

HENLEY-ON-THAMES TOWN COUNCIL



INVITATION TO TENDER IT SUPPORT CONTRACT MARCH 2024

INVITATION TO TENDER IT SUPPORT CONTRACT

SECTION 1 - SUMMARY

1.1 Introduction

- 1.1.1 You are invited to submit a quote for the supply of IT support to the Town Council, including maintenance of IT hardware; support for IT users; and IT security and connectivity.

1.2 Background information

- 1.2.1 The Town Council has a staff of c.35, including office staff, a Parks team managing outside spaces, an Estates team managing built assets, and customer services staff in our Information Centre and adventure golf course.
- 1.2.2 The main office is in the Town Hall in Market Place, Henley on Thames, although many staff work remotely, as well as from the Parks Depot at 353-357 Reading Road and the Pavilion at Mill Meadows, Meadow Road.
- 1.2.3 Council staff predominantly use laptops, Microsoft 365, and a range of cloud-based applications. Councillors have Microsoft 365 email accounts, but not any hardware. The Council also uses traditional landlines, but is looking to migrate to a VOIP system. There is also Wifi in several locations, used by staff and visitors.
- 1.2.4 As well as providing IT support, our current IT contractor pays and recharges the Council for internet line rental, Microsoft 365 accounts, and archiving and data security subscriptions.
- 1.2.5 The Council still retains its old server and it is anticipated that this will need to be decommissioned shortly, as a separate project.
- 1.2.6 The Council is continually moving towards more cloud-based applications for its processes. These include *Xero* (accounting); *Skedda* (venue bookings); *Checkfront* (adventure golf bookings); *Stripe* and *Square* (payments); *Sign In App* (building sign in); *Timetastic* (absence management); *JotForm* (booking forms and reporting); and *Epitaph* (cemetery management).
- 1.2.7 The current Council IT support contract is due to end on 12th July 2024 and the Council is using this opportunity to tender for the contract for the next 3-5 years.

1.3 Scope of work

1.3.1 The work will consist of:

- Ongoing support for staff and councillors with Council-issued hardware;
- Managing and providing ongoing support with Microsoft 365 accounts;
- Maintenance of Council documents on Sharepoint;
- Assisting with any issues relating to third-party software;
- Managing the security of the Council's IT systems;
- Managing the Council's wifi networks, internet lines and managing any IT connectivity issues, at the Town Hall, Parks Depot, Mill Meadows Pavilion, and any other sites.

1.3.2 It is also anticipated that the successful contractor will be the preferred supplier for ad hoc IT projects, such as decommissioning of server or purchase and set up of new IT equipment.

1.3.3 The Council is also looking to move to VOIP telephony and it is anticipated that the successful contractor would manage all telephony as well.

1.4 Anticipated value

1.4.1 The anticipated value of the contract, based on a 3-year contract, for the works detailed in 1.3.1, and including costs for Microsoft 365 accounts, internet lines, and other sundries, is c.£75-90,000.

1.5 Contract period

1.5.1 The contract will be for three years with an extension to the contract up to a further two years, subject to satisfactory performance and by mutual agreement.

SECTION 2 – TENDER PROCESS

2.1 General requirements

- 2.1.1 Quotations must be submitted in accordance with the following instructions and conditions. Any bidders that do not comply with these instructions or conditions may have their quote rejected.

2.2 Timetable

- 2.2.1 The procurement process is intended to follow the timetable below:

1	Invitation to tender issued	Wednesday 13 th March 2024
2	Clarifications submitted by	Monday 8 th April 2024
3	Final clarifications circulated	Tuesday 9 th April 2024
4	Deadline for responses	1pm on Friday 12th April 2024
5	Evaluation of tenders	15 th April to 10 th May 2024
6	Final award	Tuesday 21 st May 2024
7	Contract initiation meeting	W/c 3 rd June 2024
8	Handover with current contractor	8 th to 12 th July 2024
9	Target contract start	12 th July 2024

