

IT Managed Services

Invitation to Tender

Contents

1. Executive Summary.....	3
2. Introduction	4
3. Tender Instructions.....	5
3.1 Form of Tender	5
3.2 Tender Process Timetable.....	5
3.3 Questions & Clarifications.....	5
3.4 Submission	5
3.5 Contact Details	6
3.6 Structure of Responses	6
3.7 Assumptions.....	7
3.8 Evaluation of Tenders	7
4. Tender Conditions.....	7
4.1 General Conditions	7
4.2 Response Costs	9
4.3 Confidentiality.....	9
5. Background Information	10
5.1 Office Locations.....	10
5.2 Core Server Infrastructure	10
5.3 Desktops / Laptops / Smart Terminals / Mobile Devices.....	10
5.4 Operating Systems, Software and Applications.....	10
5.5 Networking Infrastructure Hardware	10
5.6 Storage and Backup	10
5.7 Wireless.....	10
5.8 Telephony	10
5.9 Printers and Copiers.....	11
6. Core Requirements	11
6.1 Overall Service Requirements.....	11
6.2 IT Helpdesk and Incident Resolution	12
6.3 Disaster Recovery.....	12

6.4 Third Party Software Suppliers	12
6.5 Reporting and Account Management.....	12
7. Commercial and Pricing	12
8. Non-Disclosure Agreement.....	13
Appendix A: Non-Disclosure Agreement	14

1. Executive Summary

Herefordshire & Worcestershire Chamber of Commerce [HWCC] is inviting companies to tender for the IT Infrastructure, Telephony Systems, Disaster Recovery solution and IT Support across multiple locations under a four year managed service. The tender document will ensure a fair and transparent approach to the selection process. This contract will be reviewed annually and renewed based on contracted performance. This tender is being issued to Suppliers who will be able to manage the complete cycle of installations, support and management of the HWCC's ICT infrastructure to provide excellent support, development and management thereafter.

HWCC have successfully outsourced their IT services over several years. HWCC currently own most elements of their hardware infrastructure including servers, networking equipment and all client endpoints, but excluding their telephony system, which is a hosted VOIP solution with leased handsets. HWCC are aware that some of this equipment now requires a refresh and HWCC will consider all commercial models which meet our requirement for a solution which:

- Offers reliable consistent IT functionality.
- Have the appropriate security safeguards which are kept current to maintain a secure and resilient environment holding sensitive information.
- Easy to manage both commercially and operationally.
- Delivers requirements quickly and efficiently.
- Gives HWCC flexibility with respect to future requirements and service options.
- Cost-effective both on day one and as the service grows.
- GDPR Compliant.

In considering tenders HWCC will also appraise how effectively the Supplier would be able to:

- Provide immediate support from 1st April 2019.
- Provide high quality management and support services on an on-going basis.
- Show previous case studies, in particular end to end managed services.
- Be able to advise and source at best price hardware and software as required.
- Be able to work in partnership with HWCC on the future strategy and implementation.
- Demonstrate a detailed proposal outlining how services and benefits will be delivered with a full financial breakdown.

HWCC will also evaluate Suppliers and their tender on:

- Quality and performance record and commitment.
- Proactive service delivery and accreditations.
- Financial costs and best value.
- Cultural fit with our business objectives and values.
- Innovative approach and Technical design to the IT Solution
- Microsoft Partner, demonstrating a broad history of implementing IT solutions
- ISO27001 Accreditation
- Membership of the Chamber
- Cost, terms & conditions

2. Introduction

Herefordshire and Worcestershire Chamber of Commerce is a not for profit, membership organisation, limited by guarantee. Our key purpose is to build economic strength within Herefordshire and Worcestershire, by supporting our members and whole business community to achieve success.

We represent our members locally, regionally, nationally and internationally, acting as a key influencer and facilitator between business and government.

At the heart of the Chamber is our engagement and involvement with businesses, in a range of collaborative networks that support the development of opportunities, relationships and the local economy. Through representation, connections and promotion, we ensure members increase their profile, gain business and have access to responsive and relevant business solutions to enable them to thrive and grow.

In addition to members, the Chamber supports all businesses within the local community by providing a range of relevant services and opportunities to engage in economic success.

We are at the forefront of partnership activity in the local area, ensuring that the private sector is fully represented on all key strategic groups. The Chamber facilitates between industry, commerce, education, government and public sector organisations in order to strengthen enterprise and the economy within the two counties.

The Chamber has grown from strength to strength. In the last 3 years we have increased turnover by 15% from £2.7m to £3.1m with staff numbers increasing by 18% from 53 to 65.

