO Service Suppliers have access to the NAOs ServiceNow instance, so that they can directly log, investigate and review Incidents and service requests. There are a range of Technical Services which need to be supported whose scope of support is defined in the NAO's Service Catalogue. This includes the level of support and the Supplier responsible for providing the support. The Service Catalogue is a living document which will be maintained and updated periodically as new services are onboarded and old ones are decommissioned. The Service Desk must be available during Operational Hours Peak Period 15th April to 20th July inclusive: • 07:00-21:00 Mon-Fri • 10:00-16:00 Sat-Sun Interim Peak Period 1st February to 31st March: • 07:00-19:00 Mon-Fri • 10:00-16:00 Sat-Sun Off Peak Period All Other Times: • 08:00-18:00 Mon-Fri

Req ID	Type	Requirement
SD01	Input	The Supplier shall provide a Service Desk entirely in the European Economic Area (EEA) that enables the User to report incidents and service requests and gain access to assistance in the effective use of the Services

SD02	Input	The Supplier shall provide a phone number which can be used for logging calls with the ServiceDesk, to which the NAO will divert calls made to its User Helpdesk phone number.
SD03	Input	The Supplier shall ensure that its telephony system is able to take multiple NAO User calls concurrently. It shall provide call measurement and performance reporting.
SD04	Input	The Supplier's Service Desk shall be the single point of contact (via phone, email, ServiceNow connect chat and ServiceNow self-service portal) through which End Users can request support
SD05	Input	The Suppliers Service Desk shall operate according to the NAO Policies and Procedures for: Incident Management, Major Incident Management, Problem Management, Service Request Management, Change Management, Knowledge Management, Service Level Management and Service Asset & Configuration Management
SD06	Output	The Supplier Service Desk shall wherever possible resolve the User's issue on first contact
SD07	Input	The Supplier Service Desk shall use the NAOs ServiceNow instance to record, track and manage interactions with Users and resolver groups
SD08	Input	The Supplier shall be responsible for managing incidents and service requests from inception through to resolution
SD09	Output	The Supplier Service Desk shall encourage self-help by taking every opportunity to inform End Users on the use of the Service Knowledge Management System (SKMS) to ensure they have the best User experience when seeking support
SD10	Input	The Supplier shall be responsible for managing ticket quality and performing queue management e.g. detecting and preventing ticket duplication, ensuring correct assignments, quality of handover summaries using handover template, and the triage process is followed correctly etc.

3.2.2. On-site Support Engineer

Requirement Area: On-site Support Engineer		
Req ID	**Type**	**Requirement**
DSS01	Input	The Supplier shall provide two resident on-site support engineers to work from NAO's London office (157-197 Buckingham Palace Rd, London) to cover Working Hours to undertake the following desk-side support activities, managed through the Service Desk: • User desk-side Support Request activity.

		• Physical installation, move and change activity. • Routine site services (e.g., video conference meeting room checks, CI audits and stock checks). • Regular update of the onsite service desk runbook • Hands and eyes support for remote support teams and assistance to hardware maintenance providers during break/fix hardware resolution • Perform other tasks requested by and agreed with the NAO that are not part of the regular activities but can be completed within the existing workload and schedules.
DSS02	Output	The Supplier shall provide cover for planned on-site support engineer absences (e.g., holiday) with trained and experienced resource. The Supplier shall provide cover for unplanned absences (e.g., sickness) with appropriately trained and experienced resource on the same day (best endeavours) following the commencement of absence.
DSS03	Input	The Supplier shall provide an on-site support engineer to work from NAO's Newcastle office (St. Nicholas Building, St. Nicholas Street, Newcastle upon Tyne) on a one Working Day per fortnight basis for 8hrs between 08:30 and 16:30 to undertake the following desk-side support activities, managed through the Service Desk: User desk-side Support Request activity: • Physical installation, move and change activity. • Routine site services (e.g., video conference meeting room checks, CI audits and stock checks). • Regular update of the onsite service desk runbook • Hands and eyes support for remote support teams and assistance to hardware maintenance providers during break/fix hardware resolution • Perform other tasks requested by and agreed with the NAO that are not part of the regular activities but can be completed within the existing workload and schedules.
DSS04	Input	The Supplier shall, on request, de-Install and, remove any software assets from End User Devices via Active Directory (groups).
DSS05	Input	The Supplier shall dispose of any assets removed that cannot be re-deployed in accordance with the Asset and Configuration Management Policy and Procedure documents
DSS06	Input	The Supplier shall provide support to Users, at their desk (when remote support is not suitable or agreement with the User as being required), in either the London or Newcastle office regarding hardware failures and requests.

