



Sussex Housing & Care

## **Volume B**

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# **IT/Network Support**

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# Sussex Housing & Care

## Introduction

This is the tender document for IT/Network support across all of Sussex Housing & Care's sites.

In order for your response to be considered you must complete and submit the questionnaire, and submit your prices for each site.

No information contained in this tender document or in any communication made between SHC and any Potential Provider in connection with this tender shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this tender document. However, responses contained within the tender submission of the successful tenderer may form part of the contract.

Tenders attention is drawn to the Contract Conditions (Volume A) which includes the general conditions for contracts with SHC and specific conditions relating to this contract.

SHC reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall SHC incur any liability in respect of this tender document or any supporting documentation. SHC shall not be liable for any costs or expenses incurred by Potential Providers in participating in the tendering process.

Direct or indirect canvassing of any Board Member, SHC employee or agent by any Potential Provider concerning this requirement, or any attempt to procure information from any Board Member, SHC employee or agent concerning this tender may result in the disqualification of the Potential Provider from consideration for this requirement.

# Sussex Housing & Care

## Background Information

Sussex Housing & Care was formed in 1946 by a group of local residents working in senior positions in health and housing.

Our accommodation and services are designed to facilitate residents' independence and respect their views and lifestyle.

We offer a range of properties and services to suit a variety of needs, including:

- **19 sheltered housing schemes** offering self-contained, independent accommodation for people aged 55 or over, with a dedicated scheme manager, who ensures that the building is well-managed and maintained, as well as helping to promote residents' independence.
- **25 independent living properties** offering self-contained, independent accommodation, with the comfort of having a social landlord, taking away worries about repairs and maintenance.
- **Four residential care homes** providing a safe environment, companionship, beautiful grounds and expert care available 24 hours a day.

We have operated in Sussex for 70 years and have a unique and long-established local heritage. We have long standing relationships with many local suppliers and we employ almost 200 people.

Our headquarters are based in Seaford, whilst our properties are located throughout Sussex.

We have a total 87 users located in 19 sites across Sussex, with approximately 23 of these based at our headquarters in Seaford. Since many of these users are "part time", we would estimate the equivalent number of full time users to be approximately 60. We have an on premises IT infrastructure without a dedicated IT support department. We have recently assigned a Business Solutions & IT role. We are looking for proposals providing a managed infrastructure service that enable us to move business systems forward to meet the changing information needs of our customers and employees.

SHC does not guarantee any volumes or values of works.

# Sussex Housing & Care

## Outline Timetable

Set out below is the proposed procurement timetable. This is intended as a guide and whilst SHC does not intend to depart from the timetable it reserves the right to do so at any stage.

Target Date	Activity
13 <sup>th</sup> May 2016	Issue of Tender
15 <sup>th</sup> June 2016	Tender Return Date.
24 <sup>th</sup> June 2016	Evaluation of tenders completed.
29 <sup>th</sup> June – 01 July 2016	Invitation to present proposals
15 <sup>th</sup> July 2016	Contract Award
25 <sup>th</sup> July 2016	Contract commencement.

# Sussex Housing & Care

## INSTRUCTIONS FOR TENDERING

### Invitation to Tender

Sussex Housing & Care (SHC) invites tenders to be submitted in respect of IT/Network Support across all of our sites. The contract will commence 25<sup>th</sup> July 2016 or as soon as possible thereafter, and will run until 31<sup>st</sup> March 2020.

The Contract shall be in accordance with the attached documents comprising Conditions of Contract (Volume A), and Tender Documents and Specification (including the Undertaking, Form of Tender, Certificate Relating to Bona Fide Tendering, Confidential Information Declaration, Evaluation Criteria, Indicative Pricing Schedule and Qualifying Questionnaire (Volume B).

Tenderers may be required to demonstrate their ability to provide the Service.

### Preparation of Tender

It is the responsibility of Tenderers to obtain for themselves, at their own expense, any additional information necessary for the preparation of their Tender.

Should Tenderers be in doubt as to the interpretation of any part of the Contract Documents, they should use the email address: [martyn.isaacs@sussexhousing.org.uk](mailto:martyn.isaacs@sussexhousing.org.uk) to log the question by no later than 17:00 Hours (5.00 pm) on Wednesday 8<sup>th</sup> June 2016. Any resulting action or explanation will be transmitted by SHC to all Tenderers, although SHC shall not disclose the source of the original comment. Tenderers shall note that SHC will not amend any of the Contract Documents unless SHC considers that the changes proposed by a Tenderer are essential to enable the Contract Documents to operate. In circumstances where SHC does agree to alter the Contract Documents, the amendment shall be made by SHC during the Tendering period and the revised Contract Document shall be provided to all Tenderers. SHC will not make changes to the Contract Documents following award of the Contract even if a Tenderer has proposed such changes as part of the Tender submission and SHC's decision as to whether to agree to any changes proposed by any Tenderer will be final.

