



INVITATION TO TENDER

St Helens Chamber – Server / Network Support and Backup / DR

TENDER REF NUMBER:

2019/03

PREPARED BY: Dave Ball

DATE: 22 / 10 / 2019

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22nd October 2019

Dear Sir or Madam,

Subject: Server / Network Support, Backup Solution and Disaster Recovery

You are invited by St Helens Chamber ("the Chamber") to submit a tender for the above services.

Tender Timetable

Deadline for submission of questions (4pm deadline)	Friday 1 st November 2019
Questions answered by St Helens Chamber	Wednesday 6 th November 2019
Return of Tender submission 4PM	Friday 15 th November 2019
Notification to Short-listed tenderers	Friday 22 nd November 2019
Tenderer presentations	Week commencing Monday 2 nd December 2019

It is the Chamber's intention to award the contract by Friday 6th of December 2019. However if we have reached a decision sooner than this, we will notify accordingly.

You are required to return one electronic version and one original hardcopy proposal, clearly marked as such. Tenders must be returned using the enclosed return label and in accordance with the 'Instructions to Tenderers' (in particular point 7), to:

Dave Ball
St Helens Chamber Ltd
Salisbury Street
Off Chalon Way
St Helens
WA10 1FY

This procurement process will be managed by Dave Ball, where any queries should be directed in the first instance by email purchasing@sthelenschamber.com

Yours faithfully

Dave Ball
IT Manager

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1. INSTRUCTIONS TO TENDERERS

1. Tenders must be submitted in accordance with these instructions and any further instructions contained in other documentation issued by the Chamber.
2. Alterations: The tenderer may not alter this document. Any proposed alteration is to be given in a separate letter accompanying the tender.
3. Non-compliant or incomplete tenders: Tenders will not be considered if any of the requested information is not supplied with the Tender.
4. Tenderers must submit a compliant bid based on the structure as outlined in this document. However, if tenderers wish to submit a variant proposal, they must do so separately and this must be in addition to a compliant bid and annotated accordingly.
5. The address label enclosed (see section 4) must be used for the return of the tender. Envelopes/packages must be plain and must not show any reference to the tenderer's identity. Please place the tender Number label on the front of the return envelope. Tenderers should note that this also applies to any tenders sent via courier. Tenders without the label or in envelopes, which in any way identify the tenderer, may be rejected.
6. Tenders must be returned to St Helens Chamber, Salisbury Street, off Chalon Way, St Helens WA10 1FY, as per date stated at the front of this Invitation to tender document. Tenders must be delivered either by post or by hand to the reception desk, ensuring that a member of staff notes the time and date of receipt, as tenders delivered otherwise may not arrive on time.
7. Tenders will be received up to the time and date stated. It is the tenderers' responsibility to ensure that their tender is received on time. The Chamber does not undertake to consider tenders received after that time unless clear evidence of posting via the Post Office is available (i.e. a clear black postmark and/or certificate of posting). **Late tenders franked with the tenderers' own franking machine will automatically be rejected, as will late tenders dispatched by methods other than via the Post Office.**
8. Facsimile and telephone: **Tenders will not be considered if sent by these methods.**
9. The tender should be completed legibly in black ink, black ballpoint or clearly typed.
10. The Chamber does not bind itself to accept the lowest tender or any tender at all and reserves the right to accept the whole or part or parts of any tender. The Chamber shall not be responsible for any costs incurred by the Contractor in preparing the tender.
11. Prices shown must be exclusive of VAT.
12. Confidentiality of tenders: The tenderer must not inform anyone else of their tendered price. The only exception is if the tenderer is required to obtain an insurance quotation to calculate the tender price then the Tenderer may give details of their bid to the insurance company or brokers, if requested.

