



EARLY  
INTERVENTION  
FOUNDATION

# Invitation to Tender

## IT Helpdesk and Management

Early Intervention Foundation (EIF)  
Fourth Floor Albany House  
Petty France  
London SW1H 9EA

P: +44 (0)20 3542 2481  
E: [info@EIF.org.uk](mailto:info@EIF.org.uk)  
T: @TheEIFoundation

EIF is a registered charity (1152605) and a company limited by guarantee (8066785)

## 1. Specification / Requirement – Summary

| EIF Project Information Form   |   |
|--|---|
| Project Title  | Early Intervention Foundation IT Support  |
| Procurement Category   | Route 3   |
| Procurement Requirements   |   |
| The Early Intervention Foundation is tendering for an IT support company to support our users with day-to-day IT issues and to support our wider organisational strategy and objectives by offering strategic advice and management, with the overall aim of ensuring that EIF's IT systems are secure, efficient and fit for purpose. |   |
| Quote/Tender response required by  | 12/11/2021  |
| Delivery start date  | 03/01/2022  |
| Delivery end date (anticipated)  | 03/01/2025  |
| Responses should include   | See section 8   |
| Basis of evaluation  | Tender response based on sections 7 and 8 with reference to the scoring criteria in section 9                                     |
| Contact information  | Kate Fisher, Resources and ICT Coordinator<br><a href="mailto:Kate.fisher@eif.org.uk">Kate.fisher@eif.org.uk</a><br>020 3542 2481 |

## 2. Introduction to EIF

The Early Intervention Foundation (EIF) was established in 2013 as a research charity to champion and support the use of effective early intervention to improve the lives of children and young people at risk of experiencing poor outcomes.

Effective early intervention works to prevent problems from occurring in the first place, or to tackle them head-on when they do, before problems get worse. It does this by supporting children's physical, cognitive, behavioural, and social and emotional development. It also helps to foster a whole set of personal strengths and capabilities that prepare a child for adult life. This is where we believe early intervention can make the biggest difference and can provide the greatest lifelong benefits.

As a member of the government's What Works Network, EIF has a pivotal role as the go-to source for evidence and advice on effective early intervention for children and young people. Our work focuses on the developmental issues that can arise during a child's life, from birth to the age of 18, including their physical, cognitive, behavioural and social and emotional development. As a result, our work covers a wide range of policy and service areas, including health, education, families and policing.

- We make the case for effective early intervention, to ensure it is prioritised and invested in at both the national and local level.
- We conduct research, bringing together and synthesising the evidence from scientific studies, tests and evaluations of early intervention programmes and practices, and the expertise and experiences of people working in early intervention.
- We publish reports to disseminate the findings, conclusions and recommendations from our research, and produce resources to translate this research into practical guidance and tools.
- We work with government and all levels of the early intervention sector to ensure this evidence is used in decisions about how early intervention is supported and implemented, from national policy to frontline practice.

## 3. Background to EIF's IT systems

EIF is a Microsoft 365 cloud-based organisation with no on-premises components. We use a cloud-based backup service. Details of our current set up are given in section 6.

EIF currently has 35 staff and 40 user accounts, but we anticipate doubling our size in the next three years. Our total IT budget for this year, ending 31 March 2022 is around £35K. This budget includes hardware, software, support and management. Our current IT provider offers a mixed service, with an IT helpdesk and dedicated IT management days to keep our network secure and fit for purpose refer to section 7.1 for a description of these services.

EIF are following a hybrid model of working, with most staff working at least part of the time from home and requiring support in their home environment.

The EIF IT team comprises the Director of Finance and Resources and the Resources and ICT Coordinator, with additional support provided by the Head of People, when required. Out-of-scope for this tender are a number of cloud-based platforms we use and telecoms.

## 4. Suitability Questions

The following questions are designed to help you decide whether to respond to this invitation to tender. You should only continue if you can answer **yes** to all of the following, as these are our minimum requirements.