# Sussex Housing & Care

## Confidential Information

All information provided by SHC in connection with this Contract shall be treated as confidential, except that such information may be disclosed as far as is necessary for the purpose of obtaining sureties, guarantees and quotations necessary for the preparation and submission of the Tender.

## Miscellaneous Tender Information

Tenderers shall note that SHC is not bound to accept the lowest or any Tender. Tenderers should further note that the cost of submitting their Tender shall be borne entirely by them. SHC will not accept liability for any costs incurred in the preparation and submission of any Tender, including in the event that SHC terminates the Tendering process for any reason and where a Tenderer is unsuccessful in being appointed to the Contract.

The successful Tenderer will be notified by SHC in writing and will thereafter be required to execute a formal contract prepared by SHC in accordance with the Contract Documents.

## Submission of Tender / Tender Documents

The Tender shall be submitted in accordance with the Tendering Instructions.

No unauthorised alteration or addition should be made to the Tender Documents.

The Tender must be unconditional and be for prices as laid out in the Indicative Pricing Schedule.

The Tender and all accompanying documentation will be submitted by post to Sussex Housing & Care, Ronald Simpson House, 24, Sutton Avenue, Seaford, East Sussex, BN25 4LG. No company stamp, including franking, or distinguishing marks must be placed on the envelope.

Tenders received after 3pm on Wednesday 15<sup>th</sup> June 2016 will NOT be considered.

FAILURE TO COMPLETE (IN FULL) AND TO RETURN ALL THE DOCUMENTS REFERRED TO IN THE TENDERING INSTRUCTIONS WILL RESULT IN THE TENDER NOT BEING CONSIDERED. THIS INCLUDES TENDERS SUBMITTED VIA EMAIL.

# Sussex Housing & Care

## UNDERTAKING

I/We undertake that in submitting this Tender I/We agree to comply with the Contract Documents including, but not limited to, the Conditions of Contract, the Specification and the Tender Documents.

I/We warrant that this Tender is a Bona Fide Tender and that the person submitting this Tender is duly authorised to act on behalf of the organisation Tendering and in doing so accepts the content of the Form of Tender.

I/We certify that all information supplied is accurate to the best of my/our knowledge and belief. I/We understand that false information and/or responses could result in my/our exclusion from consideration for the Contract.

I/We submit this Tender pursuant to this Undertaking and agree to be bound by the Tender and the contents therein as if the Tender and all Contract Documents had been duly signed by an authorised signatory of the organisation submitting the Tender.

Signature:

Name of Tenderer

Date:



# Sussex Housing & Care

## FORM OF TENDER

To: The Chair and Board of Sussex Housing & Care

We:

carrying on business at:

hereby tender and undertake to execute and perform the Contract for the sums set out in the completed Indicative Pricing Schedule and in accordance with the Conditions of Contract, the Specification, and the other documents referred to in the Tender Documents.

We agree that the insertion by us of any conditions qualifying this Tender or any unauthorised alteration to any of the Contract Documents shall not affect the Conditions of the Contract and may cause the Tender to be rejected.

We agree that this Tender shall remain open to be accepted or not by SHC and shall not be withdrawn for a period of fifteen (15) weeks from this date.

And we further undertake to execute a Contract to be prepared by your Solicitor at your expense for the proper and complete fulfilment of the Service.

We understand that you are not bound to accept the lowest or any Tender you may receive.

We certify that this is a bona fide Tender.

Signed:

Name of organisation:

Date:

# Sussex Housing & Care

## CERTIFICATE RELATING TO BONA FIDE TENDERING

The essence of tendering is that SHC shall receive bona fide competitive tenders from all those tendering. In recognition of this principle, I/we certify that this is a bona fide Tender, intended to be competitive, and the I/we have not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person. I/We also certify that we have not done and I/we undertake that I/we shall not do at any time before the hour and date specified for the return on this Tender and have not previously done any of the following acts:

- a communicate to a person other than SHC the amount or approximate amount of the proposed Tender, except where the disclosure, in confidence, of the approximate amount of the Tender is necessary to obtain insurance premium quotations required for the preparation of the Tender;
- b enter into any agreement or arrangements with any other person that they shall refrain from tendering or as to the amount of any Tender to be submitted;
- c offer to pay or give or agree to pay or give any sum of money or valuable consideration directly to indirectly to any person for doing to having done or causing or having caused to be done in relation to any other tender or proposed tender of the said work any act or thing of the sort described above;
- d commit an offence under the Bribery Act 2010 and any subordinate legislation made under the Bribery Act 2010; or
- e directly or indirectly canvas any Board Member or member of staff of SHC concerning the acceptance of the Tender or directly or indirectly obtain or attempt to obtain any information from any such Board Member or member of staff or any contractor engaged in the provision of Grounds Maintenance to SHC concerning the content of any other Tender submitted or details relating to any organisation that is submitting a Tender.

