DDaT21484 - ACAS - IT Technical Services and Disposal Procurement – Statement of Requirements

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| PurposeOur aim is to procure a range of IT services from one supplier who will act as a partner to Acas that will improve customer service and provide value for money from our IT hardware assets.Background to the contracting authorityAcas is a statutory body that provides free and impartial information and advice on all aspects of workplace relations and employment law to employees and employers. The Acas vision is to make working life better for everyone in Britain. We support good relationships between employers and employees and provide training and tailored advice to employers. We are governed by an Independent Council, including representatives of employer and employee organisations and employment experts. The Acas Council sets our strategic direction, policies and priorities, and makes sure that what we do meets strategic objectives and targets. Our offices cover England, Scotland and Wales with 12 regional sites, with approx. 1200 staff working across these offices. Our core services include a public Helpline, Conciliation and Arbitration specialists, training services and Digital services. Acas is Government funded, as an independent Arm-Length Body of the Department for Business, Energy and Industrial Strategy (BEIS). Acas operates its own internal IT operations, managed by the Digital, Data and Technology (DDaT) Team.Scope of requirementAcas operates its own internal IT operations, managed by the Digital, Data and Technology (DDaT) Team. This team is responsible for day to day management and maintenance of live IT assets, software, configuration, and security policies. The scope of the requirement is for the following services: Asset Storage, disposal and management, with IT Technical Support for the assets, such as asset disposal, asset redeployment or installation (including end user device imaging, configuration, and application management). The service should also provide technical support for Infrastructure Assets such as Network devices and firewalls. Acas DDaT are accountable for the assets they deliver to Acas users and will be the sole authority regarding instructions of its assets, their configuration and deployment.This is also an opportunity to “take stock” of what we are doing now and with a new or improved service how we can:>Better improve, efficiency, value for money, customer service, speed and quality of Service Delivery.>Ensure our ITIL Service Management business processes are correctly reflected in the service to improve governance and reduce risk, service downtime or unplanned changes.>As part of any discovery, take the opportunity to assess how Acas can do things differently with input from suppliers and internal stakeholders.ImplementationFor implementation and deployment of the solution, the supplier will be required to re-locate IT equipment from the current supplier warehouse, (UK Based) to their premises. The supplier will perform a complete inventory of Acas assets stored that the customer can access.SupportOngoing maintenance and support, with warranty support for system hardware. With EUD’s 3 years warranty is purchased, we require the chosen supplier to co-ordinate any call on this warranty and also to repair out of warranty equipment if it is deemed cost effective. A detailed Service Level Agreement (SLA) as agreed by both customer and supplier. Service management in line with non-functional requirements.Professional ServicesThe supplier will be asked to provide defined rates for Professional services for its resources, such as specialist technical roles (e.g., Security/Network Engineer), or 1st or 2nd Line engineers.Business requirementsAcas requires a scalable service, which can flex to meet business needs. In co-ordination with DDaT, the range of service required by the business are:  **>Storage –**   * Provide storage for Acas, IT stock prior to its deployment to end users. New purchases will be delivered direct to the supplier for storage prior to redeployment.   **>Deliveries and Collections –**   * Arrange delivery of Acas equipment upon request. This may involve delivery to offices and homebased workers located throughout England, Scotland and Wales. * Collection of defective equipment or surplus equipment from staff leaving Acas located throughout England, Scotland and Wales.   >Processing-  Collected equipment is:   * Registered * Diagnosis and testing * Data cleaned on receipt * Asset tagged (if required) * Cleaning and maintenance (if required) * Asset tagging and registration – new equipment that Acas purchase to be Asset tagged and a register of detail provide upon completion * Imaging – New or returned laptops/end-user devices are imaged on request for end user using Acas through Acas SCCM, creating a distribution point at the suppliers site to enable secure remote builds, through site-to-site VPN or other agreed method (Windows 10 operating system, Windows Servers). * Smartphone configuration – set-up and configuration of smartphones for end users (iOS and Android operating systems, using Acas Intune MDM policies) * Warranty repair – Collected stock that is within its warranty and where it is cost effective to do so is repaired * Out of warranty repair – Where cost-effective undertake repair of faulty assets * Disposal and remarketing – Collected stock that is deemed redundant is disposed in accordance with assured recycling or re-marketed (WEEE compliant). * PAT testing (individual) – any used equipment that falls under the remit of a portable appliance that is being sent out to end users to be PAT tested and appropriately stickered * PAT testing (global) – PAT testing of portable appliance at Acas sites * Specialist technical activities – Provide appropriately qualified expertise to carry out technical requests such as the configuration of firewalls or network devices (Switches, Wifi access points etc). * Asset decommission and recovery – to decommission IT services from customer sites, including desktops, Comms and meeting room equipment, processing of the equipment in accordance with agreed procedures * Re-deployment of equipment - set-up and testing of IT equipment at client site * Asset inventories at office locations – to carry out site audit of IT equipment and provide full inventory list on completion * Installation - to carry out installation of equipment for home-based workers and at office locations. The volume of home-based workers varies however by current figures hybrid working is currently taking place which covers most of the organisation.  In order to improve customer engagement with IT service/support provision, access to the supplier’s asset management or ITSM software solution (via portal, or integration with customers own ITSM solution) is to be provided to enable the automation of routine tasks and reduce requests or enquiries directed to the customers internal support team, this should include delivery of IT services. The solution should also include customer satisfaction insight to feed into engagement or service improvements.DDaT require in-depth reporting on Assets to present as Management Information, the service must provide means for accurate, customisable reporting functionality (ideally in real-time). Reporting functionality must be intuitive and easy to use when creating the reports, allowing export of these to common formats (e.g., CSV) and with potential to integrate with the customers’ existing services e.g. through REST API’s.Non-Functional requirementsService and Contract management>The Supplier is expected to attend planned Monthly Service Performance Review meetings and quarterly Contract Review Meetings.>The Supplier will deliver to the Customer a Service Management Report at an agreed date. The style of this report will be agreed/created during the transition period.>The Supplier should present new ways of working to the Acas during quarterly Contract review meetings.>Changes to the way in which the Services are to be delivered must be brought to the Acas attention and agreed prior to any changes being implemented.>The Supplier is encouraged to identify performance improvement opportunities that the Customer could exploit for its own benefit. For example, a change to the business process resulting in a better use of technology.Staff and Customer Service>The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service. It is anticipated that there will be on average 15 customer collections per month, 30 deliveries and the processing of collected equipment.The Supplier’s staff assigned to the Contract shall have the relevant knowledge and experience to deliver the Contract to the required standard i.e. desk top equipment installation etc.The Supplier shall ensure that staff understand Acas’ vision and objectives and will provide excellent customer service to the Acas throughout the duration of the Contract.The Supplier shall ensure that staff employed on any Project as part of the Services possess the appropriate level of security clearance and experience and that their role is appropriate for the required tasks.Service Levels and PerformanceSuppliers should provide their Service Level Agreements (SLA’s) as part of their response as defined below.The supplier is required to provide their standard terms for contractual Service availability.In the event of a loss, failure or impairment of the service, Acas expect the Supplier to be liable to pay service credits to Acas in lieu of the service impact. Suppliers are invited to provide their Service Credit calculations, as given in the example table shown below:Security and Governance and Compliance RequirementsAcas require assurances around the security governance and processes the supplier uses to manage the security of its own environment, which will be used to provide critical support for our services.The supplier should maintain a robust security governance framework it uses to coordinate and direct the overall approach to the management of the service and information within it. Appropriate processes and procedures should be in place and detailed to ensure the operational security of the service.Robust methods should be used by your administrators to manage the operational service and to mitigate any risk of exploitation that could undermine the security of the service.All supplier personnel with administrative access to Acas assets must be SC checked as standard. In addition, where there is a requirement for any supplier staff to work within Acas premises, they will be expected to undergo National Security Vetting to at least SC clearance.The security classification of this and other related contract documents are to be regarded