Lankelly Chase

Invitation to Tender: Provision of IT Support Services to Lankelly Chase

Deadline for response: <u>Friday 22nd December</u>

1. Introduction

The LankellyChase Foundation is inviting companies to tender for the supply of management and support for its IT and Telephony infrastructure. We are seeking responses from organisations which will be able to advise on, install, support and manage a fit-for-purpose ICT provision which:

- is easy to manage
- delivers requirements quickly and efficiently
- gives the Foundation flexibility with respect to future requirements
- is cost-effective, both from day one and as the service grows

Lankelly Chase is looking for an IT service partner that can not only support the Foundation's current ICT requirements, but that will also proactively add value through providing advice and recommendations that will support the Foundation's future strategy and growth.

LCF currently houses its main IT infrastructure onsite, including servers and networking equipment. We will consider all network models which meet our requirements, however we anticipate that we will move entirely to Cloud-based solutions and will need advice and assistance in this.

2. About LankellyChase Foundation

The LankellyChase Foundation ("Lankelly Chase"; "LCF") is an independent charitable funder committed to bringing about change to transform the quality of life of people who face severe and multiple disadvantage in the UK.

Based in Holborn, Central London, the Lankelly Chase team consists of 13 (soon to be 14) members of staff. The Office & HR Manager is fairly IT-literate and able to troubleshoot and fix many basic issues as they arise. Most issues relating to IT and Telecoms are therefore directed through the Office and HR Manager, who then acts as the main contact for the outsourced IT support. In addition, there is an Office Assistant who deputises in the Office & HR Manager's absence.

Our Mission, Vision and Values
Our mission: Lankelly Chase is an independent foundation working in partnership with people across the UK to change the systems that perpetuate severe and multiple disadvantage.

We believe that all people can thrive in the right conditions. Our **Vision** is of a society where everyone has the opportunity to live a rewarding life.

Our **Values** are: Open, Determined, Reflective
- Open: we want to build relationships based on shared humanity, kinship and respect. We are always open to new ideas and evidence and we share whatever we learn for the benefit of everyone.
- Determined: real change takes tenacity, kindness and commitment. We work with humility and the knowledge that there are no simple answers.
- Reflective: we want to find out what really works. We challenge assumptions and we use feedback as a powerful tool for learning.

Further details of the Foundation and our work can be found at: www.lankellychase.org.uk

3. Current ICT Infrastructure

Lankelly Chase currently operates from one location, a self-contained office space with a kitchen and meeting rooms located at First Floor, Greenworks, Dog and Duck Yard, Princeton Street, London WC1R 4BH. Additionally, all employees have the capability to work remotely and do so regularly.

The current total number of users is 13; this is expected to increase to 14 members of staff in the coming financial year. Staff use a mix of Desktop and Laptop Windows PCs, plus iPads and iPhones. More than half of the staff are able to hotdesk by connecting to the network via WiFi when in the office.

There are two password restricted WiFi channels; one for Staff and one for Visitors.

All networking equipment is currently located in a cupboard in the main office space.

Current Hardware
- Dell PowerEdge R210 Server ('main' server, running files, folders and profiles)
- Dell PowerEdge T20 Server (running Sage 200)
- Draytek Vigor 2830n (Router)
- Draytek Vigor 2830n (Firewall)
- Netgear ReadyNAS Duo – NAS Backup
- Switch (including phone and network)
- UPS – APC smart UPS 1500

- ADSL line (no longer fit for purpose - we are currently considering moving to a leased line or fibre connection)

- Fujitsu Esprimo Edition Q520 Nettop PC i3 4GB RAM Win 7 (x2)
- Dell XPS 13 - i7 8GB 256GB SSD Win10 (x5)
- Dell XPS 13 – i5 8GB 256GB SSD Win 10 (x1)
- Dell XPS 13 – i5 4GB 128GB SSD Win 7 (x4)
- Dell Optiplex 3020M Micro i5 8GB RAM Win 7 (x2)
- Dell Optiplex 9020 USFF i5 8GB RAM Win 10 (x2)
- Dell Inspiron (x1) (Soon to be phased out as is very old)
- iPads (x7)
- IPhones (x 9)
- Android phone (x2)

Some Staff Members use own laptops or desktops at home, which are also supported.