I/We understand that it is a criminal offence, punishable by imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any Board Member or member of staff and that any such action shall empower SHC to cancel any contract currently in force and shall result in my/our exclusion from consideration for the Contract.

In this certificate, the term 'person' includes any person and any body or association, corporate or incorporate and 'any agreement or arrangement' includes any such transaction, formal or informal and whether legally binding or not.

Signed:

Name of organisation:

Date:

# Sussex Housing & Care

## CONFIDENTIAL INFORMATION DECLARATION

SHC as a registered provider (RP) of social housing, it is not subject to the Freedom of Information Act 2000. However, in the spirit of transparency and its obligation to its Tenants, SHC requires Tenderers to acknowledge and agree that, except for any information that is exempt from disclosure in accordance with the provisions of the Freedom of Information Act 2000, the content of the Contract once completed and all documents comprising the Contract including the Tender is not Confidential Information and SHC may publish the Contract in its entirety to its Tenant Representative Bodies.

Tenderers are advised that SHC considers 'Confidential Information' to include any information that has been designated as confidential by either party in writing or that ought reasonably to be considered as confidential however it is conveyed, on the basis that the information relates to the business, affairs, developments, trade secrets, know-how, personnel and suppliers of the other, together with all information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as 'confidential') or which ought reasonably to be considered to be confidential such as personal data and sensitive personal data within the meaning the Data Protection Act 1998 and any commercially sensitive information that is not deemed to be in the public interest to publish. Confidential information does not include any details that are, or will in future be, in the public domain such as company accounts or financial statements.

Tenderers, taking account of the above definition, should include in the table below any information contained within their Tender that they believe falls within the definition of Confidential Information, providing reasons as to why they consider this to be the case and the duration for which the confidentiality applies. If no information is considered to be Confidential Information Tenderers should insert 'none' in the first column of the table.

Tenderers shall be aware that SHC will take into consideration the content of the table below when determining whether to publish the Contract. Nevertheless Tenderers shall accept that SHC will be responsible for determining in its absolute discretion whether any of the content of the Contract, including the Tender, should be published or disclosed pursuant its policy on transparency irrespective of whether a Tenderer has included that content in the table.

Confidential Information	Reasons	Duration

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## EVALUATION CRITERIA

SHC shall appoint one organisation to supply IT/network support for the Association.

The Tenderer shall be appointed having submitted the most economically advantageous tender, which shall be determined by SHC by applying the following Evaluation Criteria, in a two stage process:

**Technical Ability** 55% (600 points)

Assessed using the qualification questionnaire. Should the Tenderer score an insufficient amount in this section, the Tender as a whole will be rejected. A sufficient score will lead to the Tender being evaluated for price.

**Price** 36% (400 points)

**Presentation of tender submission** 9% 100 points

For **Technical Ability**, The qualification questionnaire shall be marked as per the stated scores with a maximum total of 400.

The score for **Price** will be calculated as follows:

Lowest price equals 400 points. Other Tenders are evaluated pro-rata.

Formula:  $\text{Lowest Tender} \div \text{Next Lowest Tender} \times 400 = \text{Points Awarded}$

Example:

$\text{Lowest Tender (£500)} \div \text{Next Lowest Tender (£550)} \times 400 = \text{Points Awarded}$

$500 \div 550 \times 400 = 545 \text{ Points awarded to the Next Lowest Tender}$

Scores will be added together to give a **total score** out of 1,100.