13. The tenderer must not try to obtain any information about any other party's tender or proposed tender before the contract is awarded.
14. Trading names/invoicing: Where invoices will be rendered by, or payments made to, an entity whose title differs in any respect from the title in which the tender is submitted, full details must be provided in a letter accompanying the tender. Successful tenderers who fail to provide this may experience delays in payment or non payment of their invoices.
15. Except where the Chamber considers that questions are not material to the procurement process and the fullest understanding of its objectives, such questions and their subsequent replies will be disseminated to all tenderers. Tenderers should note in relation to all responses to questions in connection with this Invitation to tender that the Chamber makes no guarantee that such information in response to questions will be made available and is not warranting its accuracy.
16. Tenderers should note that during this entire tender process they must not contact any of the Chamber's Board Members, Executive Directors, employees or advisers or any third parties connected to the Chamber or any advisers to this procurement, with regards to the tender, outside of the process outlined within this section and elsewhere within this document.
17. The Chamber reserves the right, at its discretion, to request clarification in writing, or further relevant information, from any tenderer post submission of the tender response by such Tenderer.
18. Eligibility: Any change that is considered material by the Chamber as to the identity or control of a tenderer, or in the eligibility of a tenderer, happening before or after the tenderer has submitted its response to the Invitation to tender, will lead to its disqualification. Where the tenderer is a consortium, the lead consortium member must remain the same as when originally shortlisted. The full consortium membership must be disclosed and set at the time of submission of the Invitation to tender response and there must be no material changes in the consortium after the tender submission. The Chamber must be advised of any change in the consortium membership or in the principal relationships between members of the consortium.

19. Freedom of Information Legislation

1. The Chamber may be obliged to disclose information provided by Tenderers in response to this Invitation to Tender under the Freedom of Information Act 2000, all subordinate legislation made under this and the Environmental Information Regulations 2004 ("the Freedom of Information Legislation").
 2. Tenderers should be aware that the information they provide could be disclosed in response to a request under the Freedom of Information Legislation. The Chamber will proceed on the basis of disclosure unless an appropriate exemption applies. Tenderers should be aware that despite the availability of some exemptions, information may still be disclosed if the public interest in its disclosure outweighs the public interest in maintaining the exemption. No response to this Tender should be covered by a general statement regarding its overall confidentiality; instead any specific areas of confidential information should be highlighted in accordance with paragraph 3 below. The Chamber accepts no liability (including for negligence) for loss as a result of any information disclosed in response to a request under the Freedom of Information legislation.
 3. Tenderers must highlight information in their responses which they consider to be commercially sensitive or confidential in nature, and must state the precise reasons why they consider this.
 4. The Chamber will use reasonable endeavours to consult with tenderers over the release of information which is highlighted by them as commercially sensitive or confidential.
20. If the Tenderer is in any doubt as to the interpretation of any part of the tender documents, you are invited to email purchasing@sthelenschamber.com have the matter rectified and or clarified.
21. Please submit your enquiry in writing (letter or email) by 4pm Friday 1st November 2019. The Chamber will answer your enquiries by Wednesday 6th November 2019.

2. INVITATION TO TENDER

2.1 Background

The Chamber

The Chamber is a unique organisation, borne out of a desire by local businesses, partners and the broader community for a private-sector led organisation to contribute to the economic success of St Helens, its businesses and residents.

The Chamber currently has the following roles:

Membership – we are at heart a business membership organisation, understanding and representing the views of our Members and helping to meet their needs.

Business – we aim to improve business performance by delivering a range of business support which includes intelligence, networking, grant support, winning new business and exporting.

Enterprise – we aim to inspire the entrepreneurs of tomorrow by bringing businesses and schools closer together and we deliver an effective business start-up programme for anyone wishing to set up a new business.

Employment – through our employment arm, Starting Point, we offer help and support to unemployed people to get back into work, and offer help to employers to recruit staff.

Training – we help to develop the workforce to its full potential by providing bespoke training solutions meeting employers' needs, many of which are free of charge or subsidised.

Our success was recognised by the award of "Chamber of the Year 2016" at the British Chambers of Commerce National awards. We also won this award in 2007 and 2010 – making us the only Chamber to win three times. We are accredited to Investors in People Gold Standard and in 2017 we were awarded the Queens Award for Enterprise. We are rated "Good" by Ofsted, with "Outstanding" for the personal development, behaviour and welfare support we provide for our students.

St Helens Chamber is a successful business support, training and employment organisation, operating as a private sector, not-for-profit business. The Chamber has an approximate annual turnover of £5m and a staff of 115. Our real strength is that we have moved beyond the typical 'Chamber of Commerce' model, and have recognised the role that the private sector can play in the broader community. Our core mission is "To support our Members and the community to enhance the economic success of St Helens businesses and people".