- a. Are you able to provide an IT helpdesk service, strategic IT management and hardware support for an organisation of 45 with 50 user accounts (our 2022-23 planning assumption), anticipated to increase to circa 70 staff within the next three years?
- b. Can our users book time with your helpdesk when they raise tickets so they know when they will receive a call back to resolve their IT issues?
- c. Are you based in the UK including all your helpdesk staff?
- d. Can you meet the timelines for this tender (set out in section 5) including the onboarding plan (set out in section 7.2)?
- e. Do you have experience of supporting organisations in acquiring and maintaining Cyber Essentials certifications?
- f. We work from a serviced office, which provides our wi-fi network. The landlord has its own outsourced IT company. Do you have experience of, and are you willing to work collaboratively with other IT service companies to resolve issues?
- g. Can you satisfactorily answer the questions we ask of all new suppliers given in **Appendix A**?

## 5. Tender Timetable

The following table outlines the key stages of the procurement timetable and relevant dates including tender submission, and notification of award of the contract.

| Activity  | Date  |
|---|---|
| IT Tender issued  | 11 Oct  |
| Clarification Questions to Resources and IT and Coordinator by email or phone; questions will be answered by 29 October | 25 Oct to submit<br>29 Oct to publish clarification |
| Tender submissions to be received by 12 noon  | 12 Nov  |
| EIF to evaluate tenders and take up references  | Week commencing 15 Nov                              |
| Interviews  | Week commencing 29 Nov                              |
| Notify successful bidder  | Week commencing 6 Dec                               |
| Contracts discussed/finalised   | Week Commencing 13 Dec                              |

## 6. Current IT Support and Management Arrangements

Our helpdesk currently supports both end users and EIF's IT infrastructure and strategy.

**They provide helpdesk services which support end users with:**

- Installation, management and fixes for Microsoft 365 including SharePoint, MS Teams, Outlook, Word, Excel, PowerPoint.

- Support for Google Chrome web browser.
- Fixes to hardware issues mostly relating to printing and device performance.
- Other ad-hoc software installation as approved.

**and IT management services which support EIF with:**

- Maintain c.44 laptops primarily HP of different ages, models and sizes.
- Set up and management of SharePoint user groups.
- New joiner set up and leaver account closure.
- Purchase and upgrade of hardware.
- Management of InTune autopilot for mobile device management and assignment.
- Device compliance.
- Auditing of MS and SkyKick licencing to ensure best value.
- 365 user group management for software.
- Development, management and implementation of the IT roadmap.
- Strategic advice and support on systems and security.

## 7. Our Requirements

EIF is seeking an IT support solution to support our users with day-to-day issues and to support our organisational strategy and objectives through a strategic IT management service. We are keen to build a strong relationship with a service provider and we would prefer to commit to a provider for 36 months. We will request information on both a 12 and 36 month contract. In addition to the services listed in section 6, we require our IT service provider to work within the following parameters:

### 7.1 Budget

EIF is currently budgeting for our 2022/23 financial year; we will need a final budget by 31/01/22 which presents an opportunity to secure funding for any changes we need in our IT systems. We have provisionally allocated c£40K for 2022-23 to provide the core services detailed above. of which, £5,000 is allocated for consultancy work focused on security and efficiency. Our new financial year will commence on 01/04/2022.

We expect our IT provider to support us in developing our budget for future needs, depending on the agreed IT roadmap and implementation of any new systems and services.

| Description   | 21-22            | 22-23            |
|---|------------------|------------------|
| EIF end user hardware purchases   | £8,531           | £6,634           |
| Cloud backup  | £2,333           | £3,240           |
| Microsoft licences (Charity pricing)  | £1,835           | £3,360*          |
| Firewall and endpoint security  | £3,755           | £4,061           |
| Monthly managed helpdesk service and IT Management (including laptop setup) | £16,025          | £16,132          |
| IT Project  | £2,835           | £7,500           |
| <b>Total</b>  | <b>c.£35,500</b> | <b>c.£40,500</b> |

\*Based on current pricing, without increase due in March 2022

## 7.2 Ensure a smooth handover

For those areas our current helpdesk supports, we will need a seamless transition, with minimal impact on our staff and the systems they use. Please consider whether this can be done out of office hours and the impact this has on cost. Any handover period will take place during January 2022 with support from the new service provider commencing early January 2022. Please advise whether this timetable seems appropriate.