Operating Systems, Software and Applications
- Windows 10
- Windows 8
- Windows 7
- 13 x Office 365 licences
- Current IT company's own antivirus solution
- Cloud Backup
- Sage 200 - a business critical tool running on its own server, currently used by two members of staff who also have remote access on their home PC/laptops. The software is currently licensed and supported via a third party (K3 FDS).

Telephony
- CISCO – VOIP with Cisco IP Phone 7942 handsets (we intend to change handsets as part of this review process)
- Also – analog line to support Revolabs Teleconferencing system, via Cisco ATA.

Printers
- Ricoh Infotec MP C2550 (will be replaced soon, likely under a separate maintenance contract)

4. Support Requirements

Lankelly Chase needs a tailored support solution which is customer focused, timely and responsive and which provides flexibility for future requirements.

We will require the appointed IT Support Service ("The Supplier") to fulfil the following:

1) Take over management of existing services and infrastructure, including managing relationship with incumbent IT Support Company to ensure smooth handover of services, including all passwords and logins.
2) Provide a fast, responsive helpdesk service during normal office hours, with additional support available 24/7/365.
3) Perform a full audit/risk review of existing IT and Telephony services and infrastructure, provide recommendations for immediate changes and implement and manage any agreed changes.
4) Provide a proactive, consultative service going forward, making recommendations for upgrades and enhanced services.

Detailed Requirements

It is anticipated that the appointed supplier will provide all of the following services. (Please note that this is not to be considered an exhaustive list).

Item	Requirements
Helpdesk/ Incident Resolution	• To provide a fast, responsive helpdesk solution in accordance with agreed SLAs during normal office hours, with availability (on an ad-hoc basis) of support outside of office hours. • To have available engineers for site visits at short notice.
Infrastructure	• To provide proactive remote management, support and maintenance of LCF's IT infrastructure, including 24/7 proactive monitoring of all servers. • To provide and follow a detailed maintenance schedule. • To maintain an up-to-date asset register of all hardware.
Operating Systems, Software and Applications	• To ensure that LCF adopts the most cost-effective licensing model for any software used (for example, Charity rates). • To maintain an up-to-date asset register of all software, including passwords • To undertake the updating and patch management of all installed software, ensuring that all hardware and software upgrades and patches issued by third parties are implemented upon release.
Third-Party Solutions	• To manage relationships with any Third-Party suppliers LCF engages in relation to the support of any specialised software applications, for example accounting software (we currently use Sage 200) or a CRM.
Domain Name Management	• To take over and manage registrations for all domain names associated with the Foundation.
Security	• Management and support of LCF's IT security infrastructure (firewalls, antivirus, anti-spam, malware protection etc),

Item	Requirements
	including managing all relevant licenses, patches and software upgrades, and to recommend any upgrades or additional measures to improve security.
Remote Access	• Manage and support a remote access solution.
Storage and Backup	• Implement, manage and support a fully-redundant data backup and storage service, with regular checks of backup integrity, including reporting on these tests.
Disaster Recovery	• To manage and support a solid disaster recovery solution, providing full redundant replication of shared files and folder, emails and other critical databases
Printers	• Support all printers and liaise with third parties as required to ensure that the printers are available during normal office hours.
Telephony	• To act as LCF's single point of contact for all telephony issues, coordinating with any third-party provider to ensure continuation of service and resolution of any issues.
Reporting and Account Management	• To provide a named Client Service/Account Manager • To provide regular reports (incident response times, KPIs, scheduled maintenance, backups etc) • To provide documentation on network configuration and procedures, and any other relevant documentation to assist in our understanding of the network. • To undertake regular (annual) reviews of the system and service, providing suggestions for improvements.