DSS07	Input	The Supplier shall provide remote support to Home workers with regard to hardware and software issues. Home visits by the Supplier are not required.

3.2.3. Training

Requirement Area: Training		
Req ID	**Type**	**Requirement**
TR01	Output	The Supplier shall, during an interaction with a User, provide advice and guidance on the use of the Services with respect to: - approved software, - mailbox and directory management, - home connectivity (remote troubleshooting), - connectivity from temporary locations and - configuration solutions, and - education and awareness of new technologies and software. The Supplier shall liaise with Digital Services where necessary.
TR02	Output	The Supplier shall be responsible for ensuring that all Supplier staff have the correct up to date training in respect of the capabilities required to deliver and support the NAOs Services

3.3. Service Management Processes

3.3.1. Incident Management

Requirement Area: Incident Management		
IM INFO For information only.		The Supplier will be provided with the Help Desk Administrator role with NAO's Azure tenant, which will allow initial troubleshooting of identity access issues (reported by users) to help determine if the reported incident is a single or a multiple user issue.
Req ID	**Type**	**Requirement**
IM01	Input	The Supplier shall operate in accordance with the NAO's Incident Management Policy and Incident Management Process which will provide a standard way of managing common types of incident. This shall include but not be limited to the activities of; logging, triaging and progressing Incidents as well as, linking Incidents to Problem records

IM02	Output	The Supplier shall provide a tool that ensures its support agents can securely and remotely access a user's End User Device and resolve incidents, or shall use the tool provided by NAO at the NAO's discretion.
IM03	Input	The Supplier shall work with other Suppliers and the NAO to diagnose and resolve incidents, in accordance with the NAO Incident Management Policy and Process documents.
IM04	Input	The Supplier shall attend meetings with the NAO and other Suppliers/3rd parties (where necessary), in support of cross functional activities as required to diagnose and resolve escalated incidents
IM05	Input	The Supplier shall, in accordance with the Incident Management process, generate a problem ticket from an incident where no root cause has been identified and assign to NAO Service Management Team for triage and allocation of problem owner resource.

3.3.2. Major Incident Management

Requirement Area: Major Incident Management		
MIM INFO For information only.		The NAO's Service Management Team will be responsible for managing any Major Incidents, this will include liaison with the internal comms team (to communicate to users during the life cycle of an incident) and the Exec's. Service Desk involvement in the context of this requirement will be the logging of the initial incident and confirmation that a major incident has occurred.
Req ID	**Type**	**Requirement**
MI01	Input	The Supplier shall operate in accordance with the NAO's Major Incident Management Policy and Service Management Process which will provide a standard way of managing Major Incidents.
MI02	Input	The Supplier shall identify, assess, and confirm any suspected Major Incidents (MI) including the re-evaluation of Incidents to be escalated as Major Incidents, and Major Incidents to be downgraded to normal Incidents as required upon consulting the Major Incident Manager, and NAO Service Management Team, as per the NAO's Incident Management Policies and Processes.

3.3.3. Problem Management

Requirement Area: Problem Management		
Req ID	**Type**	**Requirement**

PM01	Input	The Supplier shall operate in accordance with the NAO's Problem Management Policies and Processes which will provide a standard way of managing Problems for Services the supplier is delivering
PM02	Input	The Supplier shall retain responsibility for all Problems allocated to the Supplier until the Problem is closed.
PM03	Output	The Supplier shall monitor trends and emerging risks from Incidents or Problems and provide proactive analysis in order to propose / develop remedial plans.
PM04	Input	The Supplier shall create a Known Error Record in ServiceNow and document the root cause of the Problem, associating relevant Configuration Items with known error record.

3.3.4. Service Request Management

Requirement Area: Service Request Management		
Req ID	**Type**	**Requirement**
RM01	Input	The Supplier shall operate in accordance with the NAO's Service Request Management Policy and the Service Request Management Process which will provide a standard way of managing Requests.
RM02	Input	Where a request is made for software, the Supplier shall check software availability in the software re-deployment pool and re-use any software identified as suitable.
RM03	Input	Where the re-deployment pool contains no suitable software, the Supplier shall advise the user to submit a new software request for review.
RM04	Input	The Supplier shall ensure all asset, licensing and/or Configuration Management information is updated to reflect the changes, which have resulted from the installation or movement of assets that have been initiated as requests.
RM05	Output	The Supplier shall ensure that, when any hardware is issued, the User is provided with, or directed to, appropriate guidance or instructions in respect of the use of the hardware and/or software.
RM06	Input	The Supplier shall, if the user is not authorised to request the service, inform the NAO Service Management Team that the incident cannot be progressed via the ticket, and the line manager via email.
RM07	Input	The Supplier shall be responsible for verifying and authenticating the End User for incident/requests associated to password resets or any other security change (as per the Information Security Management policy and process).

3.3.5. Change Management

Req ID	Type	Requirement
Requirement Area: Change Management		
CM01	Input	The Supplier shall operate in accordance with the NAO's Change Management Control - Policy and Process which will provide a standard way of managing Changes.
CM02	Input	The Supplier shall retain responsibility for all changes allocated to the supplier in respect of the services it delivers, until the change is closed.
CM03	Input	The Supplier shall, for changes it is impacted by support the operation of the Change Advisory Board in accordance with the NAO's Change Management Control Policy and Process by contributing to: 1) Change Impact Evaluations 2) Implementation Plans 3) Other CAB activities that arise as a consequence of the impacted change
CM04	Input	The Supplier shall, where an Emergency Change is required obtain Emergency Change approval and follow the Emergency Operational Change Process as described in the Change Management Control Policy and Process.

3.3.6. Asset and Configuration Management

Req ID	Type	Requirement
Requirement Area: Asset and Configuration Management		
ACM01	Input	The Supplier shall operate in accordance with the NAO's Asset and Configuration Management Policy and Asset and Configuration Management Process which will provide a standard way of managing Assets.
ACM02	Input	The Supplier shall be responsible for Receipt (Assets tagging) and allocation of all new hardware. This includes updating ServiceNow within 24hrs with Asset details and 48hrs with Asset Tag details and allocation information.
ACM03	Input	The Supplier will be responsible for the disposal of hardware packaging as per the Asset and Configuration Management Process.
ACM04	Input	The Supplier shall be responsible for managing Asset Swaps & Replacements from NAO Stock including: 1) Providing replacement devices, this may involve liaising with other NAO teams to organise couriers 2) Onboarding onto the device if necessary

		3) Recovering the device from User / Location
		4) Logging reasons for Swap / Replacement on ServiceNow
		5) Completion of the Returned Merchandise Authority forms where necessary
ACM05	Input	The Supplier shall carry out weekly Stock Management activities in accordance with the CI Audit instructions located within NAO's SKMS, outcomes of the Audit must be reported to the NAO Service Management Team within 48 hours of the Audit being conducted.
ACM06	Input	The Supplier shall manage and log all asset movements in ServiceNow at time of asset allocation to a User or a Location.

3.3.7. Continual Improvement

Requirement Area: Continual Improvement		
Req ID	**Type**	**Requirement**
CSI01	Output	The Supplier shall at all times proactively identify and flag any NAO CSI opportunities including but not limited to; processes, tools, policies, communications, reports, and knowledge materials.
CSI02	Output	The Supplier shall work in a collaborative manner with the NAO Service Management Team to ensure reported NAO CSIs and opportunities for improvement are worked on together.

3.3.8. Service Level Management

Requirement Area: Service Level Management		
Req ID	**Type**	**Requirement**
SLC01	Input	The Supplier shall operate in accordance with the NAO's Service Level Management Policy and Process which will provide a standard way of managing the services being consumed by the Users.

3.3.9. Knowledge Management

Requirement Area: Knowledge Management		
Req ID	**Type**	**Requirement**

KM01	Input	The Supplier shall operate in accordance with the NAO's Knowledge Management Policy and Process which will provide a standard way of managing the services being consumed by the Users.
KM02	Output	The Supplier shall identify and flag knowledge gaps within Knowledge Based Articles associated with the delivery and support of NAO Services to ensure they are fit for purpose.
KM03	Output	The Supplier shall be responsible for the creation, review, update and re-issue of Knowledge Based Articles the Supplier owns and are used during the delivery and support of NAO Services.