- 2.2.2 Please note that the Council reserves the right to amend steps 5 onwards of the timetable, and they are provided for indicative purposes only. The Council also reserves the right to not award the contract or amend the specifications and conditions.
- 2.2.3 Following submission of written quotations, bidders who are within 15% of the initial top score may be asked to attend one or more interviews or make a presentation to the evaluation panel. This will help to clarify any points arising from the responses. Actual dates for presentation will be agreed with bidders in due course and may be held in person or via Zoom.
- 2.2.4 Throughout the evaluation process, the Council reserves the right to seek clarifications from bidders, where this is considered necessary to achieve a complete understanding of the bids received. In any event, should the evaluation panel, in its reasonable judgement, identify a fundamental failing or weakness in an quotation submitted then that quotation may, regardless of its other merits, be excluded from further consideration.

2.3 Submission of quotation

- 2.3.1 **The deadline for receipt of quotations is detailed above.**
- 2.3.2 Submissions of the tender response form, price schedule and supporting documents must be made by email by the closing date (see 2.2.1 above) to clerk@henleytowncouncil.gov.uk.

- 2.3.3 Any queries relating to your tender should be sent to clerk@henleytowncouncil.gov.uk by the date specified above.
- 2.3.4 All questions and responses which are considered by the Council to be of a substantive nature will be distributed to all potential bidders prior to the quotation return date.
- 2.3.5 The Council does not bind itself to accept the lowest or any quotation.
- 2.3.6 Ensure that any other information that has been requested to support your tender has been included. Failure to return all documents requested may be deemed as a non-compliant tender.
- 2.3.7 Your tender must remain open for acceptance for a minimum of 60 days.
- 2.3.8 The successful bidder must not undertake any work without written notification that they have been awarded the contract.

2.4 Tender Evaluation Criteria

2.4.1 Suitability Assessment Questions

- 2.4.1.1 A number of suitability assessment questions within the *tender response form* will need to be answered satisfactorily in order for your quotation to be considered:

Section 2 – Grounds for mandatory and discretionary exclusion

Section 3, Part 1 – Technical and professional ability

Section 3, Part 2 – Quality assurance / data security

Section 3, Part 3 – Insurance

Section 3, Part 4 – Compliance with equality legislation

Section 3, Part 5 – Environmental Management

Section 3, Part 6 – Health and Safety

- 2.4.1.2 Quotations meeting the above criteria will be further assessed using the evaluation criteria as detailed in 2.4.2 below (quotations which do not meet the above criteria will fail and not be assessed further).

Award Criteria

- 2.4.1.3 Award is the process that considers the extent to which the applicant's bid delivers the most economically advantageous solution to the Town Council requirements and as such applicants' responses to the questions asked should give a clear indication of what the organisation is offering for the quoted price.
- 2.4.1.4 The Town Council has not provided a word limit for responses to the award questions. However, the Town Council would like to inform applicants that responses should be relevant to the question and be proportionate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it relates and appended to the main bid.

2.4.1.5 The following Award Criteria and weightings will be applied in the evaluation of the Applicants response:

Evaluation Criteria Breakdown	Percentage
Quality – delivery of specifications in s.3	60%
Price	30%
Social Value	10%
TOTAL	100%

Scoring Guidelines

2.4.1.6 The questions asked of applicants as part of their response to the tender shall be scored using the marking system described within this section. Applicants should refer to the Council's requirements to ensure that they meet. All scored question shall be evaluated in accordance with the guidelines below:

Scoring Matrix for Quality Criteria		
Score	Judgement	Interpretation
5	Excellent	Exceptional demonstration of the relevant ability, understanding, experience / expertise, skills, resource and/or quality measures required to provide the services. Full evidence provided where required to support the response.
4	Good	Above average demonstration of the relevant ability, understanding, experience / expertise, skills, resource and/or quality measures required to provide the services. Majority evidence provided to support the response.
3	Acceptable	Demonstration of the relevant ability, understanding, experience / expertise, skills, resource and / or quality measures required to provide the services, with some evidence to support the response.
2	Minor Reservations	Some minor reservations of the relevant ability, understanding, experience / expertise, skills, resource and / or quality measures required to provide the services, with little or no evidence to support the response.
1	Serious Reservations	Considerable reservations of the relevant ability, understanding, experience / expertise, skills, resource and / or quality measures required to provide the services, with little or no evidence to support the response.
0	Unacceptable	Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience / expertise, skills, resource and / or quality measures required to provide the services, with little or no evidence to support the response.

