**DRAFT – SPECIFICATION (Subject to change)**

**1.0 INTRODUCTION**

1.1 The Felixstowe Dock and Railway Company requires a managed service to ensure licensing deployments and compliance is tracked for the lifecycle of software in use. The potential provider will be required to provide licensing intelligence to enable the pro-active management of software assets to enable decisions to mitigate compliance risks and ultimately drive cost saving through the management and recommendation of re-harvesting of underutilised software assets.

1.2 The solution is required to be a cloud based fully managed service with software collectors, or agents deployed within the estate reporting back deployed software and maintaining usage records to enable the re-harvesting of underutilised assets. Access to the system should be via a web-based portal with access to user intuitive interfaces to access reporting features.

1.3 The software recognition service should be fully automated providing a constantly updated library of software signatures and the ability to recognise known software, or update efficiently for new or unknown applications across the estate

1.4 The solution needs to fully integrate with Active Directory (AD) to discover all computer, workstations and servers in the estate. The inventory collection method needs to be capable of auto discovery and auto deployment for all network accessible devices. It needs to support standard connectors, including and not limited to; Microsoft 365, Microsoft Hyper-V, VMware and ESX hypervisor.

1.5 The response also needs to include access to a Software Asset Management (SAM) advisory helpdesk to assist with planning, understanding and optimising the deployment of software. This includes the use of perpetual, subscription based models and cloud services including SASS.

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1.7 The management of the relationship is to be via a named Service Manager who will in turn handle monthly service reports including KPIs and account management. Please note that the Service Manager is to act as a single point of contact for service issues or escalation.

1.8 All Services are required as a minimum to meet The Felixstowe Dock and Railway Company’s statutory duties under the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999 and the Provision and Use of Work Equipment Regulations 1998 (‘PUWER’) and the methods carried out to support and maintain the Equipment must also comply with all relevant standards.

**2.0 ONGOING MANAGEMENT AND REPORTING OF SOFTWARE UTILISATION**:

2.1 The solution needs to be able to discover assets within the network and enable the collection and collation of data of software assets installed across the campus estate at the following locations:

• Felixstowe

• Thamesport

• Harwich

• Cambridge

• Battersea

2.2 The sites are interconnected via MPLS with a single internet breakout point requiring efficient and low bandwidth collection and updating of the repository. Where an agent or collector cannot be installed the solution needs to support the capability to monitor a network ingress or egress point. The platform must be maintained with the latest revision of software including major upgrades and patches to the platform.

The management repository needs to include:

* The ability to record all licences held by the organisation
* The ability to identify what software is installed on individual devices (physically or virtually),
* A physical device may be a server, laptop, desktop or PC
* The ability to extract asset information of virtual machines via their host
* The ability to reconcile the licensing and installed assets intelligently taking into account the licensing rules associated with individual pieces of software,
* Functionality for the interrogation and reporting of the information required.

**3.0 REPORTING REQUIREMENTS**

3. 1 Vendors are to be broken down into two tiers. Tier 1 vendor will be Microsoft, there is not a requirement to include license position for Oracle within this tender. Other vendors will fall into Tier 2

The requirement for reporting will be as follows:

**Tier 1**

* Maintained database holding entitlement information in the information repository.
* Effective License Position (ELP) required on a bi-annual basis
* Warning of upcoming renewals
* Ad hoc license reports including compliance
* Advice on changes to license models and the impact

**Tier 2**

The following information is required to be stored:

* Name of license
* Quantity
* License model
* Renewal & expiry dates (including alerts)
* Commercials
* Allocation of license to OU (where advised)
* Scan and upload of license
* Any other supporting license information made available by client.

**4.0 CLOUD SOFTWARE ASSET MANAGEMENT**

4.1 The Felixstowe Dock and Railway Company is starting the journey to the cloud. Whilst there is currently no requirement for cloud usage consumption reporting the potential provider needs to be able to demonstrate future capability in the following areas:

• The ability to monitor and manage the consumption of resources in the cloud (Azure).

• Offer full visibility of all cloud activity and assets via dashboard.

• Effective and simple on boarding .

• Customisable dashboards displaying relevant data clearly.

• Cloud management tools enabling easy and efficient estate governance and automation.

• Assist and offer the visibility and reporting required to actively manage cloud infrastructure; along with optional expert guidance and advice.