Alongside continued delivery of our core services – membership, events, training, policy and international trade, we have developed and grown our business engagement and tourism services including contract delivery of the Worcestershire Growth Hub (Worcestershire Business Central), Visit Worcestershire and Visit Herefordshire. Corporately, we have achieved the Investors In People Gold standard, continued British Chamber of Commerce accreditation, continued ISO9001 Quality Standard accreditation and IASME Cyber Essentials Plus accreditation and have been awarded a place on the Sunday Times Top 100 Company list.

3. Tender Instructions

3.1 Form of Tender

The form of the tender is flexible, but must include detailed responses to all sections and based on an approximate user base of 65 users and should be flexible to increase / decrease final users after an audit has been completed.

3.2 Tender Process Timetable

The table below details the timetable for the tender process:

Invite to tender released	17 January 2019
Opportunity to discuss the tender with the IT Project Manager	21 - 28 January 2019
Supplier proposal submission last date	8 February 2019
Shortlist and Company checks	12 – 13 February 2019
Shortlisted companies selected and notified	14 February 2019
Shortlisted company interviews	26 – 28 February 2019
Supplier Chosen and notified	7 March 2019
Unsuccessful tender notification	7 March 2019
Supplier contract and technical specification agreed	21 March 2019

The contract shall begin on 1 April 2019.

3.3 Questions & Clarifications

Any questions regarding the interpretation or clarification of this document should be addressed to the IT Project Manager. During the period following release of this tender, potential Suppliers will be permitted to submit questions in writing for consideration by HWCC. All such questions will be given full consideration, but HWCC reserves the right to limit the format, content and timing of its responses in any way believed by HWCC to be appropriate (which includes the right to refuse a response without giving any reason for so doing). HWCC may collate the answers to all questions and issue to all the vendors. During the period following submission of the tenders, HWCC reserves the right to seek clarifications of any or all aspects of the tenders received.

3.4 Submission

An electronic copy of the Supplier's response must be emailed to andrewp@hwchamber.co.uk and should clearly reference the title of this Tender in the subject line and the name of the Supplier submitting the response. Two hard copies of the tender must also be sent to the IT Project Manager

to arrive by 16:00 hours on Friday 8th February 2019 at the latest. Late submissions will not be accepted.

Hard copy responses must be signed by a duly authorised senior representative of the Supplier.

The detail specified in each Supplier response may be specified in any future contract therefore Suppliers should make sure their responses are authorised at the appropriate level which would enable them, should they become successful, to become the subject of a binding contract.

3.5 Contact Details

Mr A Potter
IT Project Manager
Herefordshire & Worcestershire Chamber of Commerce
Severn House
Prescott Drive
Warndon Business Park
Worcester
WR4 9NE

Telephone 01905 673 600

Email andrewp@hwchamber.co.uk

3.6 Structure of Responses

HWCC would ideally like all responses to be structured consistently as outlined below:

- Cover letter including title, bidders name and address date and version number, contact person and authorised decision maker.
- Table of contents.
- Executive summary (maximum 2 pages); focus on needs, outcomes, solutions & evidence, success factors and risks and cost summary.
- Company profile; relevant experience, staffing considerations, proof of financial stability and customer references.
- Proposal overview; detailed service descriptions, infrastructure and organization structure.
- Implementation; approach, methodology , role and responsibilities, communication and collaboration model including escalation paths, time line, risks critical success factors and change management.
- Financials; Commercial model and terms.

3.7 Assumptions

The Supplier may make assumptions to enable them to submit a response. However, where such assumptions are materially important to any key element of its response, Suppliers are encouraged to seek clarifications before proceeding on the basis of an assumption. All assumptions made must be fully documented and highlighted as such at the end of the section within which they occur. Where appropriate, detailed reasoning should accompany the assumption explaining clearly why it was made, and stating the consequences, if the assumption proves incorrect.

3.8 Evaluation of Tenders

HWCC will use a set of evaluation criteria to evaluate all tenders submitted. An initial evaluation of each tender will consider whether or not every instruction and requirement contained within the tender have been fulfilled and/or complied with. HWCC reserves the right at its sole discretion to disqualify without further consideration any response which does not satisfy this basic requirement.

The key evaluation criteria shall include, in no particular order:

- Innovative Approach & Technical Design Solution
- The quality and flexibility of the solution and service offering, and the ability to meet current and future requirements.
- Microsoft Partner, ISO27001 & Implementation History
- Compliance, Security, GDPR, Governance
- Company Strength / Ability To Deliver / Support
- Commitment to Service Levels and Key Performance Indicators
- Understanding Of Company Requirements & Objectives
- Cultural fit with HWCC's objectives and values.
- Cost, Terms & Conditions
- HWCC Membership & Location

4. Tender Conditions

4.1 General Conditions

The Supplier acknowledges that a response to this Tender does not commit HWCC to any course of action resulting from its receipt and that HWCC may, at its discretion:

- Reject any tender and HWCC is not bound to give any reason for the rejection.
- Reject any tender which does not conform to the Instructions and specifications which are contained herein.

