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Planning

Service Desk & Digital Workplace Transformatiojn

NATIONAL GRID UK LIMITED
NATIONAL GRID USA SERVICE COMPANY, INC.

F04: Periodic indicative notice – utilities
Periodic indicative notice only
Notice identifier: 2024/S 000-011885
Procurement identifier (OCID): ocds-h6vhtk-04519f
Published 12 April 2024, 8:49am

Section I: Contracting entity

I.1) Name and addresses

NATIONAL GRID UK LIMITED

Grand Buildings,1-3 Strand

LONDON

WC2N5EH

Email

box.GP.UKBuyer@nationalgrid.com

Country

United Kingdom

Region code

UKI - London

Companies House

04508773

Internet address(es)

Main address

www.nationalgrid.com

I.1) Name and addresses

NATIONAL GRID USA SERVICE COMPANY, INC.

Waltham

US

Email

andy.wright@nationalgrid.com

Country

United States

Region code

US - United States

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.nationalgrid.com

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Service Desk & Digital Workplace Transformatiojn

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

for provision of Service Desk & Digital Workplace Transformation Services across 4 Lots:

1) Unified Digital Support & Governance

2) Cross-Trained L2 and Advanced Specialist Operations

3) Modernized Print Management

4) Efficient Device Procurement and Lifecycle Management

National Grid's mission is to adopt a consolidated approach, in which one supplier offers a comprehensive solution that seamlessly oversees Unified Digital Support & Governance from inception to completion.

By embracing this approach, we aim to enhance accountability across multiple workstreams, scope components, and implementation processes, ensuring efficiency, effectiveness, and success in every endeavour we undertake.

The outcomes of this transformation program are:

• For Lot 1 a cost-efficient (at or below industry median cost as % of revenue) and effective (measured by user satisfaction surveys) service desk across functions including IT, business services, and facilities

• For Lots 1, 3 & 4 a cost-efficient and effective digital workplace services delivery function such as device lifecycle and collaboration experiences.

II.1.5) Estimated total value

Value excluding VAT: 51,000,000 USD

II.1.6) Information about lots

This contract is divided into lots: Yes

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The Lots will be split into the components listed below. Each Supplier may submit a tender for as many of the Lots for which it has qualified. There is no limit to the number of Lots that may be awarded to a single Supplier. When awarding more than one Lot to a single Supplier, National Grid reserves the possibility of awarding a contract combining several or all of the Lots together, via any combination of Lots.

II.2) Description

II.2.1) Title

Unified Digital Support & Governance

Lot No

1

II.2.2) Additional CPV code(s)

• 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

• UKI - London

• US - United States

II.2.4) Description of the procurement

To provide a comprehensive solution that oversees the entire project from start to finish with increased accountability across multiple workstreams, scope components and implementation.

Comprises three components:

1.1 Digital First Resolution

Reducing support workload through automation and empowering digital self-service

a. Employee Journeys

- Develop current and future state end-to-end employee journeys based on end-user personas and best-in-class user experience to maximize self service and automated ticket resolution within IT, HR, Procurement, Record to Report, Order to Cash, Financial Data Reporting and Facilities end-to-end processes support services, including a plan how supplier will implement it in cooperation with NG teams and alignment to NG procedures.

Implementation plan should include necessary supplier resources.

- Design employee journeys to resolve historically L1+ enterprise-wide support tickets through automation, self-service, and when necessary, AI assisted human intervention, including a plan how supplier will implement it in cooperation with NG teams and alignment to NG procedures.

Implementation plan should include necessary supplier resources.

b. Knowledge Management

- Create a centralized support knowledge base containing relevant and updated articles, guides, solutions and FAQs to address common support issues including IT, HR, Procurement, Record to Report, Order to Cash, Financial Data Reporting and Facilities end-to-end processes support issues

- Integrate knowledge base with unified self-service platform and include guided decision trees for self troubleshooting based on employee journeys

c. Workflow Management and Integration

- Design a digital-first resolution solutions/workflows in ServiceNow EC Pro based on employee journeys and self-service opportunities, including a plan how supplier will implement it in cooperation with NG teams and alignment to NG procedures.

Implementation plan should include necessary supplier resources.

- Develop foundational capabilities and support function maturity and identify additional automation opportunities based on best practices, including a plan how supplier will implement it in cooperation with NG teams and alignment to NG procedures.

Implementation plan should include necessary supplier resources.

- Prepare the plan how to integrate workflows within National Grid's systems and applications, e.g., ServiceNow, AI/ Automation platforms, SAP (S4Hana and SuccessFactors), Ariba, etc. in coordination with the NG teams and procedures as well as how they would resource such implementation.

d. AI Chatbot/ AI-Enablement Tools

- Prepare plan for build up and implementation of a virtual agent that will deliver full-serve delivery.

Implementation plan needs include resource and

consider close cooperation with NG specialized team or under their supervision/direction.

- Prepare plan for build and implementing of AI powered tools to assist enterprise-wide support agents such as knowledge management enhancement, agent support chatbot, decision support, automated workflow recommendations, and predictive intelligence. Implementation plan needs include resource and consider close cooperation with NG specialized team or under their supervision/direction.

- Prepare plan for enablement of the automated ticket routing, monitoring, and resolution that would align with NG ecosystem and procedures

1.2 Transformation Management & Optimised Support Model

Drive digital-first resolution and enable an optimal support. Design future state support model for Service Desk and Digital Workplace Transformation grounded on principles listed below but not limited to:

- deliver services with cross-functional teams, promoting operational efficiency and adaptability to specific Business needs, while at the same time addressing unique IT support needs

- enable phased implementation of digital-first resolution for the Unified Service Desk* (starting with IT services) using best in class transformation techniques that aligns with current/ future NG policies and procedures

- delivery of cost efficiency with measurable SLAs and KPIs to track value realization during implementation and BAU

- creation of a strategy for hiring and training of specialised resources (internal and external) to support future state and value delivery

- enablement of continuous improvement in digital employee experience, employee enablement, modern endpoint management, efficient device patching and update, and other strategic enablers of a modern Digital Workplace services function

The successful supplier will establish a transformation management office, document the model using highest industry standards and ensure knowledge transfer from the suppliers to National Grid employees.

*IT, HR, Procurement, Record to Report, Order to Cash, Financial Data Reporting, and Facilities

1.3 - Unified Service Desk

Resolving L1 support needs through an integrated, enterprise-wide service that includes, but not limited to:

- Providing enterprise-wide L1 support utilising a digital-first and AI-enabled resolution strategy with the cross-trained ability to resolve support tickets across IT, HR, Procurement, Record to Report, Order to Cash, Financial Data Reporting and Facilities end-to-end processes.

- Integrating with existing National Grid systems and applications, including enhanced knowledge base, self-service portal, AI-powered agent support tools, SAP (S4Hana and SuccessFactors), Ariba, etc.

UVDB Codes to be registered on Achilles:

2.2.3 IT Consultancy

2.1.3.5 Software Helpdesk Services

II.2) Description

II.2.1) Title

Cross-trained L2 and Advanced Specialist Operations

Lot No

2

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UKI - London

- US - United States

II.2.4) Description of the procurement

Cross-trained and Specialist Agent Pool, developing a right-sized and cross-trained service to drive L2-L4 resolution where human intervention is needed, to include but not limited to:

a. L2 Cross-Trained Services

- Providing L2 IT Operations utilising a digital-first and AI-enabled resolution strategy through multiple operational strategies at Category 1 locations: 9 US and 4 UK sites with potential visits to other office locations

- Integrating with existing National Grid tools and applications, including enhanced knowledge base, self-service portal, and AI-powered agent support tools

- Providing flexible catalogue of services so NG Business Areas can optimize for their needs

- Future State Operating Model - Develop a staffing plan to accommodate current and future state with proposed transition plan; and assist in reviewing and authoring internal role descriptions to meet those needs

b. L2 Field Force Services

- Providing localised operational resource technicians to assist National Grid field force workers and perform rotation site visits to 140-180 National Grid Service Areas in Eastern US locations.

c. L2 24x7 Field Force Storm response

- When inclement weather is imminent, the business changes to "storm duty" operating

model utilizing storm rooms (at site) or storm boards (travel within region) based on severity.

- 24x7 response to be provided during the term of the outage depending on the severity of the event

d. L3 Advanced Specialist Services

- Providing advanced specialist operations for L3 and L4 tickets utilising a digital-first and AI-enabled resolution strategy across the following functions: Devices and Data including VOi, Realtime Collaboration, Content Collaboration including Office365, and Directory Services

- Integrating with existing National Grid tools and applications, including enhanced knowledge base, self-service portal, and AI-powered agent support tools

e. L4 Scalable Services

- Providing engineering and architecture skills as required for DWS operations

UVDB Codes to be registered on Achilles:

2.2.3 IT Consultancy

2.1.3.5 Software Helpdesk Services

II.2) Description

II.2.1) Title

Modernized Print Management

Lot No

3

II.2.2) Additional CPV code(s)

- 30232100 - Printers and plotters

II.2.3) Place of performance

NUTS codes

- UKI - London

- US - United States

II.2.4) Description of the procurement

Delivering a user-friendly and comprehensive print management service

1. Manage Print Services:

a. Provide and manage comprehensive print services including usage monitoring, mobile and remote printing, authentication and security, fax services, office 365 integration, IoT integration, scanning, and printer operations and support

UVDB Codes to be registered on Achilles:

2.6.3.4 Print Management Services

II.2) Description

II.2.1) Title

Efficient Device Procurement & Lifecycle Management

Lot No

4

II.2.2) Additional CPV code(s)

- 30213000 - Personal computers

II.2.3) Place of performance

NUTS codes

- UKI - London

- US - United States

II.2.4) Description of the procurement

Acquiring high-quality, cost-effective laptops that meet the needs of National Grid employees

1) Laptop Procurement Services:

a. Guide the selection and manage the purchase, pre-provisioning (including National

Grid user guide), and delivery of laptops based on organizational needs and allocated budget, while maintaining accurate asset records

UVDB Codes to be registered on Achilles:

1.5.2 Computer Hardware & Accessories Portable

II.3) Estimated date of publication of contract notice

29 April 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of expressions of interest

Date

26 April 2024

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.3) Additional information

Out of Scope:

The following IT support services are out of scope:

• Mobility services including Mobile Device Services, Mobile Device Management, Mobile Device Security and Policy Compliance, Mobile Application Management, and Mobile Expense Management Services

• Onsite Tech Bar will be handled through Onsite Services and will not be considered a separate service

• Additional Executive and VIP Support services will be provided internally

The following enterprise-wide efforts pertaining to support are out of scope for this RFP:

• Unified Service Desk Platform: Providing and transitioning to one, enterprise-wide support platform such as ServiceNow

This revised PIN entirely replaces the PIN issued on 20 February 2024 reference 2024/S 000-005532 which is now cancelled.

Achilles Registration:

Further to the enclosed PIN, please indicate your expression of interest and confirmation of registration of ALL UVDB codes for each Lot by emailing andy.wright@nationalgrid.com and kimberly.nguyen@nationalgrid.com

You must be registered against ALL UVDB Codes within each Lot in order to receive the Contract Notice and be invited to the Pre-Qualification Stage.

Please clearly state for each Lot your interest and current status, i.e.: Lot 1

Interested? Yes/No If Yes,

- Fully registered on Achilles against UVDB Codes? Yes/No

- Partially registered

- Not registered at all

Desta Wheeler (desta.wheeler@achilles.com) can support any issues with completion of your registration process on Achilles ahead of the qualification event commencing 29 April 2024.

Only suppliers correctly registered on the correct UVDB codes by 26 April 2024 will receive the PQQ.