3.4. Business Continuity and Disaster Recovery

3.4.1. Service Continuity Improvement

Requirement Area: Service Continuity Management		
Req ID	**Type**	**Requirement**
SCM01	Input	The Supplier shall support the NAO in implementing the NAO's IT Service Continuity Plans as required in the delivery of their Services.
SCM02	Input	The Supplier shall provide contacts for NAO operational IT Service Continuity Plans, related communications and other activities that are their responsibility.

3.5. Information Security

3.5.1. Information Security

Requirement Area: Information Security	
IS INFO For information only.	1. The NAO is granted extensive access to privileged government data and personal information and it has a statutory and contractual obligation to preserve its privacy, confidentiality, integrity and availability. We take this responsibility very seriously and we have a low risk appetite for failure in managing this data. 2. The NAO operates an ISO27001-certified Information Security Management System ("ISMS") that applies a risk-based approach to how the NAO identifies, protects, detects, responds and recovers from threats and risks that impacts the NAO's ability to deliver on its objectives. 3. The NAO's ISMS builds on the NIST Cyber Security Framework (https://www.nist.gov/cyberframework) and is organised into six (6) key pillars:

		(a) IDENTIFY – Establishes an organisational understanding to managing information security risk in order to prioritise its efforts, consistent with the NAO's risk management strategy business needs and statutory audit functions. (b) PROTECT – Identifies and establishes appropriate safeguards to maintain the delivery of service; whilst supporting the ability to limit or contain the impact of a potential information security event. (c) DETECT – Establishes appropriate policies, procedures and systems that enable the NAO to proactively detect information security events. (d) RESPOND – Establishes appropriate policies, procedures and systems that enable the NAO to proactively respond to information security events and minimise the impact to the NAO. This incorporates the delivering of the NAO's legal, regulatory and contractual obligations with external parties including clients and Supervisory Authorities such as the ICO. (e) RECOVER – Establishes appropriate activities to maintain operational resilience and restore any capabilities or services impacted by an information security event. (f) CONTINUOUS ASSURANCE – Establishes appropriate activities to provide continuous assurance around the security posture and risk profile of the NAO.
Req ID	**Type**	**Requirement**
IS01	Input	The Supplier shall at all times comply with the NAO's Information Security Policies and Procedures in the delivery of its Services.
IS02	Input	The Supplier shall maintain current Cyber Essentials Plus accreditation.
IS03	Input	The Supplier shall provide detailed SOC-1 and SOC-2 reports to the Authority as part of the Security Management Plan
IS04	Input	The Supplier shall conduct regular penetration test(s) and/or IT Health Check in accordance with CHECK or CREST standards.
IS05	Input	The Supplier's Security Management Plan shall deliver against the following objectives: (i) Manage the key risks which may result in reputational damage or a reportable breach to the ICO. (ii) Information security is built in by design throughout the lifetime of the contract and includes both information security and privacy. (iii) Security features are configured such that new threat, vulnerabilities or requirements can be adapted cost effectively. (iv) To horizon scan on potential or emerging threats that could adversely impact upon the project outcomes.

		(v) To ensure that the technical skills, security clearances, and knowledge are consistently deployed to the service for its lifetime and gaps or constraints resolved in a timely manner. (vi) Changes to the Supplier's security posture or incidents will be reported within a reasonable time frame depending on severity or impact on the NAO and at the latest by the next scheduled meeting.
IS06	Input	The Supplier's Security Management Plan shall govern in accordance with the following principles: (i) The NAO reserves the right to visit the successful Supplier and to ascertain appropriate evidence and answers to meet our security expectations. The Supplier will confirm that this acceptable and will make all necessary information available on request. (ii) Meetings will be held as frequently as required by both parties and at least once per month unless altered in agreement by both sides. (iii) Attendees will always be of sufficient seniority to agree and assign tasks and deliverables on behalf of each party. (iv) There will be a standing agenda for each meeting and changes will be requested to the NAO at least one week before each meeting. (v) Minutes and an action log will be recorded by the NAO and sent to the Supplier within one week of each meeting and any changes must be confirmed by the Supplier within one week of receipt. (vi) Conflicts of interest impacting upon the Supplier's ability to manage either security or privacy issues are to be raised in accordance with the contract requirements.
IS07	Input	The Supplier shall ensure that staff deployed at the NAO are fully conversant and understand the NAO's information security policies and procedures. The NAO undertakes to assist in that induction with support from the NAO Information Security team.
IS08	Input	The Supplier shall ensure that staff deployed at the NAO are fully conversant and understand the NAO's information security policies and procedures. The Supplier will be fully conversant with the NAO's ServiceNow platform and the information security processes that are in place. This includes the following features: (i) Security incident response (ii) Vulnerability response (iii) Request management The NAO undertakes to assist in that induction with support from the NAO Information Security team.