As part of the handover, we would like an audit / health check of our current systems and a report delivered to us by the end of January 2022.

| Activity   | Timeline / Milestone |
|--|----------------------|
| Audit/Health check to look at the current state of EIF's IT systems and identify any work needed to secure our IT Systems or improve our information management. | By 31/01/2022        |
| Complete a full handover with our current IT provider so that the helpdesk support is smooth and joined up   | By 31/01/2022        |
| Advise on any strategic IT projects for 2022-2023 FY so we can secure budget   | By 31/01/2022        |
| Deliver an updated roadmap for 2022-23   | 01/04/2022           |
| Provide ongoing Strategic IT support and IT Helpdesk support for 36 months   | 01/02/2022           |

## 7.3 Quality helpdesk support to end users

Allow users to log support tickets by email or phone call and allow users to book times for support calls according to their diaries. Ability to conduct support calls on teams or zoom is an advantage as not all our staff have work numbers. Can you provide immediate support to staff who require an urgent service?

## 7.4 Quality Support to Resource and IT Coordinator and Director of Finance and Resources

We would like a piece of consultancy work undertaken as part of the handover to look at the current state of EIF's IT systems and identify any work needed to secure our IT Systems or improve our information management.

We require strategic advice to keep our IT systems secure and fit for purpose as the organisation grows via our annual roadmap, input to business continuity planning and risk management.

We also require IT Management support for IT Purchasing, Process management, account management and Support our Cyber essentials reapplication

## **7.5 Data collection, sharing and management**

Ensure all your process are secure and in line with UK data protection. Any Cyber Essential or ISO standards would be beneficial.

# **8. Tender Responses**

The format of the application is at the discretion of the bidder. We request that you cover all points listed in this section and in 1 to 6 to ensure that you meet the selection criteria. Each section is weighted equally in the decision-making process.

## **8.1 Introduction to your organisation**

Introduce your organisation including (or referencing in appendices):

- How long you have been trading for.
- The structure of your organisation, and how does our helpdesk and support fit into this structure including first, second and third line support.
- Number of clients.
- Number of helpdesk staff and how many businesses they support.
- What is your helpdesk staff turnover?
- Please provide management accounts or annual report for last year and last 3 years turnover, a DUNS number is useful if available.

## **8.2 Quality/Suitability**

- How you would you ensure a smooth handover, section 7.2, and can you achieve this in our timeline including the consultancy scoping?
- How do our users log direct support tickets, and how will they receive support? See section 7. 3.
- What experience do you have partnering with organisations to set IT Strategy and support continuity planning and risk management?
- What training and development do your staff receive?
- What quality assurance certification(s) do you hold, and what do they apply to?
- Do you have experience of training end users on new systems and procedures?

## **8.3 Performance/Assurance**

- What are your Service Level Standards, and how is priority assigned to support ticket requests in the helpdesk?
- What is your overall helpdesk performance against your Service Level Standards?
- What Service level reporting do you offer clients? Please provide an example.
- How do you manage client accounts?
- What are your usual terms and conditions? Please provide a copy.
- How you ensure all your processes are secure and in line with UK Data Protection regulations.
- What sector newsletters or webinars/events do you offer clients?

## **8.4 Equality and Diversity**

- Please provide a copy of your diversity policy and details of your most recent EDI metrics.

- Demonstrate you hold the same ethics/values as EIF in relation to Equality and Diversity. EIF's policy is available [here](#)

## 8.5 Price

We will compare all tenders based on the criteria above and take pricing into account.