as “Official”.Supplier staff and contractors should be provided with the appropriate tools to help them securely manage their service, ensure access to all service interfaces (for Users and Suppliers) and are constrained to authenticated and authorised individuals.The service should ensure access to the Acas solution services by supplier administrators is separated, authenticated and validated to protect data including the ability to prevent one malicious or compromised user from affecting the service or data of another.The supplier should have its own documented information security policy and appropriate operational security controls should be in place for:Configuration and change managementVulnerability managementProtective monitoringSecure DevelopmentJoiners, Movers, Leavers processThe supplier should hold independent security-related certification (i.e. such as ISO27001) to validate the implementation of their internal information security management policies and processes.Any service provided must be able to meet General Data Protection Regulations (GDPR) requirements.Monitoring of TransactionsAcas administrators should, upon request have access to audit reports to show supplier access to the services.Disaster RecoveryThe supplier should ensure they have resilience, disaster recovery and business continuity plans to ensure no impact to the customers services through issues with supplier managed applications, services, or operations.SustainabilityThere are no known specific sustainability requirements as part of this contract, but suppliers are expected to operate in line with general sustainability best practices.The suppliers should provide information at the customer’s request, (on items such as recycling) which it may be required to report on sustainability under its responsibilities to the Carbon Reduction Commitment Scheme (CRC), or Green IT initiatives.The supplier must adhere to WEEE standards in recycling or disposal of equipment.QualityThe supplier must hold valid certification in the following quality standards for their Services: ISO 9001 ISO 14001, ISO27001(or Cyber Essentials if not ISO27001 held) and provide this to the customer for validation on request.Requirement’s listThe proposed service should deliver the requirements set out in the specification below (aligned with the described Scope in Section 3 above).Business requirements  |  |  |  | | --- | --- | --- | | ITAM-001 |  | The supplier shall provide a self-service portal where the end user can raise/review and track service requests, incidents, etc. | | ITAM-002 |  | The suppliers Asset management database, or ITSM tool should have the potential to integrate with the customers own services through API or other connectivity (e.g. MS Power platform workflows etc) | | ITAM-003 |  | The Supplier shall provide an Asset Management Solution | | ITAM-004 |  | The supplier shall provide a solution that is both scalable and future-proof, allowing the customer to evolve the service aspect | | ITAM-005 |  | The Supplier shall provide asset information to enable Acas to ensure its CMDB is kept updated | | ITAM-006 |  | The supplier shall provide information on an exit strategy | | ITAM-007 |  | The supplier shall provide information regarding contract terms such as SLA’s, standard terms for contractual Service availability | | ITAM-008 | Storage | The supplier mustprovide storage for Acas IT stock prior to its deployment to end users. New purchases will be delivered direct to the supplier for storage prior to redeployment | | ITAM-009 | Delivery/Courier | The supplier’s services must provide for the arrangement of delivery of Acas equipment upon request. Standard shipping would be expected to be carried out within 5 working days however there may be times when there could be a requirement for a shorter delivery period i.e. within 24 hours. This involve delivery to offices and homebased workers located throughout England, Scotland and Wales | | ITAM-010 | Collection | The suppliers service must provide for the collection of defective equipment or surplus equipment from staff leaving Acas located throughout England, Scotland and Wales. | | ITAM-011 | Processing | The supplier must process assets in line with Acas processes for collected equipment:   * Registering the equipment on the supplier’s system * Diagnosis and testing, reporting any faults/issues to the customer * Existing Data on devices is securely wiped on receipt * Asset tagging equipment (if required) * Cleaning and maintenance of equipment (if required)   It is anticipated that all of the above will be carried out upon receipt of the equipment and within 3-5 working days. | | ITAM-012 | EUD Imaging | The suppliers service must provide for the secure imaging of new or returned laptops/end-user devices on request, using Acas provided licensing, images and configuration. | | ITAM-013 | EUD Imaging | The suppliers staff carrying out imaging of Acas devices must hold relevant IT Certification (Acas primarily operate Windows 10 but also Linux and IOS in special cases) | | ITAM-014 | EUD Imaging | The suppliers service must provide for remote set-up and configuration of smartphones for end users (iOS and Android operating systems) using Acas Intune MDM policies | | ITAM-015 | Asset Warranty | The supplier must maintain records of equipment warranty information, and where it is cost effective to do