

IT Support Contract 2021 draft

Introduction

Thetford Town Council (TTC) is inviting proposals from suitably qualified organisations for the technical support, proactive maintenance, administration and upkeep of their IT Infrastructure at The Carnegie and satellite locations.

Timetable

The timetable for this procurement is:

Stage , Dates

Issue of Invitation to Tender , 04 April 2021

Submission of Bids , Midday 29th April 2021

Opening of Tenders , 30th April 2021

Anticipated date of award of Contract , 6th May 2021

Contract commencement, 30th Jun 2021 (preferred)

Your bid must be returned no later than the date and time stated in the timetable. Bids received after this date will not be considered.

Evaluation Criteria

The evaluation will be undertaken by the Town Clerk and Chair of Personnel and will be broken down into the following parts:

15% Service level

15% Proactive Management

10% Security Management

10% Support structure

5% Project work

45% Price

When TTC undertake the evaluation, TTC will assess how well each of the criteria, important for successful delivery of this contract, has been satisfied. Please ensure the responses given are clear, concise and complete to ensure proper understanding.

Schedule of equipment and Locations

Locations

Guildhall, Thetford IP24 2DS

Carnegie Room, Thetford IP24 2DS

Equipment:

16 x Lenovo tabP10 for councillor's emails and meetings (no data provided)

6x HP250 G7

1 x Pro book 450G4

5x HP285G3

2 xHP290G1

Service Level Agreement

TTC require the following services as part of an inclusive fixed fee contract.

Service Level

The following are labour inclusive maintenance & support services to provide:-

Monday to Friday 0830-1730

1 hour telephone and remote response for initial investigation and fault diagnosis.

Next business day on-site service for TTC escalated faults.

4 hour rapid on-site response for major system failures. For the purposes of this tender major system failures will include all failures that prevent TTC from:

Sending and receiving of email

Inability to login

Inability to access network resources

Inability to access the Internet

Where appropriate the respondent must demonstrate their ability to provide 24x7 support for:

Continuation of telephone and remote support for escalated faults.

Continuation of on-site support for major failures.

The respondent shall maintain documentation relating to network deployment configurations; including network server configuration; Internet and Email configuration; user account and passwords.

The council uses Microsoft 365 for its staff and councillor emails, with teams for the virtual meetings. There are 20 staff and 16 councillor users.

TTC use the following programmes which would be hosted on the providers cloud.

1. Sage 50 cloud
2. Realtis
3. Scribe

All Microsoft licensing is to be documented, updated and provided to TTC as and when necessary.

TTC has contracted a FTTC Broadband service from a third party. The respondent will be responsible for the on-site management of the internet equipment and liaison with the third-party broadband supplier.

The respondent shall liaise with all third-party manufacturers where warranties exist for key hardware.

The respondent shall provide all labour for the repair of all hardware not within warranty.

Proactive Management

Respondents must state how they will deliver:

OS and patch management for all Windows devices listed in the hardware schedule

Daily Backup management

Performance monitoring for on-site and off-site backup

Maintain & Review configurations for Anti-Spam

Performance optimisation management

Switch performance monitoring

Network Management

Security management

Maintain and monitor Anti-Virus

Maintain and monitor Endpoint security

Maintain and monitor Firewall management

Maintain and monitor Office 365 Security Admin centre

Maintain and monitor Office 365 Compliance Admin centre

Maintain and monitor Email security

Please provide pricing based on the service level agreement above and against the schedule of equipment.

Pricing Structure

All pricing must be based on the service level agreement above and the schedule of equipment and our current staffing levels. We have 20 staff and 16 councillors.

Please provide pricing for a 3 year support contract.

Please provide a price for proactive management if not included in contract price.

Terms and Conditions

Please provide a copy of full terms and conditions.

About You

Companies wishing to be considered should submit a brief company profile. The profile should

indicate relevant expertise, extent of the support service available and staff who would be engaged in delivery of the same.

Please include the following:

Health & Safety Policy

Data Protection Policy

Public Liability Insurance

Product Liability Insurance

Accreditations of organisation

Please detail relevant technical accreditations for your organisation

Support procedures

Please detail your support processes.

The respondent shall state how they will provide remote support including software that will be used.

Escalation procedures

Please detail your escalation procedures, identifying key personnel in the escalation process.

When you have a service failure from an individual or team members of staff and sub-contractors, please detail how you will address this above and beyond your complaints procedure

Service delivery reviews

Please detail the format and frequency for your service delivery reviews

Project work

In addition to support services the respondent may be asked to carry out project work. Please provide hourly rates for project work and provide examples of projects undertaken.

In addition, include evidence of successful delivery of fluctuating demands in conjunction with other contracts operated by the same team.

References

Provide details of two clients for reference. References should contain clients with requirements similar to those of TTC and projects undertaken for Councils and other Public Bodies. References should also contain information about the contract (specific products in use, date of contract execution, "go live" data and any services provided).

Tender Submission

Format for Receipt

Sealed inner envelopes to be clearly marked 'Tender – TTC IT Support Contract',
For the Attention of the Town Clerk, Thetford Town Council.

Postal Address: The Carnegie Cage Lane. Thetford IP24 2DS

Tel: 01842 754247.

Deadlines

Quotations to be received by Midday, Thursday 29th April 2021

Winning contractor will be contacted by Wednesday 5th May 2021

Payment terms will be quarterly (on invoice).

Details of the winning contract will be published IAW Local Government
Transparency Code 2014.

Contact name and number: Tina Cunnell, Town Clerk, (01842) 754247.

Tina Cunnell

BSc Hons

Thetford Town Clerk

Dated: **March 2021**