		In addition to the security awareness training provided by the Supplier, the NAO will, by invitation, include Supplier Personnel to NAO-provided security awareness training.

4. Technical Services Requirements

4.1. Overview

The Technical Services Family sets out the requirements for support of a range of infrastructure, applications, and devices across the NAO's IT and Digital Estate. Tenderers should also reference Appendix M Service Catalogue for the required level of support for each area.

4.2. Technical Services

Requirement Area: Technical Services		
Req ID	**Type**	**Requirement**
TS01	Input	The Supplier shall provide 1st and/or 2nd and/or 3rd Line support for the NAO Technical Service Requirements as detailed in the NAO Service Catalogue.

4.3. Infrastructure

4.3.1. Meeting Services

Requirement Area: Meeting Services		
Req ID	**Type**	**Requirement**
MS01	Input	The Suppliers On-Site resource shall check video conferencing equipment located in the 22 meeting rooms as detailed in the NAO Service Catalogue, over a week in London using the NAO pre-defined rota and checklist (for example audio, video and cabling). The Supplier shall log any issues that arise from the daily checks via the NAOs ServiceNow instance.
MS02	Input	The Supplier's resource shall check video conferencing equipment located in the 6 meeting rooms as detailed in the NAO Service Catalogue during its fortnightly visit to Newcastle using the NAO pre-defined rota and checklist (for example audio, video and cabling). The Supplier shall log any issues that arise from the daily checks via the NAOs ServiceNow instance.
MS03	Input	The Supplier shall analyse user video call and meeting experience and provide feedback to the users impacted by the incident using the management/admin tools provided within the MS Teams Admin Portal.

4.3.2. Telephony and Voice

Requirement Area: Telephony and Voice		
Req ID	**Type**	**Requirement**

TV01	Input	The Supplier shall support the phone system and lifecycle manage Telephony/voice services using its access to the voice section of MS Teams Admin Portal. Lifecycle management activities include: 1) Establishing and Assigning Extension Numbers 2) Assessing call performance 3) Troubleshooting User call issues 4) Escalate issues to 3rd Party Supplier as required

4.3.3. Network and Connectivity

Requirement Area: Network and Connectivity	
NC Info For information only.	The Supplier shall have access to the NAOs Cisco Tools to enable it to monitor the network, conduct basic troubleshooting and raise incidents and assign them to the NAO Operations Team in the NAOs ServiceNow instance.

4.4. End User Computing

Requirement Area: End User Computing		
DM INFO For information only.	The Supplier shall be granted access to NAO's End Point Manager portal, and will be given access to the "reporting", "devices" and "apps" tabs. The Supplier shall have read access to Azure Active Directory portal and will be given global read and help desk admin rights to Azure Active Directory	
Req ID	**Type**	**Requirement**
DM01	Input	The Supplier shall use the End Point Management portal and the sub menus such as Reporting, Devices, and Apps to provide the necessary administration and support tasks.
DM02	Input	The Supplier shall via the End Point Management portal provide end point management of devices across their lifecycle on behalf the users. This includes but not limited to device build, deployment, troubleshooting with patching and installations of updates and device decommissioning.
DM03	Input	The Supplier shall use the Microsoft Autopilot Process to build machines on premise. This includes tasks such as registering machines and using the autopilot process to build and configure devices

DM04	Input	The Supplier shall, where the machine is provided to the user, guide the user with on-boarding tasks in accordance with the New Starter Process documented in the Runbook which is located in the NAO's SKMS.

4.5. Enterprise and Line Business Applications

4.5.1. General Software

Requirement Area: General Software	
GS INFO For information only.	The NAO and its user base utilise several Commercial Off The Shelf applications as detailed in the NAO Service Catalogue, on corporate devices for various business activities and tasks, which include: Adobe Reader, Adobe Pro, Adobe Enterprise/Creative Cloud, ClickShare Launcher 01.07.00.29 - End User, IDEA 10.2 - End User, Missight Office Add-ins - End User, StyleWriter 4.0.4.036 - End User and Office 365 ProPlus - End User. The Supplier will not be involved in the packaging and deployment of the Commercial Off The Shelf applications detailed in the NAO Service Catalogue. The NAO shall provide the Supplier with read access to the MS Teams Admin Portal and specific admin access to the top tier menu in the portal, this includes: 1) Users 2) Analytics and reporting 3) Instant Messaging elements and policies 4) Meeting rooms 5) Devices 6) Telephony

Req ID	Type	Requirement
GS01	Input	The Supplier shall be responsible for understanding user issues and performing basic application troubleshooting where access to the Commercial Off The Shelf applications detailed in the NAO Service Catalogue is unavailable, or the application is reporting error(s). This includes ruling out any local device issues that could be a contributing factor to the issue or the problem reported.