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## QUALIFICATION QUESTIONNAIRE

### A. Company Information

A1	Organisation making application  <i>If made on behalf of consortium/group of companies, please state the name</i>													
A2	Main Address for Correspondence													
A3	Registered office (if different from above)													
A4	Name of person applying on behalf of Organisation Position in Organisation Telephone Number Fax Number E-mail address Website Address													
A5	Name of the main point of contact for this application Position in Organisation Telephone Number Fax Number E-mail address													
A6	Are you sole trader, partnership, private limited company, public limited company or other (please tick the appropriate box)?	Sole Trader <input type="checkbox"/> Partnership <input type="checkbox"/> Private Limited Company <input type="checkbox"/> Public Limited Company <input type="checkbox"/> Other <input type="checkbox"/>												
A7	List the full names of every Director, Partner, Associate and Company Secretary.	<table border="1"> <thead> <tr> <th>Title</th> <th>Name</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>	Title	Name										
Title	Name													
A8	Have any of the Directors, Partner or Associates been involved in any Organisation	Yes <input type="checkbox"/> No <input type="checkbox"/>  Details												

## Sussex Housing & Care

	that has been liquidated or gone into receivership? (If so, please give details.)	
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A9	Has any Director, Partner or Associate been employed by SHC? (If so, please give details.)	Yes <input type="checkbox"/> No <input type="checkbox"/> Details
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A10	Please state if any Director, Partner or Associate has a relative(s) who is employed by SHC at a senior level.	Title                      Name  
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A11	Please state the names of Directors, Partners or Associates of your Organisation who have any involvement in other Organisations who provide services to SHC	Title                      Name  Details of Involvement
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**Where a limited company** (Complete Questions A12-A15)

A12	Please state the date and place of formation of your Organisation's registration under the Companies Act, please provide copies of Certificate of Incorporation and any changes of name, registered office and principal place of business.	Date of Incorporation  Company Number  Other details:-
	Copies of certificates enclosed	Yes <input type="checkbox"/> No <input type="checkbox"/>

A13	Date of incorporation and company number under Industrial and Provident Societies Acts 1965 to 1978.	Date of Incorporation  Company Number
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A14	If the company is a member of a group of companies, give the names and registered offices of the ultimate holding company and all other subsidiaries. Please enclose a diagram if necessary.	Name:  Address:
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A15	Would the group or the ultimate holding company be prepared to guarantee your contract performance as its subsidiary?	Yes <input type="checkbox"/> No <input type="checkbox"/>
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A16	Are you a consortium joint venture or other arrangement? If so, and if it is available, please provide details of the	Yes <input type="checkbox"/> No <input type="checkbox"/>
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## Sussex Housing & Care

	constitution and percentage shareholdings in the boxes below.	
	Organisation	Percentage Shareholding

A17	Please provide a one-page chart illustrating the ownership structure of your Organisation including relations to any parent or other group or holding companies. Chart attached?	Yes <input type="checkbox"/> No <input type="checkbox"/>
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A18	Brief Description of your primary business and main products and services.	
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A19	Brief history of your organisation, no more than 400 words, including details of any parent and associated companies and any changes of ownership over the last 5 years including details of significant pending developments, changes in financial structure or ownership, prospective take-over bids, buy-outs and closures etc which are currently in the public domain.	
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A20	Where applicable, are you registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annex IX B of Directive 2004/18/EC) under the conditions laid down by that member state?).	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Evidence of registration with appropriate professional/trade body <i>Either insert required details or state 'None'</i>	

A21	Does the Organisation and/or any of its named supply chain	Yes <input type="checkbox"/> No <input type="checkbox"/>
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	members (sub-contractors) have any potential conflicts of interest that may arise if selected to deliver this project	If YES please outline
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A22	Does your organisation have a corporate social responsibility policy, or are you able to give examples of supporting this responsibility?	
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## B. Financial Details

B1	Name of Principal Banker			
B2	Address of Principal Banker			
B3	Banker's reference enclosed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
B4	Please provide a copy of the full report and audited accounts for the last 3 financial years. If the accounts you are submitting are for a year ended more than 10 months ago please also enclose the latest set of management accounts.			
B4.1	Profit and Loss Accounts	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
B4.2	Balance sheet	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
B4.3	Full Accompanying Notes	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
B4.4	Director's/Managing Partner's Report	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
B4.5	Auditor's Report	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
B5	Please supply the following information for the last 3 financial years:	Amount 2012/2013	Amount 2013/2014	Amount 2014/2015
	Overall Turnover			
	Turnover in Relevant Services			
	Operating Profit			
	Profit in Relevant Services			
	Current Assets			
	Current Liabilities			
	Long Term Liabilities			
	Net Assets			
	Number of Staff Working in Relevant Services			

### Note!

If the information you are submitting is for a financial year-end more than 10 months ago, please submit the latest available information or a statement signed by the Finance Director detailing any major changes in the current financial position since the date of the latest information provided.

