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Littlehampton IT Support Contract

**Invitation to Tender**

**IT Support: June 2023 – June 2026 inclusive**

# Invitation to Tender

Businesses are invited to provide a tender for a three-year contract to provide the Littlehampton Town Council IT Support Contract from June 2023 to June 2026 inclusive.

Littlehampton Town Council are inviting tenders for the provision of services in respect of the IT Support Contract. The successful contractor will be responsible for providing this service for the Town Council.

To ensure a fair process please provide the tender on the forms within the appendices.

# Services Required

The Council requires an IT contractor to provide support services to the Council functions to ensure services are not interrupted due to IT issues.

The contract will be for a three-year period to begin in June 2023.

Services required consist of:

* Infrastructure Monitoring & Management.
* Daily monitoring and management of all machines as set out in Section A.
* 24/7/365 Server Monitoring.
* Backup monitoring.
* Separate costs for project work – installation of new PCs.
* Support to staff working from home using Remote Desktop.
* Use of LogMeIn to access offsite PC at Community Centre and A Team Depot for CCTV (not monitored).
* 2 boxes DVRs at Manor house for CCTV – not monitored.
* Support to Councillors (15 laptops).
* Liaison with third party suppliers of systems (e.g. Sage, RBS, Modes) or our website.
* Service Desk Support hours – 8:30-5 Mon – Fri. We are also open Saturdays 10:30-16:30.
* Contact – ticket system (Online reporting system) plus reports on usage.
* Advice, on site meetings.
* Supply of software licences.

The following lists give an overview of existing equipment:

**Section A Hardware**

2 x Azure Servers & 2 Azure Virtual Desktop Hosts

29 Desktops / Laptops (Mixture)

SSTP VPN

S2S VPN

Back Up Solutions – Azure Backup

Router at U6F, MH (Draytek 2860) and SJC (Draytek).

Netgear Smart Switch in the cabinet.

3 Access points – Gladden Room, Chamber and Fleming Room Draytek 900.

Wireless network adapters

Network Cabling

Modem Routers

Network switches/hubs

Network Firewall devices ‘Cisco 800 series?’ (VOIP)

Anti virus Software – Windows Defender Endpoint

Printers – Museum & office team (Ricoh)

Scanners – Museum

Museum Touch Screen using Draytek 800.

**Section B Software**

MS Windows 10 Pro

O365

MS Windows Office

MS Server ‘Microsoft Windows Server 2016 Standard’

Adobe

Liaise with third parties Sage, RBS, Webcurl

# Contractual arrangements

The successful contractor will be responsible for the IT support offering an online ticket system / direct phone service desk for faults / queries with all tickets being actioned within agreed timescales and escalated where required.

An account manager is to be allocated to the Council contract to ensure a direct point of contact to ensure a seamless service and allow items to be directly escalated if / as when required.

# The contractor will be responsible for all required updates to ensure the Council is protected from viruses and any other associated IT risks.

The contract duration is three years; June 2023 to 2026 inclusive. The successful contractor will enter an agreement with the Council. A sample agreement can be supplied upon request.

# Payment

In line with Littlehampton Town Council policy and procedure any requested payment will be authorised by appointed Littlehampton Town Council personnel and paid by BACS.

# Consideration of Quotations

As there is a fixed budget, quotations will be considered on the quality and value for money of the proposals.

# Confidentiality

Bidders shall use the tender documentation and any other information furnished to them under the tender documentation for the purposes of responding to the tender exercise. All such documents and information bidders received shall remain the property of Littlehampton Town Council, shall be kept confidential and shall be returned to Littlehampton Town Council on request.

Reproduction of any parts of the tender documentation is authorised only for the preparation of the response. Bidders shall ensure that all such copies are destroyed when no longer required in connection with tender documentation.

Bidders shall not issue any form of publicity or advertisement regarding this process without prior written consent of Littlehampton Town Council.

Bidders shall not transfer, assign, or distribute this tender documentation to any other company or person without written permission from Littlehampton Town Council’s Town Clerk. A failure to gain the required authority will prevent consideration for tender.

# Tenders

All submissions are to be sent by post. All tender submissions should be sent in a plain sealed envelope which should bear the word “Tender” followed by the subject to which it relates but shall not bear any name or mark indicating the sender. The envelopes will remain the custody of the Town Clerk until the appointed time of opening on Monday May 22nd, 2023, at 09:00.

Please return your tender by Sunday 21st May 2023.

You are required to submit separate prices for each section, the essential and desirable requirements, exclusive of VAT. Please use Appendix 1.

You are required to submit a reference from a company that you have previously worked with (Appendix 2) and a completed company questionnaire (Appendix 3).

# Tender Costs

Applicants are responsible for obtaining all information necessary for preparation of the tender and for all costs and expenses incurred in preparation of the tender. By participation in the tender process the applicants except they will not be entitled to claim from Littlehampton Town Council any costs, expenses, or liabilities whatsoever that are incurred in this tender process, irrespective of whether your tender is successful.

