



Steps to Work / Starting Point Recruitment

Information Systems Tender Requirements

21st August 2017

Background

Steps to Work (Walsall) Ltd is a Charity. Starting Point Recruitment is a Limited Company. Our head office is based in Challenge Building, Hatherton Road, Walsall.

The work undertaken is best described as:

Steps to Work (STW) provides assistance to people in gaining employment or access to training. Services include information advice, guidance, training and employment support measures.

Starting Point Recruitment (SPR) provides temporary and permanent recruitment services to businesses across the West Midlands.

The Companies are committed to working in partnership with customers and suppliers to offer the most appropriate solutions. To achieve this we are committed to using ISO 9001 as a tool to improve the service to all our customers both internal and external on a continuing basis.

We ensure the quality of our service and skills of our people through a management cycle of planning, review, implementation and evaluation.

We ensure our management information system(s) are maintained regularly and updated as quality and customer requirements indicate that this is necessary.

We consult with our customers on a regular basis to ensure we are meeting their expectations. We establish and review our quality objectives and review the effectiveness of our Quality Management System through meetings of the Senior Management Team supported by an Internal Audit team and ensure that all employees are aware of and understand the quality policy and objectives.

The company operates through several remote sites across the West Midlands area. Current sites are in Bloxwich and Darlaston. Due to the nature of the funding we receive we typically open and close sites every 3 to 5 years and require a solution that can provide flexibility for locations changing.

References in this document to STW include SPR throughout.

Overview

We require a reliable and resilient IT infrastructure that can be secured for internal and public access.

A complete support solution is required, with SLAs to match the expectations of the business. The solution needs to be compliant with GDPR by May 2018.

Requirement

We require a proposal to extract STW from the current datacentre to a new location. Our objective is to show a cost saving over our current solution, whilst increasing the service level and building a robust infrastructure for the years ahead

Consideration should be given to the timescales and onsite changes that will be involved.

Current environment

STW uses Citrix thin clients to access virtualised servers based at the current IT provider's datacentre.

Two Active Directories exist which allows STW to manage internal security separately from public access for customers. There are approximately 800 live AD accounts.

The following pages detail the areas which should be addressed by proposed solutions.

Server hardware

STW are looking for a HP or Dell solution that will prioritise performance and resilience.

The current server systems are Microsoft Windows Server 2008 R2 virtual machines hosted on VMWare.

Email is based on Microsoft Exchange 2010.

These servers provide services to approximately 65 Company and 40 Public users.

The proposed solution will need to provide:

- 10TB storage
- File & print services
- Active Directory management of approx. 800 live accounts
- Management of client desktop delivery
- Web filtering
- FTP server
- Secure authentication
- Email and web security
- Network security

Hosting services

STW will require the provision of a secure location in which to house their server systems.

The hosting location must meet ISO27001 requirements and be GDPR compliant by May 2018.

Ethernet and MPLS Circuits

An existing MPLS circuit is currently in place between all STW offices. The circuits are supplied by Virgin Media and the existing contract will be coming to an end in November 2017.

STW will require a new MPLS circuit for all of their offices as well as a link to the new data centre. The links will be a minimum of 100MB on a GB bearer to each of the following sites:

1. Challenge Building
2. Darlaston Jet
3. Work on the Horizon
4. Data centre

VDI solution

A solution to deliver user desktops to client machines is required.

STW currently use Citrix via Wyse Thin Clients to access their server systems.

Email

A migration plan will be required to move from the existing STW email systems.

Email is Company-only (no Public consideration) and resilience/load-balancing should be factored into your design.

Security

Secure access to data must be a priority consideration in the system design proposed.

Specific requirements include:

- Secure access to USB ports on client devices
- Minimum two-factor authentication for remote users (of which there are approx. 20)
- Encryption required to FIPS 140-2 level

Backup

All Company and Public data must be backed up and recoverable. System configuration data should also be included in the backup proposal.

Backup should be an automatic solution maintained by the support provider and with no daily involvement of STW employees.

Cloud Backup and critical data

In addition to the standard back up processes, STW are looking to implement a FIPS certified cloud back up service for their critical data only.

A solution is required to create an insurable data environment (IDE) that will mitigate their residual risk and enable STW to insure against it.

“Residual risk is the threat that remains after all efforts to identify and eliminate risk have been made.

Network Infrastructure

A proposal is required to link the three STW sites and provide a network infrastructure at each site. Flexibility with site movements needs to be considered.

Network equipment proposed should meet the following criteria:

- POE
- Layer 2/ 3
- Centrally Cloud managed
- VLAN capability
- QoS
- Stackable
- Remote access
- Remote firmware upgrades
- Lifetime warranty

Wireless access

STW do not currently have wireless access at any of their offices.

A new cloud based wifi system will be required. The system will need to be managed from the cloud with access to each individual access point. The system will not be controller driven with each AP being autonomous.

Software licensing

All current licensing and that which is provided as part of this proposal should be maintained in a central register by the support provider and be made available to authorised STW staff as required.

Domains

All current domains and any which are provided as part of this proposal should be maintained in a central register by the support provider and be made available to authorised STW staff as required.

Ownership of these domains should be verified as belonging to STW and not to a 3rd party.

Currently all users are on @stepstowork.co.uk email domain – going forward we want to have the SPR users with an appropriate email to distinguish their brand. Flexibility with branding is a requirement.

Secure print

STW are looking to streamline processes and reduce costs on their existing print management system.

Identified as key objectives are:

- Reduction in overall print and copy costs
- Greater use of Multi Function Devices (MFDs)
- Improved servicing with less downtime
- Reduced parts costs
- Automated supplies delivery with toner sent directly to the machine
- Shared printing solution for satellite offices
- Secure printing in line with GDPR guidelines

A solution/ recommendations are required to assist with all of the above.

Mobile

A mobile solution is required for STW staff. The solution will include telephony handsets, new data SIM's and tablets as required and will allow secure access for staff to the STW network.

The mobile devices are required to be managed from the cloud via software for security and asset management purposes.

Support

Ongoing support services are required in order to maintain the server systems once they have been implemented.

All devices used at STW are to be covered by this contract including phones, tablets, smartboards.

The solution proposed should cover 08:00 – 18:00 Mon-Fri on normal business days.

StW require a helpdesk service that employees can contact via telephone, email or web portal.

The support provider will also supply advice and consultancy as part of their contract, with agreed rates covering projects/work outside of normal day-to-day support.

Change Control

It is expected of the support provider that a documented Change Control Log will be maintained and made available to authorised STW employees when required.

Submission of Tenders

Submission of tenders are required by 3pm on 18th September 2017. Please submit a hard copy with a version on a USB flash drive to:

Crystina Woolley
Business Continuity and Information Compliance Manager
Steps to Work
Challenge Building
Hatherton Road
Walsall
WS1 1XS

Questions

Questions should be submitted by email to Crystina.Woolley@stepstowork.co.uk no later than 8th September 2017. All questions will be logged and if you require a copy, the request should be made no later than 15th September 2017. This will also be uploaded to Contract Finder on a regular basis.

Timescales

Release IT tender specification	21 st August 2017
Tender to be returned	3pm 18 th September 2017
Evaluation of tender specifications	by 26 th September 2017
Tender presentations	2 nd October 2017
Selection decision	by 5 th October 2017
System implementation	no later than 31 st March 2018