

Invitation to Tender

Office 365 and IT support

30 January 2024

About the Jersey Audit Office

Independent external audit is an important part of the process of accountability for public money. It provides assurance to citizens on both the careful and responsible management of public funds and on corporate governance.

The purpose of the Comptroller and Auditor General (C&AG), fulfilled through the Jersey Audit Office (JAO), is to provide independent assurance to the people of Jersey on the extent to which public money is spent economically, efficiently and effectively and on whether the controls and governance arrangements in place within public bodies demonstrate value for money.

Background to the Office of Comptroller and Auditor General and the Jersey Audit Office

The functions of Auditors General vary between jurisdictions and are enshrined in legislation. The Office of Comptroller and Auditor General (C&AG) in Jersey was established by the States of Jersey (the States) in 2005, under the Comptroller and Auditor General (Jersey) Law 2005.

This Law was revised in 2014 under the Comptroller and Auditor General (Jersey) Law 2014 ('the 2014 Law'). This enabled both the establishment of the Jersey Audit Office (JAO) to strengthen the function of public audit in Jersey, and a Board of Governance to ensure accountability of the C&AG.

The C&AG discharges her responsibilities through:

- appointing auditors of accounts; and
- through undertaking project work and reporting to the States Assembly.

Those functions are also described in legislation.

The Functions of the C&AG

The way the C&AG discharges her duties are set out under Article 11 of the 2014 Law.

Her remit includes the audit of financial statements and wider consideration of public funds, including internal financial control, value for money and corporate governance.

The Law requires the C&AG to:

- provide the States with independent assurance that the public finances of Jersey are being regulated, controlled, supervised and accounted for in accordance with the Public Finances (Jersey) Law 2005
- consider and report to the States on the effectiveness of:
 - internal controls of the States, States funded bodies and funds
 - the economy, efficiency and effectiveness in the way the States, States funded bodies and funds use their resources; and
 - the general corporate governance arrangements of the States, States funded bodies and funds; and

make recommendations to bring about improvement where improvement is needed.

Under Article 17 of the 2014 Law the C&AG may not be directed in how she undertakes those functions. However, the C&AG has a duty to attend meetings of and liaise with the Public Accounts Committee (PAC).

Vision and Values

The effectiveness of the Office of C&AG is dependent on building and maintaining the confidence of both the States and the citizens of Jersey in the independence and effectiveness of the Office.

Our vision

The vision of the JAO is to be a trusted and innovative audit organisation that champions good governance and the wise use of public money in Jersey.

Our purpose

Our purpose is to provide independent assurance to the people of Jersey that public money is spent economically, efficiently and effectively and that the controls and governance arrangements in place within public bodies demonstrate value for money.

Our values

Independence and objectivity

We appoint auditors, determine our work plan, carry out our work and report our findings impartially. We are accessible, transparent and responsive. We drive constructive and positive change through our recommendations and follow up. We respond with agility to the ever changing environment in which we operate.

Fairness and justice

We are open and honest in the way we undertake our work, how we communicate with all stakeholders and how we treat people. We report our evidence-based findings in public, without fear or favour. We undertake audit work as economically, efficiently and effectively as possible.

Integrity

We speak up for what is right. We strive for and deliver high quality outcomes. We are truthful in making decisions and in responding to challenge. We meet our responsibilities in an ethical and fair way.

Credibility

We provide insight and promote best practice. We engage proactively with our stakeholders, with whom we work hard to build and maintain trust. Our work follows best practice and is undertaken by a team of reliable and dedicated professionals in accordance with recognised international standards.

How we deliver

The C&AG publishes a **Strategy** and **Audit Plan**, setting out how she intends to deliver the responsibilities of the C&AG under the 2014 Law.

The Strategy for the JAO (first published in 2022) is updated on an annual basis. It sets out the vision for the JAO and actions planned in each strategy period.

They are centred around four ambitions, to:

- be a high performing audit organisation
- support effective scrutiny and accountability
- make a difference; and
- build a better organisation.

An annual **Audit Plan** is also produced by the C&AG, which provides her indicative plans for a four year period plus a detailed and work programme for each current year.

The Plan is subject to revision of a quarterly basis, to reflect changes the C&AG may feel appropriate to make to her work programme in light of changes in the risks identified; for example as a result of matters brought to her attention by the PAC, Members of the States Assembly, officers of the States and others.

The C&AG advises the PAC of any changes to the plan and a formal update to the plan is published each quarter.

Invitation To Tender

Definitions

'Tender' - This Invitation To Tender (ITT) document in its entirety

'Project' - The project scope defined within this ITT

'Client' - The recipient of the services (Jersey Audit Office)

'Supplier' - The Party (or parties) providing services to the Client

'BYOD' - Bring Your Own Device

Project Background

The scope of this ITT is to replace the incumbent provision of IT support services to the Jersey Audit Office (JAO). These are currently provided by an incumbent supplier and the Solution Requirements below outline the key points of the current service as well as enhancements which are desirable to the JAO.

The current solution is due to expire on 1st April 2024.

The JAO team work primarily remotely from a number of locations (with limited physical presence in Jersey) and have a mixture of BYOD and issued devices of different types and specifications. The core team is composed of 5 members and the overall team headcount (including contractors) is approximately 12 at any one time. Many team members work part time and overall equate to roughly 4-5 FTE.

Solution Requirements

The current solution in place is as follows.

Remote and Phone IT Support, including:

- Corrective Maintenance activities associated with Root-Cause analysis and 'bug fix' activities
- Root-Cause analysis (determination of the root cause of the problem, with measures to correct and prevent further incidence to be taken and reported upon within a 'reasonable' time frame)
- Bug-Fix activities (emergency repairs or remediation to any system which does not comply with the agreed and approved system specification, or which has been

rendered unusable for the purpose for which it was intended) - where such system was put in place by the Supplier

- Assistance with usage of applications (Advice or education on the use of Office 365 components, any bespoke developments in such, or the provided cloud backup solution)
- Assistance with application environment (Advice or education on the use of the Office 365 admin portal and environment)
- User Management (On-boarding of new users, management and off-boarding of existing users).

Applications in Scope

- The existing Office 365, SharePoint Online and Exchange Online environments and configurations in use by the JAO
- Any existing infrastructure which is associated (The Office 365 admin portal)
- The external backup solution (this is currently implemented using Barracuda Cloud to Cloud but any suitable solution may be proposed).

Applications out of Scope

- Third Party or Line of Business applications used by the JAO.

Service Level Agreement and Priorities

- Unlimited number of incidents or questions to be logged
- Unlimited time allocation to resolve said incidents or questions
- Help Desk available 08:30 to 17:30 Monday to Friday excluding UK Bank Holidays
- Voicemail available out of hours for a next-business-day call back
- Level 1, Critical Incidents (Business Critical defects or inoperability where the business cannot be run and no work around is available) to be acknowledged within 15 minutes and resolved within 8 working hours
- Level 2, Urgent incidents (Where major outages or delays are experienced) to be acknowledged within 1 hour and resolved within 2 working days

- Level 3, Low priority incidents (Where an error significantly decreases the functionality of one or more applications, or minor features don't work for most users) to be acknowledged within 2 hours and resolved within 2 working weeks.

Desirable features of future Solution

The JAO are keen to work with their future service provider to make the most of the tools available to them - this may be in the form of further training on how to implement best practices (for instance in SharePoint Online for document organisation), or help with the development of additional tools to integrate with their Office 365 solution.

The ideal provider will be flexible and highly engaged with the desire to make improvements to organisational ability and efficiency as well as providing excellent support and maintenance.

The JAO would ideally like to agree a 3 + 2 year contract with the option to break or extend after the initial 3 year term.

Conditions and Restrictions

- Participation (whether complete, incomplete, successful or unsuccessful) in this ITT shall not preclude any participation in future invitations issued by the JAO
- Submissions shall only be considered for evaluation if they are submitted before the deadline specified and contain all of the requested information
- Applicants acknowledge that should they submit a question regarding this ITT, it is the intention of the JAO to share both questions and the answers given with all parties who have notified of their intention to participate
- Applicants acknowledge that the successful participant will have privileged access to highly confidential information and will be required to conform to relevant standards and protocols (such to be agreed prior to engagement).

Supplier Responses

This section outlines the process that the JAO will follow to fairly publicise and administer this ITT as well as the process which must be followed by candidates wishing to submit a proposal to fulfil the requirements herein. It also describes the criteria against which submissions will be scored and how feedback will be issued.

The JAO has appointed Matt Chatterley of Codentia Ltd to administer this ITT on their behalf.

This role includes matters relating to the issuance of this ITT and communication regarding it – such as questions, registration of intent, response to – however it is noted that his role is limited to administration and advisory and there shall be no involvement in the award of the tender at the end of this process.

Correspondence

All correspondence regarding this tender should be submitted by email to (enquiries@jerseyauditoffice.je).

Timeline

Please note where a date is specified below it shall be taken to mean the end of that business day, e.g. 17:00 GMT.

30 January 2024 - This ITT will be published and the response period will open. The JAO undertake to publicise this tender:

- Directly to the incumbent supplier
- To any other candidate suppliers directly or indirectly known to them
- Via any appropriate industry or trade bodies (such as Digital Jersey, Jersey Business)
- On the JAO website.

There shall be no restrictions on the sharing of this ITT and the JAO would encourage all parties to share it to parties who may have an interest in submitting a proposal to fulfil it.

19 February 2024 shall be the last day upon which questions may be submitted regarding the ITT, its contents, conditions or process(es) (see below). Interested parties are encouraged to submit questions as early as possible after 30 January to allow as much time as possible for this process.

On 22 February 2024 a summary of all the questions which have been raised along with the answers which were provided will be circulated to all those who have expressed an interest in such (see below).

29 February 2024 shall be the last day for the submission of proposals to fulfil this ITT (see below).

1 to 4 March 2024 the short-listing process shall take place as below.

All tenders received will be scored against the criteria below and a short-list comprising of the top three scoring proposals (or all top scoring in the event more than three proposals are tied) shall be short-listed for further consideration.

March 6th 2024 - Time shall be set aside for a series of short, informal meetings (no prepared presentations will be required) for the JAO to meet the short-listed candidates, in the event this is deemed necessary to facilitate a final selection.

March 11th 2024 - all candidate who submitted a proposal shall be notified on the status of their proposal and the successful candidate shall be appointed subject to contract.

Questions

Interested parties are encouraged to ask questions in advance of submission of their bid. Seeking clarification is considered a positive signal but does not factor into the assessment criteria and there shall be no penalty for asking (or not) questions.

All parties who submit at least one question will be automatically included in the distribution of final questions and answers unless they specifically ask to be omitted.

The distribution of questions will be anonymised where necessary so as not to disclose who asked which questions.

The JAO strongly encourage the submission of questions as early as possible after 30 January to allow as much time as possible for them to be answered.

Submissions

In order to submit a proposal, we would ask for the following process to be followed.

1. Please advise us by email of your intention to submit a proposal as early as possible. This will be considered to be at no obligation but will allow us to conduct initial due diligence in advance - as well as to include you in the distribution of questions and answers.
2. When advising of intention to submit a proposal, please include the answers to the Pre-Qualification Questions below.
3. Prior to 17:00 on 19 February, please submit any questions or requests for clarification. Each request will be responded to as quickly as is possible; in any case a summary of all questions and the responses to them will be shared on 22 February.
4. Prior to 17:00 on 29 February, please submit your proposal following the recommended format below. All submissions will be responded to within one working day to acknowledge receipt.
5. Ensure you are available on 6 March (in the morning) for a physical meeting in Jersey or a teams call (if your physical location precludes such) - should this be required as part of the short-list review process.

Pre Qualification Questions

- Name, Address, Country of Registration, Registration Number
- Number of years Trading
- Approximate annual turnover per year for last 3 years
- Headcount for last 3 years
- Provision of two references to be taken up (only) in the event of short-listing to ensure due diligence can be completed satisfactorily
- Does the organisation hold Cyber Essentials or any other relevant certifications?

Recommended Proposal Format

Please include the following in your proposal.

1. Cover page clearly identifying the entity (corporate or otherwise) submitting the proposal. This should also clearly include the relevant contact details.
2. A table of contents outlining the structure of your proposal.
3. Answers to the Pre-Qualification Questions.
4. Specific details of the proposed service offering; also including any observations on ensuring confidentiality of information
5. Specific details of any restrictions within the proposed service offer.
6. An outline (in appropriate level of detail) as to how you feel you would exceed the required minimum level of service.
7. An outline (in appropriate levels of detail) as to how you feel you would like to work with the JAO to improve their ability to make good use of the tools available to them.
8. A table clearly indicating SLAs, prioritisation of requests and response times.
9. A full breakdown of the proposed costs to:
 - a. Provide the proposed minimum service offering
 - b. Provide the suggested extra service (if different)

- c. Provide additional services upon demand (assuming such are detailed as above)

10. Any closing statement which you feel is appropriate.

Assessment Criteria

All tenders will be assessed out of 100 points, which will be allocated on the following basis, adhering to the principles of Most Economically Advantageous Tender (MEAT) assessment.

30 points - Affordability

25 points - Completeness when compared against the current service offering

20 points - Suitability of SLAs, Response Times, Priority definitions

10 points - Ability to exceed and improve upon the current service offering

10 points - Cultural fit between the proposed supplier organisation and the JAO

5 points - Quality of and detail expressed within the proposal document

At the end of the tender process, once selection has been completed, each candidate will receive a copy of their scoring along with a short written summary of the assessment of said submission.

Correspondence

All correspondence regarding this tender should be submitted by email to (enquiries@jerseyauditoffice.je).



JERSEY AUDIT OFFICE

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