2.2 Specifications & Term of Appointment

2.2.1 Specifications

St Helens Chamber is seeking a provider to supply Server Support / Network Support / Backup Solution and Disaster Recovery.

Current Background on Infrastructure.

This contract is to work alongside St Helens Chambers in house IT team to provide both Server Support and Disaster Recovery.

Currently St Helens Chamber network infrastructure consists of a full virtual server environment utilizing Microsoft Hyper V 2012.

All Virtual servers are Microsoft Windows Server 2012R2. Our licensing is for Microsoft Data Centre. We are also running Microsoft Exchange 2013.

All Server Hardware is HP. The Chamber has a HP C3000 chassis and 3 x HP BL460c Gen 8 blade servers, connected to a HP SAN via HP fibre brocade. The SAN is a mix of RAID 10 and RAID 5 disk arrays.

All Server and SAN hardware is covered by HP Carepack.

The Chamber runs a local domain "STHC.LOCAL" with approx 115 staff users. This is provided by two windows 2012 R2 domain controllers running active directory. We are currently migrating all our users to Windows 10 PRO. This will be completed by the time the contract is in place. The Chamber has multiple classrooms, office suites and other IT based facilities.

NOTE. THIS IS SERVER AND NETWORK SUPPORT ONLY AND NOT DESKTOP SUPPORT.

Chamber Network

St Helens Chamber runs a complex network environment. Internet connectivity is currently provided by a Metropolitan Area Network. This is delivered to us by an ISP managed CISCO switch to our ground floor coms room.

On the CISCO switch we have three managed VLAN ports. One of these connections provides the Chamber internet through the firewall. The second provides our Enterprise Greenhouse with internet connectivity and the third connection is currently utilised for disaster recovery.

The Chamber has a Watchguard XTM370 firewall to protect our network from external threats.

All switches are HP Pro Curve manageable switches and are configured using VLANs.

Alongside this we use a SonicWALL SRA 4200 SSL device. This allows users to connect securely through to the Chamber network over SSL encryption using the DELL Net Extender app.

We have another building based in the Town Centre called Clickworks, connectivity to this site is a 100MB 1:1 LES fibre circuit provided by BT.

The Chamber uses a secure Ruckus wireless network, which presents as 4 available SSIDs. The Chamber Staff Network is only accessible by designated Chamber staff, via a NAP server linked through to Active Directory for authentication. If the user's laptops or user name is not in the appropriate access group it will not let you gain access.

Our Chamber BYOD network, this is aimed at user's tablets and mobile phones. This network is encrypted and requires a wireless access code that only the Chamber IT staff knows. If a member of staff would like their phone or tablet adding then IT services must add it for them.

The public network is another separate VLAN and passwords are available on reception. This is completely segregated away from any Chamber network access using a custom zone on the WatchGuard. All wireless internet connections run through the WatchGuard firewall – all traffic is monitored and logged via WatchGuard dimensions.

The ground floor of the Chamber's head office building contains approx. 30 fully serviced offices, these are on lease to tenants. The Tenants WIFI connection is firewalled separately to the Chamber firewall and the connection goes through a SonicWALL NSA firewall. This is monitored by the SonicWALL analyser tool. Each individual office has its own segregated network.

The Chamber uses Sophos for its antivirus. This is a cloud-based AV and managed by St Helens Chamber IT staff.

Current Backup solution

St Helens Chamber run a resilient backup system. Currently the Chamber uses Storage Craft back up software.

All servers are backed up live to an independent HPE SAN storage controller with a large array of disks. This backs up each of our primary servers every 30 minutes. Storage Craft also backs up the data over a WAN to a secure UK data centre.

Backup and Recovery

Day to day recovery is accessible by Chamber IT staff. The Storage Craft disk is mounted, once mounted the lost / corrupt file can be recovered and copied back to its original location.

Our current retention policy is:

- 3 days of incremental backups (each hourly backup)
- 12 days of daily backups (the above backups consolidated)
- 31 days of weekly backups (the above daily files consolidated)
- 3 months of monthly backups (the above weekly backups consolidated)

Our current Storage Craft backup solution (and DR) are provided by our present IT Support Contractors. They provide all hardware and software for our backup solution and DR. Should we move

to a new provider they will be taking all equipment back and the new provider will have to offer a suitable alternative onsite backup solution.