If you do not have 3 years of audited accounts should provide whatever audited accounts you may have. If you are a newly formed business you should provide a statement of your turnover, profit & loss account and cash flow for the most recent year of trading and / or a statement of your cash flow forecast for the current year and a letter from your bank outlining the current cash and credit position.

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B6	<p>Please provide evidence of the employers' liability, public liability insurance [and professional liability or indemnity] insurance held by your Organisation. The evidence should be in the form of a copy of the insurance certificate, please also complete the form below.</p>
<b>Employers Liability</b>	
Name of Insurer	
Address	
Policy Number	
Expiry Date	
Limits of Indemnity (per occurrence and aggregate)	
Excess	
<b>Public Liability</b>	
Name of Insurer	
Address	
Policy Number	
Expiry Date	
Limits of Indemnity (per occurrence and aggregate)	
Excess	
<b>Professional Liability or Indemnity</b>	
Name of Insurer	
Address	
Policy Number	
Expiry Date	
Limits of Indemnity (per occurrence and aggregate)	
Excess	

  

B7	<p>Please provide a statement of any material pending or threatened litigation or other legal proceedings (where not otherwise reported) where the claim is of a value in excess of £50,000.</p>	
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## C. Contractual Matters

C1	Has the your Organisation or any of its named supply chain members ever suffered deductions for liquidated and/or ascertained damages in respect of any contract within the last two years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If Yes:- Did the deduction exceed £50,000	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If Yes:- Was the deduction greater than 10% of the whole life value of the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
C2	Has your Organisation or any of its named supply chain members (sub-contractors) ever had a contract terminated or its employment determined under the terms of the contract in the last three years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If YES please outline		
C3	Has your Organisation or any of its named supply chain members (sub-contractors) ever failed to receive a contract renewal on the basis of unsatisfactory performance in the last three years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If YES please outline		
C4	Is there any material pending or threatened litigation or other legal proceedings connected with similar projects against your Organisation and/or any of its named supply chain members (sub-contractors) that may affect delivery of this project?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If YES please outline		

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## D. Technical or Professional Ability and Method Statements

D1	Please provide details of the number of staff currently involved directly in the provision of similar requirements to those outlined in this contract and breakdown of first, second, and third line numbers. Please also state how many of these are based in Sussex.	Permanent Staff Numbers	Temporary or Third Party Staff Numbers	Total Staff Turnover as a Percentage of Staff Employed Over the Past Three Years

D2	Is your organisation partnered with any other organisations (eg Microsoft or Cisco)? Please state partnership levels where applicable.	Please provide copies of certificates
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D3	Please state your number of permanent Microsoft certified professionals.	Please provide certificates and any other evidence
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D4	How does your organisation assess the suitability of potential employees?	Please provide details of the procedures you undertake:
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D5	<p>Please provide details of three major recent public and/or private sector contracts that your Organisation (but not any envisaged supply chain member (sub-contractor)) has been awarded for the provision of requirements similar to those outlined this contract.</p> <p>SHC reserves the right to contact any or all of these companies for a reference and may wish to visit their premises. You should ensure that companies listed would be willing to provide a reference for them and be willing to discuss your performance with the SHC.</p>
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Name of Client	
Address of Client	
Name of Contact	
Position of Contact	
Contract Start Date	
Length of Contract	
Annual Contract Value	
Description of the work undertaken	
Names of supply chain members	

Name of Client	
Address of Client	
Name of Contact	
Position of Contact	
Contract Start Date	
Length of Contract	
Annual Contract Value	
Description of the work undertaken	
Names of supply chain members	

Name of Client	
Address of Client	
Name of Contact	
Position of Contact	
Contract Start Date	
Length of Contract	
Annual Contract Value	
Description of the work undertaken	
Names of supply chain members	

## METHOD STATEMENTS

(Font size no smaller than point 12, length of method statement denoted against each statement)

Under the headings and questions lettered below, please provide a Method Statement giving details of the methods employed in achieving the standards required by this Contract. Please ensure that your Method Statements are clearly referenced e.g. Method Statement A, B, C, D, E, as set out below.

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## Method Statement A

(Max 200 points - no more than 2 sides of A4 for each)

Describe the process you would follow and approximate time scales for a full recovery of our systems following a disaster – assume our main office is completely out of commission and servers heavily damaged. Please include any temporary solutions leading to a permanent solution/business as usual.

## Method Statement B

(Max 50 points – no more than 2 sides of A4 for each)

How would you support the development of the Business Solutions & IT role within SHC?

## Method Statement C

(Max 100 points – no more than 2 sides of A4)

What processes and procedures would you put in place for the audit of security, software licencing, and compliance?