4.5.2. Messaging and Collaboration

Requirement Area: Messaging and Collaboration

Req ID	Type	Requirement
MC01	Input	The Supplier shall via the MS Teams Admin Portal manage the messaging and collaboration service across its lifecycle (provisioning through operations to retirement) in line with NAO Information Security Policies

4.5.3. Email, Calendar and Contacts

Requirement Area: Email, Calendar and Contacts		
Req ID	**Type**	**Requirement**
ECC01	Input	The Supplier shall manage Exchange Mailbox and Calendar Delegate permissions.
ECC02	Input	The Supplier shall triage user issues and assign to relevant resolver group in accordance with the Incident Management Policy and Process Document.
ECC03	Input	The Supplier will be assigned the "Helpdesk" role within Exchange Online and shall use PowerShell scripts/commands (where appropriate and required) to complete administration tasks associated with this role and permission set. This includes viewing and managing mailbox permissions, distribution groups (that have no owners assigned to them) and calendar delegate access.

4.5.4. Intranet and Social

Requirement Area: Intranet and Social		
Req ID	**Type**	**Requirement**
IS01	Input	The Supplier shall demonstrate basic understanding of MS Forms and engage directly with Microsoft in cases where the issue raised is related to standard Microsoft functionality and unrelated to any bespoke functions.
IS02	Input	The Supplier shall demonstrate basic understanding of MS Streams and engage directly with Microsoft in a case where the issue raised is related to standard Microsoft functionality and unrelated to any bespoke functions.

4.5.5. Document Management and Team Collaboration

Requirement Area: Document Management and Team Collaboration		
Req ID	**Type**	**Requirement**
DMT01	Input	The Supplier shall demonstrate and provide suitable knowledge and skills in SharePoint to ensure they can support the "out of the box" functions or by utilising apps or app parts available from or purchased via Microsoft or a

		certified/approved 3rd party, support must include but is not limited to the file storage and sharing services within SharePoint, and the collaboration features within Microsoft Teams.
DMT02	Input	The Supplier shall demonstrate and provide suitable knowledge and skills in OneDrive to ensure they can support the "out of the box" functions or by utilising apps or app parts available from or purchased via Microsoft or a certified/approved 3rd party to ensure the correct levels of support can be provided.
DMT03	Input	The Supplier shall demonstrate and provide suitable knowledge and skills in Teams to ensure they can support the "out of the box" functions or by utilising apps or app parts available from or purchased via Microsoft or a certified/approved 3rd party to ensure the correct level of support can be provided.

4.5.6. Enterprise Resource Planning

Requirement Area: Enterprise Resource Planning		
Req ID	Type	Requirement
ERP01	Input	The Supplier shall demonstrate and provide suitable knowledge and skills in SalesForce and Financial Force to ensure it can support the out of the box configured tools or app/app parts available from or purchased via Salesforce or a certified/approved 3rd party, in accordance with NAO Knowledge Based Articles
ERP02	Input	The Supplier shall provide user support for standard Salesforce/FinancialForce process designed tasks, such as deleting milestones on Financial Force in accordance with NAO Knowledge Based Articles
ERP03	Input	The Supplier shall demonstrate and provide suitable knowledge and skills in SalesForce and Financial Force to ensure that where app parts or custom pages developed internally have been used to add new functionality through code or where functions have been built to administer SalesForce or Financial Force, user issues can be triaged and where the developments are determined not to be functioning as intended/described they will be assigned to the appropriate resolver group within Digital Services

4.5.7. Audit Tools VFM

Requirement Area: Audit Tools VFM		
Req ID	Type	Requirement
ATVFM01	Input	The Supplier shall demonstrate and provide suitable knowledge and skills in SharePoint and Teams to ensure it can support the out of the box configured VFM Audit Management Solution, where SharePoint or Teams have been

		configured using "out of the box" functions or by utilising apps or app parts available from or purchased via Microsoft or a certified/approved 3rd party.