Disaster Recovery

Currently our recovery to the cloud in the event of a 'Disaster' is 24 hours. St Helens Chamber finds this to be an acceptable time frame to be up and running again in a DR situation.

Definitions of a 'Disaster'

Any accidental, natural or man-made malicious event, which threatens to, or does disrupt normal operations or service for sufficient time to affect significantly, or cause failure of, the organisation'
Source: Computer Services Association

- Loss of or damage to our core server network due to fire, flood, theft, terrorism and other perils.
- Prolonged failure of the supply of electricity to the core server network. (Forecast at more than 24 hours).
- Serious erasure, destruction, corruption or distortion of data \ software that renders the system unusable.
- Physical loss of or damage to premises in which the core server network is located that renders the system unusable.
- Loss of access to the premises in which the core server network is located.
- Complete failure of a RAID array.
- Where warranty replacement parts will take more than 24 hours.

Should a DR situation occur, all the servers and data are recovered from the data centre and users can gain access via a terminal server, we have a 24 hour recovery service.

We complete a DR test once a year. The IT manager picks four servers at random to be recovered, they are then tested to ensure continuity.

We currently have 9 of our servers on back up and DR – they total approx 4TB in size and will slowly continue to grow.

Support Requirements

The Chamber requires all contractors bidding on this tender to meet all the following specifications and agree to all of the Support requirements outlined.

We require all contractors bidding on this to be able to provide disaster recovery, backup solution and server / network support without the use of sub-contractors (exception for this is the use of data centre).

The Chamber currently has 3 x Hyper V servers, 13 x virtual servers and 1 x physical server.

We require support on the 3 x Hyper V servers, 9 x virtual servers and 1 x physical server.

(However as an optional extra, if you would like to include pricing to support all 17 servers, please do so in the pricing section).

Support Services we require are as follows:

- You must have a minimum of Microsoft Gold Partner status. This also must be achieved and not working towards.
- You have achieved and practice an ITIL based (or equivalent) service desk.
- Full support of the Hyper V virtual environment.
- Full support of Microsoft Exchange 2013
- Full support of Windows 2012R2 Server
- Encrypted remote access to all servers to allow easy access for administrative support when required.
- Live monitoring of all servers with proactive maintenance on supported servers.
- Assistance and consultation with any migration / upgrade work. This must also include any Knowledge transfer between external support and Chamber IT staff.
- On Site engineer support if and when required.
- Assistance with Server software installs / support when needed on supported servers.
- Assistance with diagnosis and fixing of hardware and software faults on supported servers.
- Assistance with all network faults.
- Assistance with Security advice.
- Support on all active kit (switches, routers, firewalls), must be highly proficient with HP switching and VLANS, SonicWALL appliances and WatchGuard firewalls.
- Highly experienced with Ruckus wireless networks is essential.
- Support and assistance if required or needed for SQL server would be preferable but not essential.
- Agree to liaise with third party support organisations on behalf of St Helens Chamber if required.
- A clear day rate for any assistance for anything that falls outside of the support contract.
- It would be preferable if an out of hour's infrastructure team was available as part of the support contract. This must be a real person and not a network service agent to carry out any planned out of hours work / restarts / maintenance etc. Please detail this as part of your proposal.
- During this period we would hold regular review meetings with the contract holder.

Back up and Disaster Recovery Requirements

- New Suggested on-site backup solution and implementation (please provide details and costs where necessary in proposal).
- Full Support for backup solution
- Local backup must be accessible by Chamber IT Staff. Please detail any training.
- Onsite IT Team to have choice on performing own restores or have Support Company restore to SLA.
- Live secure replication of data over WAN.
- Full Engineer Support in a system failure or disaster situation.
- 24/7 Disaster recovery service.
- Full support recovering server and network services after disaster recovery situation has occurred to be included in the contract, and not a chargeable extra. For example assisting migration from DR solution to new server equipment.
- Annual DR test at providers premises or off site location to ensure business continuity of back up services.
- Data Centre must be a UK based data centre.
- 24/7 Physical access to data in data centre needs to be possible for named contract holder personal in case of emergency data access required on physical media.
- 24/7 phone number to log a disaster at any time.