## Method Statement D

(Max 150 points – no more than 2 sides of A4)

Please provide details of monitoring and management of IT infrastructure and services including the use of IT Tools to support Business as Usual (BAU) activity.

Footnote to all Method Statements – please provide all Hazard, Risk or other assessments as appropriate.

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## E. Additional Project-Specific Questions

E1	Please describe your organisation's approach to quality management (other than environmental related, which is covered later in this questionnaire).	
E2	Please describe the internal controls used by your Organisation to manage the delivery of this type of service to ensure that the requirements are met fully in terms of quality and timely delivery.	
E3	Does your Company have a Customer Care / Complaints Handling Policy and procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	If yes would you please enclose a copy	Please tick box if enclosed <input type="checkbox"/>
E4	Is your organisation accredited under ISO27001?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	If yes would you please provide a copy of certification	Please tick box if enclosed <input type="checkbox"/>

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## F. Health and Safety

F1	How are your health and safety policies and procedures conveyed to the workforce?	
F2	Please enclose a copy of your Health and Safety Policy (covering General Policy, Organisation and Arrangements) as required by Section 2(3) of the Health and Safety at Work Act 1974 and any codes of safe work practices issued to employees.	Health & Safety Policy. Place tick in box if enclosed <input type="checkbox"/>
		Safe work practice codes. Place tick in box if enclosed <input type="checkbox"/>
F3	Within the last three years, has your Organisation been subject to any prosecutions, infringement notices including RIDDORs or other actions by the Health and Safety Executive or Environment Agency in respect of any breach or suspected breach by your Organisation of health and safety or environmental or equivalent legislation?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	If 'yes', please enclose full details here of the nature of the notice or action (etc.) and of any remedial steps subsequently taken by your Organisation	



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## G. Equal Opportunities and Staffing

G1	Does your organisation have an equal opportunities and/or race relations policy? If 'yes', please enclose a copy	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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G2	How does your organisation communicate its requirements in respect of equal opportunities to staff?	
----	-----------------------------------------------------------------------------------------------------	--

G3	Is it the policy of your organisation and named supply chain members (sub-contractors) as employers to comply with their statutory obligations under the Equality Act 2010	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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G4	In the last three years has any finding of unlawful discrimination in the employment field been made against your Organisation and/or your named supply chain members (sub-contractors) by the employment tribunal, the employment appeal tribunal, or any court or in comparable proceedings in any other jurisdiction?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If the answer yes, what steps have been taken by your organisation and/or your named supply chain members (sub-contractors) as a result of that finding?		

G5	Do you agree to comply with all reasonable requirements of SHC's Equality and Diversity policy	Yes <input type="checkbox"/>	No <input type="checkbox"/>
----	------------------------------------------------------------------------------------------------	------------------------------	-----------------------------

G6	Do you undertake to keep proper and up-to-date records of	Yes <input type="checkbox"/>	No <input type="checkbox"/>
----	-----------------------------------------------------------	------------------------------	-----------------------------

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	all persons in your Organisation's employ?	
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G7	Please outline how your organisation keeps up to date with legislative and industry best practice requirements in respect of human resource management.	
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G8	Please outline your organisation's approach to the planning and delivery of training and development for all staff.	
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# Sussex Housing & Care

## H. Environment

H1	Does your Company have an environmental policy?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If yes would you please enclose a copy	Please tick box if enclosed <input type="checkbox"/>	
H2	Do you operate an Environmental Management System (EMS)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If No, are you currently implementing one?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
H3	Please state which Environmental Management System is in operation (or being implemented).	WEEE	<input type="checkbox"/>
		Date Registered	
		Registration No.	
		Verifiers Name	
		If implementing, please state the date verification expected	
	<b>Please enclose a copy of the Registration Certificate and current Environmental Statement where applicable</b>	Registration Certificate	<i>Please tick box if enclosed</i> <input type="checkbox"/>
		Environmental Statement	<i>Please tick box if enclosed</i> <input type="checkbox"/>
		ISO 14001	<input type="checkbox"/>
		Date Registered	
		Registration No.	
		Verifiers Name	
		If implementing, please state the date verification expected	
	<b>Please enclose a copy of the Registration Certificate and current Environmental Statement</b>	Registration Certificate	<i>Please tick box if enclosed</i> <input type="checkbox"/>
		Environmental Statement	<i>Please tick box if enclosed</i> <input type="checkbox"/>
		OTHER	<input type="checkbox"/>
		Date Registered	
		Registration No.	
		Verifiers Name	
If implementing, please state the date verification expected			
<b>Please enclose a copy of the Registration Certificate and current Environmental Statement</b>	Registration Certificate	<i>Please tick box if enclosed</i> <input type="checkbox"/>	
	Environmental Statement	<i>Please tick box if enclosed</i> <input type="checkbox"/>	
H4	Has the company been prosecuted for breaching any environmental legislation in the past 5 years, or have any actions pending?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

