

Invitation to Tender: Digital Inclusion project IT equipment supply and set-up

1. Introduction

The New Anglia Local Enterprise Partnership (LEP) is bidding to the European Social Fund (ESF) for 100% funding to deliver a Digital Inclusion project across Norfolk and Suffolk, bringing laptops, Chromebooks and associated data allowances and key software to digitally excluded individuals participating in ESF projects in the area.

We will seek to appoint an IT support and services company to deliver the supply and set up of the equipment needed, as set out in this tender. The funder timescale and requirements are challenging so we are looking for proven flexibility, reliability and commitment to deliver against the tender specification.

2. Background

The European Social Fund has issued a highly time-limited [opportunity](#) under Investment Priority 4.1 *Addressing the Digital Divide in response to Coronavirus*, to apply for funding to purchase and supply digital equipment and pre-paid data for participants in ESF funded projects. New Anglia LEP is applying for funding through this opportunity to provide equipment to participants in a number of [ESF-funded projects in Norfolk and Suffolk](#). The completion date for all spend under the funding opportunity is 31 December 2020, so there is a significant time pressure driving the delivery of the activity, while quality and value for money must not be compromised.

The project will prioritise the equipment needs of:

- Participants with no suitable digital equipment to look for job opportunities, complete application forms or build their digital skills to improve their employability.
- Participants who need to complete online training to retain or progress within employment but are unable to do so because they cannot access the usual workplace equipment or have other digital access issues caused by the pandemic.
- Participants who are completing online training as part of their apprenticeship but are unable to do so because they cannot access the usual workplace equipment or have other digital access issues caused by the pandemic.
- Participants with limited or no access to data because of their individual circumstances, or suffering from 'data poverty', unable to afford home broadband.

All participants will have to demonstrate their need for equipment as part of their registration for the scheme.

3. Objectives

The purpose of this contract is to source, supply and set up digital equipment within the timescale and budget outlined here, to projects and participants within the ESF programme. The successful contractor will set up, distribute, and answer initial snagging queries on the equipment to the end of December 2020. They will also assemble handover packs for participating projects with all the information they need to be able to take on the management of the equipment from January 2021.

4. What is Required

Laptops and Chromebooks in a ratio of 2 Chromebooks to every 3 laptops which can be obtained, set up and distributed by 4 December 2020, with an order date week beginning 26 October.

Laptop specification as a minimum - 14" or 15" screen, Windows 10, Intel i3 or i5/Ryzen 3 or 5, 256GB hard drive, 8GB RAM.

Tenders should cover equipment which is readily available now, but should explain the steps the bidding organisation will take to manage any supply issues at the time of ordering. They should address value for money, durability and reliability of equipment.

All devices supplied to be set up with:

- Access controls such as the ability to limit administrator access
- Software installation restrictions
- Anti-virus / anti-phishing / anti-ransomware controls
- Internet filtering to limit access to inappropriate websites
- Device tracking
- The facility to remotely wipe the device of data if required
- Microsoft Office

Tenders should explain the simplest and most user-friendly method of achieving this specification.

Tenders should also include a proposal for providing to participating projects:

- All login information and detailed instructions for managing anti-virus and other restrictions on equipment purchased
- A 'Get Started' guide for participants using their machines for the first time with a simple demonstration video as well as easy to use notes illustrated with screen shots.
- Set up snagging support from supplying equipment to the end of the contract.

Tenders should also include the cost of delivering equipment to up to 10 locations across Norfolk and Suffolk to hand over to project teams.

NB. data dongles and laptop bags are part of the project but will be supplied directly by the LEP to projects.

5. Budget

There is a budget of up to £175,000 (including VAT) for completion of this project. One or at most two payment points may be agreed with the successful contractor at an inception meeting.

6. Project Management and Monitoring

The project will be managed by New Anglia LEP, with day to day contract management from the LEP Office & HR Manager and Funding Manager. Time management is critical to the project so contact will need to be daily during the crucial weeks of project delivery. The successful organisation may need to join some meetings with participating projects to discuss distribution and set up and this should be factored into project cost.

Invoices submitted will require a detailed breakdown of costs to be agreed with the LEP.

7. Timescales and milestones

- Proposals should be with **the LEP by 5pm 14 October 2020**
- Selection of successful contractor **15 October 2020**
- Contract issued **26 October 2020**
- Handover packs for projects and set up instructions available by **6 November 2020**
- Distribution of set up equipment and snagging from **16 November 2020**
- All equipment with projects by **4 December 2020**
- Project invoice and sign off – by week beginning **21 December**, details to be agreed.

8. Tender process

Tenders must address all the requirements and be in the format requested below. Tenders not in this format will not be considered.

Applicants are requested to provide core information in summary form with detail in appendices. The following must be supplied:

- Organisation identity including name, address, telephone number, e-mail address, company registration number, VAT registration number and website address (if applicable)
- Details of the main point of contact within the organisation for this tender
- Name, address, telephone number and e-mail address of any third parties involved in this tender
- A brief outline of the methodology and itemised costs against the key requirements
- Examples of work previously undertaken which demonstrates the ability to deliver against the specification
- A list of key personnel to be deployed on the project and details of their previous relevant experience, along with details of the day inputs by level against each element
- References of three organisations you have worked with on relevant projects in the last three years.

Applicants will be shortlisted based on their initial tender submissions, with shortlisted applicants being invited to pitch their proposals to a panel. Submissions will be assessed on their ability to deliver:

Value for money – weighting 30%

- Deliverability within the timeframe – weighting 70%, made up of:
 - Robust and flexible methodology and approach – weighting 15%
 - Understanding of the needs of projects and participants 15%
 - Ability to obtain and set up equipment to the timeframe given, and to manage supply issues, while maintaining value for money and quality – 40%

Each element will be scored using a model of 1 to 5, where 1 is poor / does not meet criteria and 5 is outstanding / exceeds the criteria.

Short-listed companies may be asked to a short video meeting on 15th October 2020 to discuss their tender.

9. How to apply

Tenders must be completed in accordance with the format specified above. Tenders which are incomplete will not be evaluated.

Tenders should be submitted in Word or PDF format and should not exceed 10 pages no later than 5pm on **14th October 2020** to the email address below. Tenders delivered after this time will not be considered.

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