4.5.8. Business Automation Tools

Requirement Area: Business Automation Tools		
Req ID	**Type**	**Requirement**
BAT01	Input	The Supplier shall demonstrate and provide suitable knowledge and skills in SharePoint to ensure it can support the out of the box configured Power Apps or Power Automate, where Power Apps or Power Automate have been configured using Out of the box functions or by utilising apps or app parts available from or purchased via a certified/approved 3rd party.

4.5.9. Business Intelligence and Data Analytics

Requirement Area: Business Intelligence and Data Analytics		
Req ID	**Type**	**Requirement**
BI01	Input	The Supplier shall be responsible for the installation of the NAO's Tableau application which is the NAO's BI and Data & Analytics tool, the management of Tableau license key administration tasks, and the resolution of incidents and queries.

4.6. Devices

4.6.1. Laptop and Peripherals

Requirement Area: Laptop and Peripherals		
Req ID	**Type**	**Requirement**
LP01	Input	The Supplier shall lifecycle manage NAO Laptop & Peripheral devices, troubleshoot from start to finish with tasks including but not limited to troubleshooting to resolution, replacing devices.

4.6.2. Mobile

Requirement Area: Mobile		
Req ID	**Type**	**Requirement**

M01	Input	The Supplier shall lifecycle manage NAO owned Mobile devices, troubleshoot from start to finish with tasks including but not limited to replacing devices

4.6.3. Printing, Copying and Scanning

Requirement Area: Printing, Copying and Scanning		
Req ID	Type	Requirement
PCS01	Input	The Supplier shall be responsible for the end to end management of the NAO's multifunctional printers within the NAO's offices in Newcastle and London. Management will include troubleshooting and remediating printer hardware faults and issues, assisting and responding to incidents raised by users who are unable to print or scan, and troubleshooting the user's machine to confirm there are no local issues that are preventing the user from accessing and using office printers i.e. connectivity, printer drivers, and Windows settings.
PCS02	Input	The Supplier shall work with NAO's printer Suppliers to coordinate equipment repairs and Return Merchandise Authorisation.

5. Management Requirements

5.1. Overview

The Management Family sets out the requirements related to the implementation and transition of the service, management and information reporting against the service provided, and the resources the supplier will use to support the service throughout the duration of the contract.

5.2. Management

5.2.1. Implementation

Requirement Area: Implementation		
Req ID	**Type**	**Requirement**
IMP01	Output	The Supplier shall provide the appropriate range of on site or remote working arrangements for implementation activity, so that activities can be delivered collaboratively in a timely and cost-effective way to meet the requirements and outcomes of the Project. At times, the Supplier's implementation team will be required to work on site at the Authority's main office locations of London and Newcastle Upon Tyne, UK. The proposed arrangements for team working during the implementation process should support typical UK working office hours of 9am- 6pm, Monday to Friday.
IMP02	Output	The Supplier shall be responsible for providing personnel to be trained one time in the use of the NAO's instance of ServiceNow and the NAOs Policies and Processes to deliver and support the NAO Services. The Supplier will then be responsible for training all relevant team members from the supplier as needed to maintain supplier knowledge and capability.

5.2.2. Management and Information Reporting

Requirement Area: Management and Information Reporting		
Req ID	**Type**	**Requirement**
MIR01	Input	The Supplier shall ensure that monthly Performance Monitoring Reports are available for review and discussion internally and at Service Reviews. The reports shall include but not limited to: 1) ServiceNow Incident and Request Ticket Quality 2) Service Level Breaches and proposed remediation

		3) Service Performance against defined Service Levels
		4) Request status including, opened, fulfilled and closed in the reporting period
		5) Incident status including, opened, resolved, closed and on hold in the reporting period
		6) Asset movements including, lost, stolen, replaced, retired and disposed of
		7) 6 months of historical incident and request information
MIR02	Input	The Supplier shall define the user satisfaction survey questionnaire to achieve the objectives of CSAT.
MIR03	Input	The Supplier shall administer the NAO satisfaction survey functionality and requirements, review the outputs and findings and propose actions to the NAO Service Management Team to achieve the objectives of CSAT.
MIR04	Output	The supplier shall identify and propose changes to the Service as required as part of the 6 monthly reviews of the service reviewing historical data to ensure performance is being met on a consistent basis.