The above lists are not exhaustive

2.2.2 Term of Appointment

The service provider will be appointed initially for a term of 3 years commencing 16th of January 2020. Subject to satisfactory annual performance approved by the IT Manager, there is the possibility of being reappointed up to a further 3 year term.

2.3 Evaluation

Evaluation Process

The Invitation to Tender (ITT) will be a two stage process. After initial evaluation of ITT responses against the criteria below, a number of tenderers will be invited to present their proposal the week commencing Monday 2nd December. A decision regarding the award of the contract will be made following a combined evaluation of the ITT responses presentations against the Evaluation Criteria.

Evaluation Criteria

The evaluation and scoring criteria for tenders will be as follows:

All tenders will be evaluated on the basis of the “most economically advantageous tender”.

The Chamber is not bound to accept the lowest priced (or indeed any) tender, and reserves the right to accept all or any part of a tender.

Tenders will be scored out of a maximum of 200 points.

	Evaluation Criteria	Weighting
1	Cost and Value for money of solution offered	30
2	Knowledge and experience of delivering relevant services	30
3	Capability and capacity to deliver the specification, including qualification, memberships and accreditations	20
4	Help Desk SLA	20
5	Three recent client testimonials	15
6	Range of services provided	20
7	On Site Back Up solution Offered	20
8	DR Solution	20

9	Chamber membership and tenderer's base relative to St Helens	10
10	Presentations	15

The Chamber reserves the right to take into account any other relevant considerations that in its absolute discretion it may deem are appropriate.

3 TENDER RESPONSE

3.1 Structure of Proposal

The proposal must be structured as follows:

1. Introduction/covering letter
 2. Response to Section 3.2
 3. Subcontractor Arrangements in Section 3.3
 4. Completed Form of tender in Section 3.4
 5. Pricing as stated in Section 3.5
- **In concurrence to returning your proposal you are required to complete and return the Chamber's Supporting Information Questionnaire with the requested attachments.**
 - Tenderers must ensure that their tender response is submitted in the format described in this document. Where responses are not offered or further information referred to is missing, an evaluation rating of zero will be recorded.
 - All tenders must be complete and offer the most economically advantageous bid available to the Chamber.

CONFLICT OF INTEREST

Where a conflict of interest exists or may arise, then it shall be the responsibility of the Tenderer to inform the Chamber, detailing the conflict in writing as an attachment to this tender. The Chamber will be the final arbiter in cases of potential conflicts of interest. Failure to notify the Chamber of any potential conflict of interest will invalidate any verbal or written agreement.

3.2 Response to Tender

- Where tenderers are submitting more than one solution to the Chamber, please ensure that a hard copy submission for each solution is made. For example if you are proposing 1 solution please send one hard copy proposal. If you are bidding for three solutions then please send 3 hard copy proposals.
 - Where responses are not offered or further information referred to (e.g. an appendix attachment) is missing, an evaluation rating of zero will be recorded.
 - Please provide no more than half an A4 page of narrative per question (font size 11) in response to questions a) to g) below – unless indicated otherwise in the question. However, you may provide any additional supporting information in an Appendix.
- a) Please provide details of all the Solutions you are offering. Please include detailed SLAs.
- b) Please describe your organisation's previous experience of providing services similar to those required by the Chamber and provide three detailed examples of previous work of this similar provision, including recent Client testimonials regarding the quality of service provided. Please note that the Chamber may contact the companies who provide their testimonials.
- c) Please describe in detail professional or trade bodies to which your organisation belongs to and technical accreditations/certifications where appropriate.
- d) Please provide details of your backup solution and disaster recovery resources.
- e) The Chamber invites Tenderers to define their expectations of the role and responsibilities of the Chamber in the proposed contract, and their expected resource demands on the Chamber.
- f) Tenderers must give details of all key personnel they propose to involve in the delivery of this contract (including any sub-contractors listed in section 3.3) and provide a profile of their specialty and experience.
- g) The Chamber invites Tenderers to comment on what sets their company apart from others.

3.3 Sub-Contracting Arrangements

The Chamber intends to enter into a contract with the successful Tenderer(s). If the Tenderer intends to sub-contract any of the Services (detailed in section 2.2) full details must be disclosed within the table, (below).

In all cases the successful Tenderer(s) shall not sub-contract any of the Services without the previous consent in writing of the Chamber. Any such consent, if given, may be subject to any conditions which the Chamber considers appropriate. Such conditions will include a requirement that you must comply with all applicable European procurement legislation in connection with the procurement of any of the Services. The successful Tenderer will promptly provide to the Chamber any information which the Chamber may request in order to satisfy itself that the Tenderer has been compliant.

1. Please tick the box below which applies			
a) We are bidding to provide all the services required, without the use of subcontractors			
b) We are bidding in the role of Prime Contractor and intend to use subcontractors to provide some services			
2. If the answer to question 1 is (b) please identify intended subcontractors for the bid below:			
Organisation name	Organisation address and contact details	Service provision responsibility	Annual turnover as detailed in most recently audited accounts (please state time period)

3.4 Form of Tender

SHC 2019/03 Server Support and Disaster Recovery

1.	I/We agree and/or certify that this offer and any Framework Agreement or Contract arising from it shall be bound by the Invitation to Tender Documentation	Yes/No*
2.	I/We agree and/or certify to supply services of the exact quality, sort and price specified in the Pricing Schedule(s) in such quantities, to such extent, and at such times and locations as the St Helens Chamber (the "Chamber") may direct;	Yes/No*
3.	I/We agree and/or certify that this offer is made in good faith and that we have not fixed or adjusted the amount of the offer by or under or in accordance with any agreement or arrangement with any other person;	Yes/No*
4.	I/We agree and/or certify that we will not communicate to any person other than the person inviting these offers the (or approximate amount of) offer, except where the disclosure, in confidence of the approximate amount of the offer was necessary to obtain quotations required for the preparation of the offer, for insurance purposes or for a contract guarantee bond;	Yes/No*
5.	I/We agree and/or certify that we will not enter in to any arrangement or agreement with any other person that he/she shall refrain from making an offer or as to the amount of any offer to be submitted;	Yes/No*
6.	I/We agree and/or certify that we will not pay give or offer or agree to pay or to give any sum of money or other valuable considerable directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any offer or proposed offer for the services any act or thing of the sort described in 3, 4, or 5 above.	Yes/No*
7.	I/We acknowledge that if I/we have acted or shall act in contravention of this Form of Tender, the Chamber will be entitled to cancel the contract and to recover from ourselves the amount of any loss and expense resulting from such a cancellation.	Yes/No*
8.	I/We agree that this tender and any contract which may result from it shall be based on this Form of Tender, Terms and Conditions, Specification / Brief and Pricing Schedule attached, and our response to this invitation to tender (to the extent to which the Chamber may determine in accepting the tender).	Yes/No*
9.	I/We agree that any other terms and conditions of contract or any general reservations, which may be printed on any correspondence, issued by us shall not be applicable to any contract resulting from this tender.	Yes/No*

** Please delete one*

Note

In this Form of Tender, the word 'person' includes any person and anybody or association, corporate or unincorporated; 'any agreement or arrangement' includes any transaction, formal or informal and whether legally binding or not.

TENDERERS MUST RESPOND TO ALL QUESTIONS IN THIS FORM OF TENDER, OTHERWISE THE TENDER RESPONSE WILL BE CONSIDERED INVALID.

Signed _____

Full Name (print) _____

On Behalf of _____

Position in Company _____

Date _____

3.5 Pricing

- All Tenders will be evaluated on the basis of the “most economically advantageous tender”
- The Chamber is not bound to accept the lowest priced (or indeed any) Tender, and reserves the right to accept all or any part of a Tender

Notes

1. All prices quoted shall be based on the current market conditions and will be expected to be upheld for the duration of the contract should the tenderer be successful and asked to complete any of the above work.
2. All prices quoted shall be deemed to comply with all Tenderer obligations under this Contract, whether expressly stated or reasonably implied.
3. No quantity or continuity of work is guaranteed to the successful Tenderer.
4. All prices quoted shall be exclusive of Value Added Tax (VAT)

4. TEMPLATE FOR RETURN LABELS

Dave Ball
St Helens Chamber Ltd
Salisbury Street
Off Chalon Way
St Helens
WA10 1FY

TENDER REF: SHC 2019/03

CLOSING DATE AND TIME:
Friday 15th November 4PM