5. Response to Tender

Please supply the following information in any response to this tender
  a) **Details of your company**
    i. Registered company name and address
    ii. Company website address
    iii. Financial accounts
    iv. Financial turnover for your last two accounting years
    v. Confirmation of registration with the Information Commissioners Office
    vi. Relevant insurance certificates, such as Public and Employers Liability Insurance
    vii. Name, telephone numbers and email address of main contact within your firm
    viii. An overview of your company's operation and full description of services offered, including time of operation in providing services relevant to this tender
    ix. Details of company structure, including legal status, ownership, subsidiaries and any affiliated companies.
    x. List of company directors or management board.
    xi. Total numbers of staff involved in roles relevant to this tender (eg Engineers, 1st line support etc etc), including staff providing out of hours assistance.
    xii. Confirmation that you are a Living Wage employer
    xiii. Health and safety statement and policy/approach
    xiv. Sustainability/Environmental Policy
    xv. Any Conflicts of interest.

  b) **Provision of Services**
    Please clearly indicate your firm's ability to fulfil the requirements set out in Section 4 (Support Requirements), to include:

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A full plan of how you would manage the move away from our existing supplier.
Suggested incident response times (based upon your standard SLAs)
The roles and number of staff that would be allocated to providing support to Lankelly Chase
Any relationships or accreditations you have with any hardware or software vendors (eg Dell, Microsoft, Apple etc.)
Any additional services that you offer that you feel may be suitable for Lankelly Chase.
Details of any Third Parties/Sub-Contractors you would intend to use in the provision of services to Lankelly Chase.

c) **Costs**
Please set out clearly all proposed costs associated with the provision of services to Lankelly Chase, including set fees and fees for additional services (eg specialised engineers, out of hours support etc), clearly indicating what is covered and what is exempt (e.g. travel and expenses)

d) **References**
Please provide the contact names and addresses of three previous or existing customers who will be willing to serve as referees for your business.

Responses must be emailed to: karenc@lankellychase.org.uk

6. Evaluations of Tenders

Tenders will be evaluated on the following basis:
- Ability to meet the requirements set out in Section 4
- Best value
- Cultural fit with our organisational objectives and values
- Evidence of proactive service delivery and commitment to excellent customer service
- Qualifications/competency of IT staff
- Accreditations and existing relationships with leading industry vendors
- Responsiveness of incident management
- Supplier's financial stability
- Evidence of a sustainability and environmental strategy/policy
- Ability to provide full service from one month of being appointed

7. Timescales

Deadline for Responses to ITT: Friday 22nd December 2017
NB: We encourage all potential respondents to contact Karen Crompton to discuss any aspects of this document and/or to arrange a site visit if appropriate, prior to responding.

Anticipated shortlist interviews: Tuesday 30th January 2018

Anticipated decision date: Tuesday 30th January 2018

Anticipated commencement of Contract and services: ASAP after appointment.

8. Further Information

Contact Details
For all enquiries and responses to this tender, please contact:

Karen Crompton
Office and HR Manager
Lankelly Chase
First Floor, Greenworks
Dog and Duck Yard
Princeton Street
London
WC1R 4BH

Tel: 020 3747 9930
Email: karenc@lankellychase.org.uk

Assumptions
All references to "Lankelly Chase", "The Foundation", "LankellyChase Foundation" or "LCF" which may be found within this Invitation to Tender or in any subsequent correspondence or discussions, relate to The LankellyChase Foundation.

General Conditions
Nothing contained in this Invitation to Tender or any other communication shall constitute an agreement or contract between Lankelly Chase and the Supplier or any other party.
All parties must note that this Invitation to Tender may not result in the award of any contract. Lankelly Chase reserves the right to change any aspect of, or cease, the tender process at any time.

While Lankelly Chase has taken all reasonable steps to ensure that the information contained in this Invitation to Tender are accurate, the information may be subject to updating or amendment and does not purport to contain all of the information which a Supplier may require. Suppliers are therefore responsible for conducting all necessary due diligence.

Conflicts of Interest
Suppliers are required to declare any existing or potential conflicts of interest that they may have with Lankelly Chase, including existing or potential future relationship with Staff, Trustees or Partners of the Foundation. Suppliers who directly or indirectly canvasses any staff member, Trustee or partner of Lankelly Chase concerning the award of the contract will be disqualified.

Costs
Suppliers are responsible for any costs and expenses incurred in the preparation of any response to this tender.

Confidentiality
All information contained in this Invitation to Tender and any further information supplied by Lankelly Chase during any subsequent correspondence, discussion or negotiations shall be deemed confidential information, unless that information is already publicly known.

Suppliers must obtain the written consent of Lankelly Chase before disclosing to third parties or any Supplier group company any information relating to this Invitation to Tender.