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	If 'yes', please enclose full details here of the nature of the notice or action (etc.) and of any remedial steps subsequently taken by your Organisation	
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## INDICATIVE PRICING

SHC have recently created a new internal role 'Business Solutions & IT', and have begun taking a more proactive role in managing their own systems and infrastructure. The Business Solutions role is currently able to fulfil basic administration of the Windows servers and includes administration tasks which include the following;

- Starter and leavers processing (creating, removing user accounts in Active Directory)
- Installing new printers etc on the terminal server
- Configuring ACL's (Access Control Lists)
- Desktop support (printers, PC's and thin client devices)
- Network assess via wifi
- Email administration

The successful supplier will be expected to support the development of this role by demonstrating best practice and providing a high level of knowledge transfer to SHC staff where appropriate.

Tenderers are required to price the Contract for which they are tendering.

Tenders are sought for the provision of ICT support as described below;

- Provision of hardware support
- Provision of software support
- Remote Access
- Security
- Disaster Recovery

Our Current Arrangements Include

- Server Hardware – We currently have one HP DL380 server with the following specification:
  - Dual 10 core 2.3 GHz
  - 3x 1.8TB SAS drives with RAID level 5
  - 256GB RAM
  - 6 hour call to fix warranty

Local backups are held on a 5.2TB NAS device with offsite backups made using Veeam.

- Client Hardware – We have a mix of Windows PCs/laptops, VDI with thin Client Terminals and mobile devices (IOS) and a range of network printers.
- Software – We currently run Windows Small Business Server 2011 (SBS) with Microsoft Exchange 2010, Microsoft Office which is presented within the VDI (2008R2) environment. Any solution should include the transition to the latest versions of these products and can also include Office 365 within the scope of the solution.

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- Business Systems – Omniledger Pyramid software (out of scope) The ‘Pyramid’ software will continue to be supported by the vendor. Their requirement is for this software to run on a Linux Redhat virtual machine. Their technical support responsibilities will be limited to supporting their own software and NOT the Hyper Visor. The RedHat Linux operating system will remain with Omniledger until the current support agreement expires.
- Operating systems – Windows Server 2011 SBS, RedHat Linux, We will require support for both Microsoft and Redhat Linux OS platforms which should include a proactive maintenance cycle for patching and upgrades. The Supplier must undertake patch management to ensure that patches, hardware and software upgrades issued by third parties (e.g. Microsoft) are implemented upon release to both server and client
- Network Infrastructure – internal LAN and Wireless networks, WAN connections from head office (Fibre).
- Security – We currently have two low grade ADSL routers with L3 stateful firewall deployed. Additionally we operate a web access filter for outbound internet traffic, this is provisioned on a subscription service.
- Remote Access via Windows Client VPN terminating on (Vigor) ADSL routers, we have a number of remote users which require connectivity to the SHC business systems from their homes and other remote locations. We currently operate a Windows Client VPN which is deployed on both SHC owned laptops and users BYOD which presents a security concern as the BYOD do not adhere to security standards, for example users will save their passwords in the Windows VPN client.
- Wireless networks – We have limited coverage in our main office at Ronald Simpson House and other sites, we have a separate Wi-Fi network for guest Wi-Fi in one of our care homes.
- Backup and Virtual machine Cloning to provide a robust disaster recovery platform able to meet timescales set out below.
- The Supplier to ensure that the SHC adopts the most cost effective software licensing model at all times. Please state how the Supplier will achieve this and how SHC charitable status can be used to leverage the best pricing.

Please provide prices for the below future requirements

- Replacement of current unmanaged switch fabric with a fully managed Network Infrastructure.
- Knowledge transfer and training – supporting the Business Solutions & IT role
- SSL VPN to replace current client VPN with 2 Factor Authentication and federated security.
- Any Hosted or cloud solutions must be in UK/GB data centres.
- Support in the implementation of our IT strategy – likely to include more mobile working with tablets, laptops & smartphones.
- Provision of a second server capable of delivering multimedia to VDI clients, along with upgrades to the latest versions of Office, Windows Server, & Exchange including all data migration. Our current server to be used as failover.

