# Appendix B – SPECIFICATION

1. **Current Situation**
   1. Southend-on-Sea Borough Council (SBC) would like to appoint a Cloud Service Partner (CSP) to execute an infrastructure transformation. The CSP will provide the technical expertise and services required to augment and support the ICT department in a cloud migration programme, transforming the estate to support the Authorities 2050 and business service ambitions.
   2. SBC are inviting partners to build on an existing Azure environment, commenced Q1 2021 and having now completed a first series of “lift and shift” migrations, approximately100 workloads, IaaS and SQL Azure databases. The directive is to plan, manage and migrate the existing approximate 300 on-prem workloads and services
   3. **Strategic Intent**

Over the next few years SBC Technology will transform their technology estate as progresses its Smart Strategy execution. This will result in significant technology transformation as new Cloud services are adopted and brought online.

* 1. The first series of migrations have now been completed successfully, providing SBC with the foundation for a full cloud-based infrastructure. The CSP directive is simple, plan, support, and execute the remaining on-premises services to the target hosted environment. This will require a period of discovery, assessment and impact risk for the department and the wider council.
  2. Our strategy is driven by the principle “cloud first”, aimed to reduce operational overheads whilst realise configuration and currency benefits from this type of offering.
  3. The scope of the works has been defined into three key deliverables:
* ***Discovery & Analysis*** – CSP will provide the required technical expertise to deliver a full cloud discovery assessment. This assessment should be a comprehensive assessment across current state IT infrastructure. This should include all existing dependencies of systems, interdependencies between systems that will inform a full delivery of a detailed audit and cloud migration statement of work, the options for migration approaches and potential risks.
* ***Cloud Migration Statement of Work*** – Provide and publish a final and fully costed statement of work for any subsequent migration stages. This must include several key elements, including but not limited to
  + agreement of which services are in scope
  + detailed overview of the planned migrations
  + service transition approach
  + knowledge transfer.
* The statement of work should be itemised and include a clear and concise tally for all the migration phases, how they will be performed and include any peripheral services (e.g., Hypercare support pre and post). There needs to be flexibility to allow SBC to consider several business factors around migration timings, while transitioning, allocation of business service to certain migration waves
* ***Migration (by the least number of steps)***  – Using the best practices from the Microsoft Cloud adoption framework, the CSP will deliver, a full end to end migration as agreed in the cloud migration statement of work. A consistent approach for migrating services, ensuring they are secure, governed and migrated with low impact to SBC.

**2. Background**

2.1 SBC is focused on improving outcomes and services for residents, Technology is an essential element of the transformation. Southend-on Sea Borough Council is a Unitary Local Authority located in Southend-On-Sea in Essex. As the largest town in Essex (183,000 inhabitants), Southend lies 40 miles east of central London with direct rail and road links to the capital. Good transport links helped Southend to historically establish itself as a popular visitor destination, attracting approximately 6 million tourists over the summer months. The town lies within the Thames Gateway and in this context plays an important role in employment growth and new economic opportunities

2.2 SBC Technology has restructured its department investing in resources and increased in-house capabilities and skills to support the council’s strategic aspirations - Southend 2050 and Transforming Together (organisational wide objectives are underpinned by technology which will be a key enabler to delivery). Covid-19 has brought significant change (remote working) and accelerated demands for technology.

1. **Objectives**
   1. SBC is looking to partner with a CSP who can deliver the required discovery and migration of its services to the cloud. The partner will be a Microsoft Azure Migration Partner (AMP) and Cisco Gold partner who can provide project management and technical resources to facilitate the accelerated move from the legacy technical estate. The agreement will be between SBC and CSP only, the agreement is for a single supplier and SBC will not enter into any agreement where the CSP has enlisted services from any separate third parties.
   2. Transition legacy solutions from an ‘On-Premises’ environment to a Microsoft Azure based cloud solution
   3. As a Microsoft Gold Partner, the CSP will enable SBC Technology to gain access to available Microsoft funding to accelerate SBC’s journey to cloud. This will require specific AMP accreditation.
   4. The CSP will provide the full complement of skills and resources, at the appropriate technical and management level, to complete all stages of the migration journey.
   5. SBC will provide their own technical team to oversee the transformation, including a technical delivery manager (TDM) and Steerco where all works will be reviewed against the criteria, using Steerco performance metric. All final approvals, subsequent change requests, business approvals will be managed by TDM, approved by Steerco.
2. **Contract Period and Contract Management**

4.1 The contract shall operate for a period of approximately 12 months the anticipated commencement date on site of 28 February 2022 or sooner if possible.

4.2 An indicative timescale is outlined below:

|  |  |
| --- | --- |
| December 2021 | SBC to invite suppliers for ITT |
| February 2022 | Appointed CSP to review and ratify the scope of the initial phase and scope of work, agree with SBC the commencement, and confirm final pricing |
| February 2022 | Commencing initial phase “*Discovery & Analysis”* |
| March 2022 | Completed Review of “*Cloud Migration Statement of Work”* , agree with SBC outputs and finalisation of which will input into the transition plan. |
| March-December 2022 | “Migration” migrating the services approved in the SoW to Azure and providing all-inclusive services of end-to-end migration and management |
| T.B.C | Further phasing to be agreed as part of the transformation programme |

1. **Personnel Requirements** 
   1. Microsoft (AMP) and Cisco Gold partner who can provide technical expertise to complete the project end to end
   2. Azure Migration Specialist (AMP), recognised by Microsoft and able to gain access to available Microsoft funding to accelerate SBC’s journey to cloud
   3. Access to available resources as detailed within CSP capacity to the required technical expertise to deliver on required technical outcomes.
   4. Full Project management capabilities and wrapping of the services for simplification of reporting on progress, impact, negotiation, and planning to SBC Technology Management.