5.2.3. Supplier Personnel

Requirement Area: Supplier Personnel		
Req ID	Type	Requirement
SP01	Input	The Supplier shall provide staff with a sufficient knowledge of Salesforce and Financial for to enable it to provide initial triage and application support and then assign to a resolver group as appropriate. The staff do not need to be certified FinancialForce or Salesforce
SP02	Input	The Supplier shall provide Microsoft trained personnel (Deskside and resolver groups) to deliver and support NAO Services it should be a blend of certified staff who as a minimum encompass the following: 1) MS 365 Messaging Admin 2) MS 365 Modern Desktop Admin 3) MS Teams Admin

6. Social Value Requirements

6.1. Overview

The Social Value Family sets out the requirements related to ensuring the Supplier demonstrates a proactive commitment to diversity and inclusion, and the environment within its own organisation and those of its suppliers, and to supporting the NAO in the achievement of the NAO's objectives in each regard.

6.2. Social Value

6.2.1. Equality Diversity and Inclusion

Requirement Area: Equality, Diversity and Inclusion		
SVD INFO For information only.	Based on Equality Act 2010 sets out anti-discrimination law and the requirements of the public sector equality duty (PSED). The National Audit Office (NAO) is committed to being a more diverse and inclusive employer. Respect and inclusion are core values at the NAO and we have recently launched our new Diversity & Inclusion (D&I) Strategy for 2021-2025 that will enable us to work towards our ambition of becoming an exemplar organisation in this field.	
Req ID	**Type**	**Requirement**
SVDI01	Input	The Supplier shall have and maintain a diversity and inclusion strategy and policies that supports a diverse talent pipeline that leads to an engaged and innovative workforce.
SVDI02	Input	The Supplier shall monitor, measure and report on achieving their diversity and inclusion targets including progress in achieving commitments to change.
SVDI03	Input	The Supplier shall ensure it has effective governance and accountability processes that lead to demonstrable achievement of D&I objectives
SVDI04	Input	The Supplier shall demonstrate how their organisation more widely seeks to influence their workforce, suppliers, customers and communities to achieve similar outcomes.

6.2.2. Environmental Considerations

Requirement Area: Environmental Considerations	
SVE INFO For information only.	It is the National Audit Office's (NAO's) aim to be an exemplar organisation and manage our operations in the most environmentally responsible manner, to comply with the applicable environmental legislation and with any other requirements necessary, in relation to the environmental aspects

		of our organisation. In addition, it commits to be a net zero carbon organisation by 2029, by cutting our greenhouse gas emissions to as little as possible and balancing the remainder using the most appropriate available technologies such as carbon sinks which remove carbon dioxide from the atmosphere.
Req ID	**Type**	**Requirement**
SVEC01	Input	The Supplier shall ensure that it takes advantages of opportunities to deliver additional environmental benefits and positively influence others during the contract period in line with the relevant plans and policies set out in the ITT document.
SVEC02	Input	The Supplier shall demonstrate collaborative ways of working with their supply chain to deliver additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions
SVEC03	Input	The Supplier shall have an understanding of how to influence staff, suppliers, customers, communities and/or any other appropriate stakeholders through the delivery of the contract to support environmental protection and improvement.
SVEC04	Input	The Supplier shall monitor, measure and report on their commitments/the impact of their proposals through the use of metrics, tools/processes to gather data, feedback and improvement, etc.

7. Price

7.1.1. Price Quality

Req ID	Type	Requirement
Requirement Area: Price Quality		
P01	Input	The Volume 4 Financial Model spreadsheet response should be compliant with the Volume 4 instructions and should detail the prices of all elements of the solution. The Volume 4 Financial Model response should be consistent between tabs and cells, and with the Volume 3 Response Document, and with the Volume 5 Draft Contract. Any assumptions used in calculating prices should be clearly stated. In general, one-time setup charges should be milestone charges, payable on successful delivery of outputs.

7.1.2. Price

Req ID	Type	Requirement
Requirement Area: Price		
P02	Input	The Volume 4 Financial Model submission should include all pricing for the Service proposed in the Volume 3 Response Document.

7.1.3. Ratecard

Req ID	Type	Requirement
Requirement Area: Ratecard		
P03	Input	The Volume 4 Financial Model submission should include all pricing for the Service proposed in the Volume 3 Response Document.