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## Support Service

- We have a requirement to have access to telephone and remote support.
- Reporting/Dashboarding, we require monthly reporting of KPI's including Number of support tickets raised/resolved on time, & IT/Server downtime.
- Agree SLA for Support/incidents and an agreed priority scale.
- The supplier must provide documentation for all change requests and environment documentation such as Network Topologies, Storage allocation.
- The Supplier must be able to remotely access all infrastructure in order to provide real-time and pro-active monitoring / support to users.
- The supplier must provide Support Engineers. Onsite visits will be required from time to time in accordance with resolution time SLAs.
- SHC to retain Ownership of intellectual property (IP) and data in compliance with the Data Protection Act (DPA) 1998.
- The support service must provide transparency and we would need to be advised if any 3rd party organisations will be utilised to provide any element of technical support for either hardware or software. The supplier must clearly state that intention and provide details of the relevant third party.
- We require provision for out of hours remote support.

## Disaster Recovery/Business Continuity:

SHC have agreed the following acceptable timescales to restore IT access in the event of disaster. This includes restoring all data from backups, and rebuilding of VM's if required.

Type of Fault	Acceptable Downtime
Complete loss of IT (major hardware fault/virus etc)	48 hours
Partial loss of IT (for example email still active, but terminal server down)	72 hours
Loss of email functionality	24 hours
Loss of access to shared drive	24 hours

Please include any other one off costs attributed to the tender submission.

Any known specific requirements or issues are listed with the site details. This list is indicative, tenderers are strongly advised to undertake site surveys as risk remains with provider if something is missed.

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SHC's sites are listed below. Some sites have been grouped to assist you in planning surveys.

### Sites:

Devonport House, Tower Street, Rye, TN31 7AT – 01797 225920  
(1 Thin Client)

Downash Court, Rosemary Lane, Flimwell, TN5 7PY – 01580 879454  
(1 Thin Client)

Saxonwood Care Home, Saxonwood Road, Battle, TN33 0EY – 01424 774336  
(4 PC's)

Bourne Court, The Bourne, Hastings, TN34 3UZ – 01424 446064  
(1 Thin Client)

### **Bexhill Sites:**

Yvonne Robertson House, Hastings Road, Bexhill, TN40 2HQ – 01424 220496  
(2 Thin Clients)

Ardath Care Home, Hastings Road, Bexhill, TN40 2HJ – 01424 210538  
(3 Thin Clients & 1 PC)

### **Crowborough Sites:**

Nevill Court, Beacon Road, Crowborough, TN6 1UD – 01892 662087  
(1 Thin Client)

Woodlands Care Home, Beacon Road, Crowborough, TN6 1UD – 01892 653178  
(5 Thin Clients & 1 PC)

St Thomas of Canterbury Court, Station Road, Mayfield, TN20 6BQ – 01435 873536  
(1 Thin Client)

Waldron Court, Mutton Hall Hill, Heathfield, TN21 8NZ – 01435 866445  
(1 Thin Client)

Clevedown, Barons Down Road, Lewes, BN7 1EY – 01273 488884  
(1 Thin Client)

### **Seaford Sites:**

Ronald Simson House, 24 Sutton Avenue, Seaford, BN25 4LG – 01323 875240



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(14 Thin Clients, 10 PC's, & 9 Laptops)

Cheneys Lodge, 24a Sutton Avenue, Seaford, BN25 4LG – 01323 872801  
(1 Thin Client)

Ashleigh Glegg House, Grosvenor Road, Seaford, BN25 2BW – 01323 897323  
(1 Thin Client)

### **Brighton Sites:**

Martlet Court, Hereford Street, Brighton, BN2 1LQ – 01273 625450  
(2 Thin Clients & 1 Laptop)

The Cedars, Cedars Gardens, Brighton, BN1 6YS – 01273 557828  
(1 Thin Client)

### **Haywards Heath Sites:**

Oakwood Court Care Home, Amberely Close, Haywards Heath, RH16 4BG – 01444 458872  
(5 Thin Clients & 1 PC)

Oakwood Flats, Amberely Close, Haywards Heath, RH16 4BZ – 01444 451341  
(1 Thin Client)

Old Park Close, Broad Street, Cuckfield, RH17 5DR – 01444 452968  
(1 Thin Client)

In addition to the above, the Association currently operates 10 iPads for mobile workers, and expects to increase the number of tablets/smartphones in the future as part of an IT strategy currently in development.

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## **SUBMISSION**

Tenderers shall note that all relevant documentation must be enclosed when returning this Tender Submission. Any documentation that is omitted will result in the Tender being deemed invalid and the Tenderer will be excluded from the process.