# Grading of tenders

All applicants must meet the basic criteria in part A to be considered for tender.

Part A: Pass/Fail Criteria

To be considered, all tenders must;

* Meet all the listed requirements in the invitation to tender
* Complete all sections of the company questionnaire
* Provide evidence of any accreditations mentioned in the company questionnaire.

Part B: Added Value and Price

Scores will be given based on quality and the level of service offered within the quotation when compared with the pricing.

Meets all the criteria and gives exceptional added value 4

Meets all the criteria and gives substantial added value 3

Meets all the criteria and gives limited added value 2

Meets all the criteria 1

We are looking for professional companies who deliver proven excellence in their field.

Please supply a maximum of 1000 words explaining how you meet all the requirements.

# Weighting

To ensure best value, the weighting of each section is as follows;

Price: 80%

Added Value: 10%

Company Questionnaire: 10%

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| --- |
| Section 1: Essential requirements |
| * Supply and management of licenses * Azure backup and monitoring * Virtual network support and monitoring * Call log analytics * Server monitoring * Support for users between 08.30-1700 (mon-fri) * New starter profile / license set up |
| Section 2: Desirable requirements |
| * Support for users 08.30-17.00 (mon-sat) * Support for x 15 councillor laptops |

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| --- | --- | --- | --- |
| Appendix 1: Tender | | | |
| Please provide the costs per month / year where stated, and excluding VAT.  If there is no extra cost for the item, please state **£0.**  Where you are unable to supply, please **N/A** | | | |
|  | | | |
| **1. Desirable requirements** | | | |
| **Licences** | **Managed services** | **Quantity** | **Cost** |
|  | M365 Business Premium | 25 |  |
| M365 Business basic | 16 |  |
| M365 Business standard | 1 |  |
| **Azure** | Monthly backup |  |  |
| **Azure** | Virtual network usage monthly |  |  |
| Log Analytics monthly |  |  |
| **Azure** | NAT gateway usage monthly |  |  |
| **Azure** | Storage monthly |  |  |
| **Azure** | Bandwidth monthly |  |  |
| DNS monthly |  |  |
| VPN gateway monthly |  |  |
| **Azure** | Virtual machines licences | |  |
| **Azure** | Virtual machines Dsv4 Series | |  |
| **Azure** | Reserved VM instance, Standard, | |  |
| **Server monitoring** | Virtual server 24/7/365 | |  |
| **Support** | Minimum 20 users / per user per month | |  |
|  | **Sub Total** | |  |
|  | | | |
|  | **Grand Total** |  |  |
|  | **VAT** |  |  |

# Tender Compliance

Any additional information that might help Littlehampton Town Council to reach a decision are welcomed as part of the bid.

The successful company will be required to enter into a contract with Littlehampton Town Council.

# Third Party Verifications

Your tender is submitted on the basis that you consent to Littlehampton Town Council carrying out all necessary actions to verify the information that you have provided, and the analysis of your tender being undertaken by one or more third parties commissioned by Littlehampton Town Council for such purposes.

# Disqualification

Littlehampton Town Council reserve the right to disqualify if:

* the terms and conditions are breached.
* there are any errors, omissions or material adverse changes relating to any information supplied by you at any stage in this tender process.
* any other circumstances set out in this tender document, and/or in any supporting documents entitle Littlehampton Town Council to reject tender application.

# Rights to Cancel or Vary This Tender Process

By issuing this tender, entering into clarification communications with potential bidders or by having any other form of communication with potential bidders, Littlehampton Town Council is not bound in any way to enter into any contractual or other arrangement with you or any other potential bidder.

It is intended that the remainder of this tender process will take place in accordance with articles within this and associated documentation, but Littlehampton Town Council reserve the right to terminate, suspend, amend or vary this tender process by notice to all bidders in writing. Littlehampton Town Council will have no liability for any losses, costs, expenses or liabilities whatsoever that maybe incurred as a result of such termination, suspension, amendment or variation.

# Freedom of Information

Where a bidder identifies information as commercially sensitive, Littlehampton Town Council will endeavour to maintain confidentiality. Bidders should note, however, that even where information is identified as commercially sensitive, Littlehampton Town Council might be required to disclose such information in accordance with the information laws. Accordingly, Littlehampton Town Council Cannot guarantee that any information marked ‘commercially sensitive’ will not be disclosed.

* Clearly identify which information is considered commercially sensitive.
* Explain the potential implications of disclosure of such information.
* Provide an estimate of the period of time during which the bidder believes that such information will remain commercially sensitive.

# Anti-Bribery

Bidders must ensure during this tender process no breach to all articles outlined within the Bribery Act 2010.

# Bidder Clarification

All clarification is to be processed through contract finder and will be shared with all prospective bidders to ensure an open and transparent process.

# Site Visits

Site visits are to be arranged by appointment with the listed contact. If you would like to meet with us or make a site visit, please call 01903 732063 and ask for Jon or e-mail [jshort@littlehampton-tc.gov.uk](mailto:jshort@littlehampton-tc.gov.uk)