so make arrangements for repair, liaising with the customers hardware providers as required | | ITAM-016 | Asset Repair | The suppliers service must provide for out-of-warranty repairs, where cost-effective to undertake repair of faulty assets | | ITAM-017 | Secure disposal/  remarketing | The suppliers service must provide for secure disposal or remarketing of collected stock that is deemed redundant and ensure it is disposed in accordance with relevant standards | | ITAM-018 | PAT Testing | The supplier must provide PAT testing and labeling of redeployed portable appliances at the suppliers site prior to sending to Acas end users homes | | ITAM-019 | PAT testing | The supplier must provide PAT testing of existing portable appliances installed at Acas sites on request | | ITAM-020 | Out-of-Hour’s support | The supplier should provide services out of hours (i.e., outside of core Acas office opening hours of Monday – Friday 8am – 6pm) to minimize disruption | | ITAM-021 |  | The supplier must be able to provide relevant resources for the decommissioning of IT services from customer sites, including desktops, Comms and meeting room equipment, processing the equipment in accordance with agreed procedures | | ITAM-022 |  | The supplier must be able to provide resources for the re-deployment or new installation of equipment at the customers sites, including set-up and testing of IT equipment to meet test acceptance criteria provided by the customer | | ITAM-023 |  | The supplier, on request, must be able to manage and conduct asset inventories at Acas office sites, to carry out site audit of IT equipment and provide full inventory list on completion | | ITAM-024 |  |  |  Technical requirements  |  |  |  | | --- | --- | --- | | TEC-001 | Compatibility | The Supplier shall ensure that the Customer has the ability to export all data. This is to include asset inventory records, collection records, delivery records, processing records and disposal records. | | TEC-002 | Compatibility | The supplier must be able to remotely image and build devices using configuration and policies provided by Acas SCCM or Intune, providing supplier infrastructure required for creating a distribution point at the suppliers site through secure means (such as site-to-site VPN or other agreed method) | | TEC-003 | Compatibility | The supplier must be able to provide appropriately qualified expertise to carry out specialist technical requests such as the configuration of firewalls or network devices (Switches, Wifi access points etc). The suppliers staff carrying out the operations should hold relevant qualifications (i.e., Cisco certified or MS Certified etc.) to be able to carry out work to a high quality | | TEC-004 | Compatibility | The supplier’s asset management database or system must have the potential to integrate with the customers systems using API or other method (workflow, notification etc) | | TEC-005 | Compatibility | The supplier must be able to provide technical resources to carry out technical work in multiple IT areas including 1st and 2nd line support (i.e., for supporting Acas during large IT changes, such as roll outs of new end-user devices, or operating systems etc), Network services (for example for configuring switches, VLANS, or other network equipment), Security services (such as firewall configuration) | | TEC-006 | Environments | The supplier must be able to provide representation for technical changes it is carrying out on behalf of the customer at the customers Change Board as required | | TEC-007 | Performance | The supplier must be able to provide multi-skilled resources, who can carry out technical changes to the customers equipment with expertise in a number of different platforms and vendors (i.e., Microsoft, HP/Aruba, Cisco, Fortinet etc.). |  Non-Functional requirements  |  |  |  | | --- | --- | --- | | NFR-001 | Compliance | The Supplier shall provide a solution that must adhere to the Customers data/GDPR policies (These will be shared with the winning supplier) | | NFR-002 | Compliance | The supplier’s services must adhere to the following Quality Standards: ISO 9001, ISO 14001, ISO27001 ( or Cyber Essentials or Cyber Essentials plus) | | NFR-003 | Compliance | The Supplier must be registered with the ICO and have an appointed Data Protection Officer. | | NFR-004 | Disaster Recovery | The Supplier shall provide a solution where a disaster recovery environment is available and schedule regular testing of this environment (At least annually) | | NFR-005 | Service Requests | The Supplier shall provide the Customer with regular updates about the progress of a request. | | NFR-006 | Audit | The Supplier shall retain and have available historical information in relations to the customers assets. It is anticipated that that this information will be kept for up to five years. | | NFR-007 | Service Management | The Supplier should maintain a level of service management support commensurate with the ongoing needs of the service | | NFR-008 | Service Requests | The Supplier shall provide key ACAS support team members with training about how to raise service requests. This training will be required within the 1st year of the contract. | | NFR-009 | Security | The supplier should operate effective security controls, governance and a documented security policy required to protect the customers data | | NFR-010 | Security | The suppliers services, infrastructure and staff must have appropriate security assurance in place to handle OFFICIAL information, under the Government Classification Scheme (GSC). | | NFR-011 | Security | The suppliers services must adhere to the Cyber Essentials Plus standard in securing its environment against Cyber threats | | NFR-012 | Security | The supplier should have a documented information security policy which is available for review at the customer’s request | | NFR-013 | Security | The suppliers infrastructure used to provide the customers services must be subject to independent security assessment by a CREST/CHECK accredited service provider | | NFR-014 | Security | the supplier should be willing provide the customer with recent remediation reports of independent security assessments of infrastructure used to provide the customers services for review, if required | | NFR-015 | Security | The suppliers personnel with privileged access to the Customers information, or access to the Customers premises must be subject to security vetting at SC level | | NFR-016 | Security | The supplier must maintain physical security for its services, including the customers assets or information | | NFR-017 | Security | The supplier will securely dispose of the customers data held on devices in line with: Assured Service (Sanitisation) Scheme (CAS-S), CPNI Standards, and NCSC Guidance for the disposal of sensitive data. A data destruction certificate when hard drives are disposed of are to include serial/asset number. | | NFR-018 | Security | The supplier should have audit logs or other reporting mechanisms in place on all platforms, including for administrator access to the customer data |  Key milestones and deliverablesSuppliers are asked to set out the contract milestones/deliverables which they recommend apply to the successful implementation of the service, as set out in the example table below:EXAMPLE MILESTONES:  |  |  |  |  | | --- | --- | --- | --- | |  | Milestone/Deliverable | Description | Timeframe or Delivery Date | | *Discovery, Design and Planning* | *1* | *Discovery* |  | | *2* | *Design* |  | | *3* |  |  | | *Implementation* | *4* |  |  | | *5* |  |  | | *6* |  |  | | *7* |  |  | | *8* |  |  | | *9* |  |  | | *Training* | *10* |  |  | | *Support* | *11* |  |  |  Contract term and start dateAcas is seeking a minimum 2-year contract for the provision of the services in this requirement, with the option of 2 one-year extensions.VolumesCurrent Acas asset volumes are set out below:  |  |  |  |  | | --- | --- | --- | --- | | Staffing |  |  |  | | Acas current have a workforce of circa 1200 staff. Due to the Covid pandemic most of our staff are home based and occasional working out of their local site. | | | | |  |  |  |  | | Our sites are based at |  |  |  | | Site | Location | Address | Desks | | Acas National | London | 8th Floor, Windsor House, 50 Victoria Street, SW1H 0TL | 54 | | CAC | London | BEIS, 1 Victoria St, SW1H 0ET | 4 | | Acas East Midlands | Nottingham | Apex Court, NG1 1FY | 104 | | Acas East of England | Mildenhall | Mildenhall Hub, Sheldrick Way, IP28 7JX | 15 | | Acas North East | Newcastle | Civic Centre, Barras Bridge, NE1 8QH | 102 | | Acas North West | Manchester | 3 Piccadilly Place, Store Street, M1 2WD | 106 | | Acas South East | Fleet | 1st Floor, Civic Offices, Harlington Way, GU51 4AE | 28 | | Acas South West | Bristol | Temple Quay House, 2 The Square, BS1 6PN | 45 | | Acas West Midlands | Birmingham | 23 Stephenson Street, B2 4BJ | 48 | | Acas Yorkshire and Humber | Leeds | 123 Albion Street, LS2 8ER | 54 | | Acas Scotland | Glasgow | 151 West George Street, G2 2JJ | 77 | | Acas Wales | Cardiff | Companies House, Crown Way, CF14 3UZ | 56 |  Assets  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | Assets | | | | |  | Deployed (user home) | Deployed (office) | Stored | Total | | Access points |  | 55 | 1 | 56 | | Docking Station | 469 | 369 | 132 | 970 | | Laptop | 1172 | 0 | 368 | 1540 | | Monitor | 990 | 919 | 126 | 2035 | | Printer | 110 | 1 | 17 | 128 | | Projector |  | 33 | 3 | 36 | | Router | 28 | 4 | 32 | | Server | 7 | 1 | 8 | | Switch | 14 | 25 | 39 | | Telecomms | 14 | 3 | 17 | | UPS | 1 | 15 | 10 |  |  |  | | --- | --- | |  | Non-asseted stock - stored | | Dual Monitor Lift Stand | 22 | | USB Optical Mouse | 85 | | Webcam | 5 | | Smartphone | 22 | | Data Storage (Server) | 7 | | Network | 32 | | USB speaker | 43 | | Headsets | 56 |  Price excluding VatSuppliers are requested to provide a breakdown of costs as follows or any supplier recommendations for best value:  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | | | | | | Service | Fixed |  | Monthly cost (per user/item/pallet) | Annual Cost (per user) | | Storage |  |  |  |  | | Deliveries and Collections |  |  |  |  | | Processing |  |  |  |  | | Imaging |  |  |  |  | | Smartphone configuration |  | |  |  | | Implementation costs |  |  |  |  | | Disposal and Remarketing |  |  |  |  | | Repairs |  |  |  |  | | Specialist Technical |  |  |  |  | | Office inventories |  |  |  |  | | Asset decommission and recovery |  |  |  |  | | Office relocation |  |  |  |  | | Software integration with existing system |  |  |  |  | | Training on SR’s/general use of the software |  |  |  |  | | Any other costs not specified above |  |  |  |  | | Total |  |  |  |  | |

# Budget

We have an annual budget of **£91K**