- Refer to Budget in section 7.1 and keeping in mind the requirement to support the budget development please present pricing in the table below, breaking down costings as appropriate for your pricing structure. Please include costs for all lines as entered and add any additional rows of cost as you judge appropriate.
- How do you calculate annual cost increases, and what were your increases in the last 3 years?

| <b>Recurring Costs</b>   | <b>12-month contract</b> | <b>36-month contract</b> |
|--|--------------------------|--------------------------|
| <b>Total Cost</b>  | <b>£</b>                 | <b>£</b>                 |
| <b>Recurring costs</b>   |                          |                          |
| Cost for IT Helpdesk support and Strategic IT Management support per annum | £                        | £                        |
| Microsoft and cloud back up licencing                                      | £                        | £                        |
| Technical support/ consultant support charging                             | £                        | £                        |
| (please add rows as needed)  | £                        | £                        |
| <b>Total recurring Cost</b>  | <b>£</b>                 | <b>£</b>                 |
| <b>One off Costs</b>   |                          |                          |
| Set up   | £                        | £                        |
| Anticipated project work for 2022/23                                       | £                        | £                        |
| (please add rows as needed)  | £                        | £                        |

## 8.6 References

Please provide the name and preferred contact details for two companies who have worked with you for longer than a year who we may contact to take up references.



## 9. Evaluation Criteria

Each tender response will be evaluated using the following scoring system:

| Assessment           | Score | Summary   | Interpretation   |
|----------------------|-------|---|--|
| Excellent            | 5     | Very strong evidence of appropriate knowledge, skills or experience.  | As well as addressing all, or the vast majority of, bullet points under each criteria heading, it will demonstrate a deep understanding of the project. All solutions offered are linked directly to project requirements and show how they will be delivered and the impact that they will have.  |
| Good                 | 4     | Sufficient evidence provided of appropriate knowledge, skills or experience. Have confidence in their ability to deliver the required service | Will reflect that bidders will have addressed, in some detail, all or the majority of the points in sections 6 and 7. Evidence will have been provided to show not only what will be provided but will give some detail of how this will be measured. Bidders should make clear how their proposals relate directly to the requirements of this tender rather than provide general information.                    |
| Acceptable           | 3     | Reasonable evidence of appropriate knowledge, skills or experience. Meets requirements in many areas but not all.                             | Will again address the majority of the bullet points under each criteria heading but will lack some clarity or detail in how the requirement will be met. Evidence provided, while giving generic or general statements, is not specifically directed toward this tender. Any significant omission of key information will point towards a score of 3.   |
| Minor Reservation    | 2     | Some evidence of appropriate knowledge, skills or experience. Meets requirements in some areas but with important omissions                   | Will reflect that the bidder has not provided evidence to suggest how they will address a number of the points under sections 6 Requirements and 7 Tender responses. Tenders will in parts be sketchy with little or no detail given of how they will meet requirements and measure ongoing service. Evidence provided is considered weak or inappropriate and is unclear on how this relates to desired outcomes. |
| Serious Reservations | 1     | Very little evidence of appropriate knowledge skills or experience  | Will reflect that there are major weaknesses or gaps in the information provided. The bidder displays poor understanding and there are major doubts about fitness for purpose.   |
| Unacceptable         | 0     | No evidence/response  | Will result if no response is given and/or if the response is not acceptable and/or does not cover the required criteria in sections 6 and 7.  |

## Appendix A – Self certification questionnaire

| Ref | Supplier Information  | Response  |
|-----|---|-----------|
| 1   | Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below: |           |
|     | Participation in a criminal organisation  | Yes<br>No |
|     | Corruption  | Yes<br>No |
|     | Fraud   | Yes<br>No |
|     | Terrorist offences or offences linked to terrorist activities   | Yes<br>No |
|     | Money laundering or terrorist financing   | Yes<br>No |
|     | Child labour and other forms of trafficking in human beings   | Yes<br>No |
| 2   | <p>If you have answered yes to any of question 1, please provide:</p> <p>Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,</p> <p>Identity of who has been convicted.</p>                   |           |