Research and Consultancy Services for the IT Services of the City of Reykjavik

This Request for Information (RFI) is a preliminary market consultation whose purpose is to request information from potential bidders that would be capable of providing a comprehensive Research and Consultancy Service for the Information Technology (IT) Services of the City of Reykjavik which include:

- Access to database of extensive research, surveys, vendor analyses and templates throughout the whole IT technical stack for enterprise environment.
- Consultants and experts in IT in all levels from technical, licensing, budgeting and cost models that can give expert services in IT from strategic services, organizational structure and different deep dive in special IT services throughout the technical stack.

This notice is an RFI only, but not a call for tenders.

There is no guarantee that this RFI will result in a call for tenders or contracts of any kind.

Responding or not responding to this RFI will not in any way affect potential bidders in any potential future tender processes.

Parties should note that participation in this preliminary market consultation is not a prerequisite to participate in any possible subsequent procurement process. The City of Reykjavik is committed in ensuring that all parties are treated equally.

Description of the procurement and requirements
The buyer, IT Services of the Department of Service and Innovation, is looking for Research and Consultancy service for the City of Reykjavik (here after "the Service").

The Service needs to:
1) include *independent research, analysis and consultancy* services within Information and Communications Technology (ICT) and the supplier market, namely:
    a. technical analysis or consultancy services;
    b. computer-site planning consultancy services;
    c. computer audit consultancy and hardware consultancy services;
    d. systems consultancy services;
    e. software consultancy services;
    f. data analysis services;
    g. enterprise architecture consultancy services;
    h. solution architecture consultancy services and
    i. security architecture consultancy services.
2) include access to suppliers; and
3) be based on peer level advisors and partnership.

The requirements are:
- ✓ proven and well-defined methods based on best practice for classic challenges within IT and the organisation of IT;
- ✓ IT strategy;
- ✓ sourcing;
- ✓ management of IT for governments and local municipals;
- ✓ portfolio management;
- ✓ enterprise architecture;
- ✓ application modernisation and
- ✓ IT cost optimisation.

In accordance with the above requirements the Service must fulfil the requirements below:

The Service provider's **analysis** should be based on:
- proven analytical models for technology development, maturity and circulation;
- proven analytical models for ranking and positioning of suppliers in various markets and technology areas and
- well defined and recognised research processes.

The service provider **research database** should:
- contain high quality research documents which are reviewed regularly to ensure they are relevant in the current IT landscape;
- be completely objective, independent from other parties/stakeholders outside and other entities within the organisation (independent source) and meet quality standards.

The **service provider** shall be able to provide **membership-based contracts/services,** or similar**,** with a fixed price for the various services and with well-defined deliverables such as:
- role-based portals;
- access to analysts within the programmes;
- access to analyses, methodologies, templates and tools included in the various programmes and available on the internet through dedicated portals;
- analyses both at the strategic level, including reference architectures, as well as specific, tactical advice on implementation.

The service provider shall be able to provide **role-based programmes**, or similar:
- designated portal with relevant content for each individual role;
- analyses, methods and tools that address problems encountered in the different roles;
- easy to configure the portal for a person's own needs and
- network possibility with other members who have similar service or role.

The service provider shall be able to provide a **programme for IT managers and the IT unit**:
- at least one of the programmes offered must address the senior management within IT (CIO);
- at least one of the programmes offered must address the IT unit's managers in general;
- coaching of both strategic and tactical nature according to fixed patterns and the need for IT senior management and selected IT management roles;
- at least two network meetings annually with other IT managers from the public sector;
- possibility for team-based delivery of IT management and the IT unit in general and
- support the IT unit in achieving business goals through effective use of technology.

The service provider shall be able to cover most **aspects** of the IT industry including:
- consultancy services to end-user organisations based on interviews, analysis and daily contact with other, equivalent organisations, amongst other things, to prepare best practice within different areas in application of technology in the organisations;
- monitoring of the participants (the suppliers) in different technology markets, for example when ranking suppliers within a given market, assessing of the supplier's own development based on approved methodologies;
- monitoring technology trends for use, analyses of the impact technology can have in various parts of society, analyses of the various phases a technology undergoes from conception to commercial availability in the market and in daily use in organisations;
- monitoring the market with market analyses that includes statistics on market shares, forecasts and market trends. The analyses should be both qualitative and quantitative in nature and
- wide offering of professional conferences, seminars and symposiums.

The service provider shall provide **consultancy** services in close conjunction with and based on access to the same research and analysis material offered through the subscription services

and consultancy services shall be provided within the buyer's methods and professional areas mentioned above.

The buyer's **environment** is currently as follows:
- The City of Reykjavik is both the largest municipality and the largest workplace in Iceland and has around 11.000 employees and 15.000 students which the IT Service provides services to.
- Over 300 locations.

Interested suppliers are requested to send in the following information:
a. Name of the service provider, location and contact information.
b. Please provide a description of all currently supported services offered by the supplier and a description of how the service meets the above requirements of the buyer.
c. Please provide an example of a pricing model.
d. Please provide an example of a service agreement.
e. Please also provide a rough cost estimate for the services provided cost per year.

Participants are welcome to share further information if available.