|  |  |  |
| --- | --- | --- |
| NZ Govt Logo | Infrastructure Support Services Service Framework: Consultancy and Professional Services: ICT Professional Services: Infrastructure Support Services | Company logo |

**Service Definition**

Infrastructure Support Services are contracted by the Eligible Agency under a Statement of Work for ad-hoc support, or for the duration of an activity such as a project. The received services would augment agency team/resource capacity or provide additional skills, capabilities or expertise as required.

The capabilities provided complement those potentially delivered under “Infrastructure Management Services” within the “Managed Services” Channel in the Marketplace. The services may be provided in conjunction or completely independent of any related Managed Service.

Support services may include specific skillsets in the infrastructure areas of, but not limited to, application, server, database, storage/archive, network and or user device support.

**Service Contact Details**

|  |  |
| --- | --- |
| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Summary**

|  |  |
| --- | --- |
| Service Description | Please provide a summary of this service.  This is an opportunity for you to market your service to agencies. |

**Infrastructure Support Services Available** (tick all that apply):

Hardware lifecycle services (e.g. endpoint and core infrastructure hardware installation/repair/replace/ decommissioning)

Software lifecycle services (e.g. installation/update/upgrade/patch/decommissioning)

License usage audit and analysis

Platform migration services

Technical strategy development and review

Global infrastructure services

Business change management services (e.g. business impact, communications, team design)

Business technology planning services (e.g. investment strategy, analysis, etc.)

Business Continuity Planning (BCP) and assessments

Business case development and infrastructure options analysis

Infrastructure project and programme management services

Software integration and development services

Technology change, business impact and readiness assessments

Technology testing services (e.g. test strategy development, test plans, test execution)

Project rollout/implementation plans, documentation, and management

Post implementation audits and project health-checks

Technical training course material and/or certification

Performance measurement, analysis, and optimisation

Risk identification, mitigation, and management

Readiness assessments, management and acceptance

**Technology Specific Support Services Available** (tick all that apply):

Application support services

Server support services

Database support services

Storage/archive support services

Network support services

User device support services

Intrusion protection devices (IPS) support

Network and application load balancers support

|  |  |
| --- | --- |
| Other Technology Support Services Available | Please identify any other relevant infrastructure support services available which are not included above. |

|  |  |
| --- | --- |
| Benefits and Outcomes | Please describe the benefits and outcomes a subscribing agency will realise from this service. |
| Service and Personnel Availability | Provide information on the lead-time to provision this service following procurement by an agency. |
| Case Studies | Please provide at least one case study (in PDF format or URL link) as supporting evidence.  If you are new to the market and do not have case studies, then please describe what your personnel involved as an individual in providing infrastructure support services. |

**Supplier Experience**

|  |  |
| --- | --- |
| General experience in delivering and supporting this service locally in the New Zealand market | Please provide information on local experience relevant to this service. |

**Business Environment Experience for this Service** (tick all that apply):

Small scale business and enterprise environments (less than 500 users)

Medium scale business and enterprise environments (500 – 2500 users)

Large scale business and enterprise environments (2500+ users)

New market entrant (no existing experience)

|  |  |
| --- | --- |
| Specific industry and/or sector experience for this service | Please provide information on relevant sectors and industries that you have delivered this service to. |

**Typical Customer Engagements** (tick all that apply):

Small “simple” engagements (e.g. up to 3 months and based on business unit and one or two services)

Medium engagements (e.g. 3 to 9 months and based on several business units and services)

Large “complex” engagements (e.g. longer than 9 months, with multiple services and vendors)

**Infrastructure Environment Experience for this Service** (tick all that apply):

Customer owned ‘on premises’ infrastructure

Private cloud infrastructure (supplier owned/operated)

Private cloud infrastructure (3rd Party owned/operated)

|  |  |
| --- | --- |
| Public cloud experience | Please provide information on your experience with public cloud environments relevant to this service. |

**Delivery Methodology and Processes** (tick all that apply):

Traditional delivery methodology and processes (e.g. ITILv3/ITSM/SDLC etc)

Modern service management delivery methodology and processes (DevOps, Lean/Agile, ITILv4)

**Accreditation, Certifications and Competencies**

|  |  |
| --- | --- |
| Organisational Quality Management Systems Certification | Please provide information on any certifications held by your organisation (e.g. CMMI -Capability Maturity Model Integration). |
| Managed Services Provider (MSP) Certifications | Please provide information on any MSP certifications held by your organisation. |
| Other Relevant Accreditations and Certifications | Please provide details |

**Pricing Model**

|  |  |
| --- | --- |
| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |