

IT Support Services

Specification for IT services

Invitation to tender

Reference: 2018/19 : 6 – IT Support Services

1. Overview

This invitation to tender is issued by the London Waste and Recycling Board (LWARB) ('the Client) for the provision of IT support services ('the Services').

LWARB is preparing for an office relocation in early September 2018 and will require IT project management, hardware, software and ongoing support services to help transition the organisation through the relocation and migration to cloud-based working.

This brief sets out the requirements of the client to be provided by the bidder.

2. Background to London Waste and Recycling Board (LWARB)

LWARB is a statutory body established by the GLA Act 2007 to provide a strategic approach to waste management in London. The Board is chaired by a representative of the Mayor of London and works closely with a wide range of stakeholders and businesses across London. LWARB currently has a team of 21 colleagues who oversee the day-to-day operations and activities of the organisation, with an expectation of modest team growth over the next couple of years.

Our objectives are:

- to minimise the amount of waste created in London, promote recycling the production of less waste;
- to increase the proportion of waste that is re-used or recycled; and
- to promote the use of methods of collection, treatment and disposal of waste that are more beneficial to the environment in London.

LWARB is currently located within the headquarters of the London Fire Brigade (LFB) on a license agreement. LFB also provides the existing IT infrastructure and support, with most documents hosted on a local server supported by LFB. A small proportion of the organisation (5 out of 21 members of staff) also store documents in SharePoint, also managed by the LFB. LWARB currently has approximately 120 GB of data stored on the LFB server and 8 GB in SharePoint.

Team members currently access the IT system through a desk-top solution when in the office and are equipped with a range of different laptop models or tablets to enable remote

working. In addition, each desk has a dedicated telephone handset and each colleague a dedicated land-line number, with a log-in system employed to enable agile use of the desks and phones. Mobile phone handsets have also been issued to each team member. Out of this hardware, only the laptops, tablets and mobile phones are owned by LWARB, with the remainder provided by London Fire Brigade as part of the license agreement.

LWARB currently uses a Citrix system to access files both in the office and when working remotely, which provides a high degree of security. The proportion of the organisation who use SharePoint are able to access it directly from their laptops utilising Microsoft 365 applications.

LWARB principally uses the Microsoft Office suite for day to day activities. In addition, individual colleagues have access to a range of software applications necessary to fulfil their job description, some of which are already cloud-based e.g. Xero, Kashflow but some of which have been installed locally e.g. Acrobat, Zoho (to enable synchronisation of emails).

LWARB has three email domain names: @lwarb.gov.uk, @resourcelondon.org and @advancelondon.org. All LWARB employees have an lwarb.gov.uk email address, though for the Advance London and the Resource London teams, their ingoing and outgoing email is via the corresponding alias (i.e. advancelondon.org or resourcelondon.org). In addition, the LWARB chair also has an @lwarb.gov.uk email address, but does not have access to LWARB's IT systems. LWARB also manages a small number of non-personal, shared email addresses, such as info@lwarb.gov.uk. All of these email address currently sit within the LFB email system and are aliases to @london-fire.gov.uk email addresses, which exist for all LFB staff but are not used by them.

All printing, photocopying and scanning activity is undertaken in communal print areas managed and owned by LFB.

Any IT related queries are managed by the LFB's in-house support team.

3. The requirement

LWARB is moving to new, larger leased premises in September and as a result, all existing IT support will terminate. This tender outlines the requirement for IT migration support, the purchase of hardware and software for each team member and procurement of ongoing IT support services, to facilitate the office move.

The new office will not only relocate LWARB's entire team of 21 but will also act as host location for a number of startups aligned with our business objectives and will host various events, seminars and workshops. LWARB will also manage a series of meeting rooms and event space across the floorspace, which will all need to contain appropriate AV equipment. IT support, hardware and software will only be provided to LWARB colleagues, with only wireless broadband (or data cable) and printer access being provided to hosted organisations.

The required tender submission comprises 3 components:

- 1) Management of the migration of data from LWARB's current systems onto the new solution;
- 2) Procurement of all hardware and software necessary to operate the business;
- 3) Ongoing IT support and maintenance.

It is expected that potential bidders will need to have an initial conversation with LWARB to assess existing business practices and processes to understand the optimum IT solution going forward, before submitting their proposals. The proposed solution should be based on the following underlying principles:

- Enabling, agile, flexible working, with team members “hot desking” and capable of remote working with no loss of access to services;
- Utilising, as far as possible, a cloud-based solution;
- Minimisation of the amount of hardware employed, as far as possible without compromising activities;
- A preference to procure refurbished equipment where possible in line with our primary organisational objective to reduce waste – bidders should outline the practical implications of this strategy versus acquiring new equipment.;
- A wholly managed external solution, with the successful bidder procuring all equipment, managing the transition and providing on-going support;
- Ensuring a high degree of data security and compliance with all relevant legislation;

The specification of any equipment is to be agreed with the successful provider however the submission must include details of all suggested services/ equipment, with associated costs on a line by line basis. As a minimum LWARB expects to require the following services:

Data Migration/ Transfer:

- Project management of the transition from existing IT services to the proposed new solution, including a timetable and delivery plan (to be agreed with LWARB). The successful bidder will be expected to liaise with LWARB’s fit out contractor to ensure the required services can be delivered on time.
- Transfer of all LWARB email addresses and emails to the new solution.
- Transfer of documents to the selected cloud storage solution
- Archiving of data that is not required for business as usual activities
- Management of the porting of existing mobile phone numbers (note current landline numbers are not transferable)

Hardware & Software Procurement:

- Management of installation of leased data line and managed router
- Management of installation of telephone landline(s)
- Provision of a 1GB switch and wireless access for 4,000 sq. ft. office with c.50 users
- Procurement and installation of monitors, docking stations and associated equipment for the 18 fixed LWARB desks (plus appropriate spare equipment)
- Procurement and installation of two colour printer/scanners
- Procurement and installation of an initial 21 laptops and mobile phones, with provision available to cover any increase in staff numbers
- Transfer to Office 365 including migration of existing email accounts and emails
- Installation of appropriate data security provision to meet the necessary business protection and regulation requirements including anti-virus and ransomware
- Procurement and installation of AV equipment in three meeting rooms and to facilitate event hosting in the open plan floorspace.

Ongoing Support Requirement:

- Management of all necessary licences and security packages
- Data back up and disaster recovery provision
- Telephone support during core work hours 8am – 6pm (please outline proposed SLAs). In person support where the issue cannot be resolved over the phone.
- Out of hours cover on a pay per use basis
- New starter set up support – procurement and installation of necessary equipment

4. Timetable for procurement

The timetable below gives an indicative timeline for this project. Bidders are advised that, with the exception of the tender submission date, this timetable is not binding and may be changed if necessary, however justification should be given in this event and any changes will need to be approved by LWARB.

Bidders are asked to note the timescale for delivery and in their tender submission they should set out how they propose to complete the work within this timescale and identify key dates where they would expect input from LWARB.

Milestone	Date
Invitation to Tender issued	13/06/18
Deadline for clarification questions – LWARB team members will be available during this week to answer any queries	20/06/18 (17:00)
Clarification response deadline	22/06/18
Tender return deadline	27/06/18 (17:00)
Award of tender	29/06/18
Contracts in place	06/07/18
Plan for migration and installation of equipment agreed with LWARB	10/07/18
“Go Live” date (all services and data switched to the new solution).	03/09/18

5. Contract management

The main point of liaison between the Service Provider and LWARB will be Stuart Ferguson, Head of Investment - stuart.ferguson@lwarb.gov.uk.

6. Quality of service

The Service Provider shall provide the services in a competent, timely manner in accordance with recognised industry quality standards. The Service Provider shall ensure an adequate supply of suitably qualified and competent personnel are available to fulfil the requirements of the Contract.

7. Submissions

Bidders are requested to submit:

- A short statement (maximum 2 sides of A4) covering the company background, credentials and experience, together with confirmation that the bidder can meet the required specification
- Two references from appropriate previous clients that the bidder has provided services to
- Project plan covering all 3 components of the tender (as outlined above), including any required resources from the client and expected timetable
- Proposed equipment and services to be procured for use by LWARB
- A short description of the IT support services to be provided, including proposed SLAs, approach to performance management and reporting
- Expected pricing of any equipment and services to be procured
- Pricing schedule for data migration services
- Pricing schedule for annual IT support services on a per-user basis, based on a 3-year contract, with appropriate break, termination and notice clauses
- Price for the set-up of new starters after the 'go live' date
- Details of any sub-contractors to be engaged and their credentials
- Details of environmental and quality management systems and processes in place

All costs quoted are to **include VAT and expenses**.

Bids must be submitted by email to info@lwarb.gov.uk by 17:00 on 27th June 2018 with the reference "LWARB tender: 2018/19 – 6"

Any clarification queries must be sent to Stuart Ferguson, Head of Investment - stuart.ferguson@lwarb.gov.uk by the end of 22/06/2018.

8. Evaluation

LWARB must be satisfied that each potential contractor has the appropriate capabilities and resources available to undertake the work to our requirements and provide the necessary services. The process we use to select contractors is a competitive one. Your tender submission will be evaluated by us against the following criteria:



Evaluation criteria	Weighting
Credentials, capability and capacity of bidder to undertake all services specified	20%
Data Migration: Quality of proposal	20%
Data Migration: Cost of proposal	10%
Ongoing Support Services: Quality of proposal	20%
Ongoing Support Services: Cost of proposal*	10%
Procurement of Software and Hardware: Quality of proposal	10%
Procurement of Software and Hardware: Cost of proposal	10%

Scoring	
Outstanding - cannot be faulted	100
Excellent	90
Very good	80
Good	70
Above average	60
Average	50
Below average	40
Poor	30
Very poor	15

**to be assessed on the total monthly cost of the contract.*

9. Acceptance of bids

In issuing this invitation to bid, LWARB is not bound to accept the lowest or any bid and reserves the right to accept the whole or any specified part of the bid unless the bidder expressly stipulates otherwise.

LWARB will not enter into discussion with non-selected potential suppliers, or justify its decision. Potential suppliers are deemed to have accepted these conditions by the act of submitting their quote. The selected preferred supplier cannot assume they have been granted the contract until a formal contract is signed.

10. Period for which bids shall remain valid

Unless otherwise stipulated by the bidder, bids shall remain valid for 30 days from the closing date for receipt of tenders.