Commercial / Price Evaluation

2.4.1.7 The pricing document contains the details and requirements relating to the price element of this tender. This may include, but is not limited to, the inclusion of specific instructions, documents, templates, pricing structures, etc for the Applicant's to return as part of their response.

2.4.1.8 Price shall be evaluated using the following scoring methodology, the tenderer's prices will be scored on a comparative basis. For example:

This will be done by recording the lowest price submitted by any of the Tenderers, then for each Tenderer, dividing this lowest price by the Tenderers' price and then multiplying it by the allocated weighting. The equation set out below explains this in a simpler way:

$$(\text{Lowest Price} \div \text{Tenderer's price}) \times \text{Weighting} = \text{Score}$$

2.4.1.9 To accompany the above there is a worked example below to help explain this. The example assumes only 3 prices were submitted:

	L	W	Tenderer 1		Tenderer 2		Tenderer 3	
Evaluation Elements	Lowest Submitted price (£)	Weighting (%)	Tendered Price	Score	Tendered Price	Score	Tendered Price	Score
Total Sum	£75,000	30	£75,000	30	£85,000	26.5	£90,000	25
Total Score				30%		26.5%		25%

Example summary of totals scores: Evaluation elements	Tenderer 1	Tenderer 2	Tenderer 3
Quality (60%)	52	55	55
Price (30%)	30	26.5	25
Social Value (10%)	7	9	10
Total Score	89%	90.5%	90%

2.4.2 Winning Quote

2.4.2.1 The winning quotation is the one which scores the most points overall.

2.4.3 Freedom of information

2.4.3.1 Information in relation to this quotation may be made available on demand in accordance with the requirements of the Freedom of Information Act 2000. Any information submitted as part of the tender may be made available to the public through public consultation, or through the reports and proceedings of the Council's Full Council and committee meetings.

2.4.3.2 Bidders should state if any of the information supplied by them is confidential or commercially sensitive or should not be disclosed in response to a request for information under the Act. Bidders must provide justifications why they consider the information to be confidential or commercially sensitive and for how long.

SECTION 3 - SPECIFICATION

3.1 Service specification

- (a) **End user services.** Support in handling operational problems on technology-related processes, policies, systems and usage. This would include hardware and software support, logging and monitoring of reported IT issues, reporting and proactive results analysis of problem trends to suggest permanent fixes.
- (b) **Device management.** Management of laptops, desktops, tables, handheld and peripherals, including acquisition, deployment, maintenance, change management, as well as disposal.
- (c) **Operational management.** System management of the technology infrastructure – including routers, firewalls, Wifi, internet lines, and cabling – its systems operation, integration, support, administration, and performance monitoring, technical diagnostics / troubleshooting, configuration management, and system repair.
- (d) **Security management.** The control, monitoring and management of security devices, systems, applications, databases, servers and data centres, and other technologies and services.
- (e) **Application and data management.** Data and database management and integration practices, architectural techniques, and tools for achieving consistent access to data across the technology estate.
- (f) **Third party software.** Providing a first line of support and, where necessary, facilitating support through third party software suppliers.
- (g) **Account management.** Named account manager with regular one-to-one support meetings with our Office Manager to discuss any ongoing projects or concerns.

3.2 Service level agreement

We require a service level agreement no less than the following:

Critical – issues that could cause major business or financial exposure, affect business critical tasks or prevent multiple users from being able to do their jobs.

High – issues that could cause minor business or financial exposure, cause minor delays to business-critical tasks or cause disruption to a small number of users.

Medium – issues that have a minimal impact on the business and users.

Advice – a request for information or guidance which has no impact on the day to day running of the business.

Targets	Priority 1 (Critical)	Priority 2 (High)	Priority 3 (Medium)	Priority 4 (Advice)
Response	30 mins	2 hours	4 hours	24 hours
Updates	Every 1 hour	Within 4 hours	Daily	Within 5 days
Fix Time	8 hours	24 hours	3 days	5 days