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| NZ Govt Logo | Secure Email Management and Administration Services Service Framework: Managed Services: Infrastructure Managed Services: Secure Email Management and Administration Services | Company logo |

**Service Definition**

Secure Email Management and Administration services implement the configuration, monitoring and optimisation of the Participating Agency’s email services to meet NZ Government recommendations and agency requirements for security settings. Examples include, but are not limited to, configuration of Sender Policy Framework (SPF), DomainKeys Identified Mail (DKIM), Domain-based Message Authentication, Reporting and Conformance (DMARC), Mail Transfer Agent – Strict Transport Security (MTA-STS), email connectors and Data Loss Prevention (DLP).

The services may be to implement or configure these security settings, and/or to provide ongoing management through ongoing reporting (e.g. DMARC) and responding to changes in the Participating Agency’s email environment. All configuration will be documented, and managed in line with the requirements of the Participating Agency.

**Service Contact Details**

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

**Service Summary**

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

**Secure Email Management and Administration Services Available** (tick all that apply):

Real-time and proactive monitoring

Configuration management and documentation

Quality assurance, testing and configuration validation Services

Sender Policy Framework (SPF)

DomainKeys Identified Mail (DKIM)

Domain-based Message Authentication Reporting and Conformance (DMARC) Configuration

DMARC Reporting service

Mail Transfer Agent – Strict Transport Security (MTA-STS)

Email Connectors

Data Loss Prevention (DLP)

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| Other Secure Email Management and Administration Services | Please identify any other relevant application management services available which are not included above. |

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| 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 do not have case studies, then please provide at least one use case. |

**Supplier Experience**

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| 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)

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

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

Microsoft Email solutions

Google Email solutions

Other email solutions including specialist DLP or filtering solutions

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| 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**

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| 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**

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| 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 |