



THETFORD TOWN COUNCIL

APRIL 2021

TTC/21/001

Thetford Town Council is seeking tenders for Support of their IT Systems.

The Town Council is putting out a 3-year contract for the support of Thetford Town Councils IT systems.

For more information, please contact Tina Cunnell, Town Clerk, Telephone (01842) 754247.

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:

Issue of Invitation to Tender, 08 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 this timetable. Further information on the how to submit bids is set out further in this document. 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 scored on the following criteria:

15% Security

15% Proactive maintenance

10% Support structure for staff and councillors

5% Project work

55% 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 enable this evaluation to be undertaken.

Schedule of equipment and Locations

Locations:

Guildhall, Thetford IP24 2DS

Carnegie Room, Thetford IP24 2DS

TTC 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 which will form part of a Service Level Agreement.

Service Level

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

General availability 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 Microsoft Teams for 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
- Security management
- Endpoint security performance monitoring
- Maintain Anti-Virus and Anti-Spam
- Review configurations for Anti-Spam
- Performance optimisation management

Network Management

Firewall management and maintenance

Switch performance monitoring

Staff and Councillor support procedures

Please describe support procedures.

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

Pricing Structure

All pricing must be based on the service level agreement above taking into account the schedule of equipment provided.

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 that impact on pricing should also be clearly set out.

Other information to be submitted in the tender bid

About Your Organisation:

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

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

Post, by hand or courier.

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

This is to comply with our financial regulations.

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

Telephone: 01842 754247.

Deadlines

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

Winning contractor will be contacted by Wednesday 5th May 2021

Details of the winning contract will be required to be published on our website and other information in accordance with the Local Government Transparency Code 2014.

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

Tina Cunnell

BSc Hons

Thetford Town Clerk

Dated: 8th April 2021