- Select a Supplier based upon its own unique set of criteria. HWCC is not bound to disclose the details of such criteria and may at any time alter the criteria to reflect the changing needs of the business.
- Reject all responses.
- Terminate this tender process.

The Supplier must be prepared to discuss any aspect of its response if requested by HWCC. HWCC may, at its request, require unsuccessful Suppliers to immediately return or destroy all documents and other materials and working papers relating to this project and all copies thereof and to destroy all electronic copies. The Supplier may, at HWCC's request, be required to confirm in writing that all such information has been returned or destroyed.

Nothing contained in this tender request or any other communication made between HWCC or its representatives and the Supplier or any party shall constitute an agreement, contract or representation between HWCC and the Supplier or any other party. Receipt of this tender request by the Supplier does not imply the existence of a contract or commitment by or with HWCC for any purpose and Suppliers must note that this tender request may not result in the award of any business. HWCC reserves the right to change any aspect of, or cease, the tender process at any time.

The information contained in this tender is subject to constant updating and amendment in the future and is necessarily selective. It does not purport to contain all of the information which a Supplier may require. While HWCC has taken all reasonable steps to ensure that, as at the date of this document, the facts which are contained in this tender request are true and accurate in all material respects, HWCC does not make any representation or warranty as to the accuracy or completeness or otherwise of this tender, or the reasonableness of any assumptions on which this document may be based. All information supplied by HWCC to Suppliers, including that contained in this tender, is subject to the Supplier's own due diligence. HWCC accepts no liability to Suppliers whatsoever and however arising and whether resulting from the use of this tender, or any omissions from or deficiencies in this document. HWCC shall rely on the information the Suppliers provide.

All intellectual property rights in this tender are and will remain the property of HWCC and / or its professional advisors. No part of any such materials may be reproduced or stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, optical or otherwise, now known or hereafter invented, for any purpose other than the preparation and submission of a response to this tender, without the written permission of HWCC. HWCC may exclude from this tender process any Suppliers who have been found to be in breach of confidentiality or intellectual property provisions and may pursue any remedy or take any other action for breach as it considers appropriate.

It is the responsibility of the Supplier to obtain for itself at its own expense all additional information necessary for the preparation of its response to this tender. No claims of insufficient information will be entertained.

Suppliers are required to declare any existing or potential interests that they may have with HWCC. Suppliers should state the nature of the relationship. The scope of the declaration is drawn extremely widely to capture all situations where there may be, or be seen to be, potential for a conflict of interest to arise.

HWCC will not be obliged to consider any late responses to this tender, nor will it be obliged to consider any requests for extension of time from the date fixed for submission of responses to this tender. HWCC may, however, in its absolute discretion, extend the time or date fixed for submission and in such event, HWCC will notify all potential Suppliers of any change.

4.2 Response Costs

Suppliers are responsible for all costs, liabilities and expenses which may be incurred in the preparation of its response to this tender and HWCC will not be held liable for any costs incurred by the Supplier regardless of the outcome or whether or not a contract is awarded.

4.3 Confidentiality

Information contained in this Tender and any further information that comes into the possession of the Supplier during any subsequent discussions, correspondence or negotiations shall be deemed confidential information. Should you therefore wish to participate in this tender process you must sign and return to HWCC a hard copy of the Non Disclosure Agreement ('NDA') at Appendix A by 7th February 2019. HWCC reserves the right to reject any Supplier response if the terms of the NDA are amended or altered when returned with the Supplier's response.

Should any potential Supplier not wish to proceed in this tender process, they must immediately destroy this document, including any hard or soft copies thereof.

Any responses received to this tender from a party who has not signed the NDA in accordance with the above requirements, will be disregarded.

Suppliers must obtain the written consent of HWCC before disclosing to third parties or any Supplier group company any confidential information of HWCC or any part of this tender. Suppliers must ensure that all third parties to whom disclosure is made shall keep any such information, materials, specifications or other document confidential and are subject to confidentiality obligations no less onerous than those set out in the NDA. HWCC shall be entitled to require the Supplier to maintain a register of all employees and third parties who have access to such information and make such register available to HWCC for inspection on request.

Suppliers must not announce or release any information regarding this tender process or the existence of this Tender without prior written approval of HWCC.

5. Background Information

5.1 Office Locations

The 3 offices are located in Worcestershire & Herefordshire.

5.2 Core Server Infrastructure

The Supplier will be responsible for the complete management, upgrade, compliancy and support, including proactive maintenance, of HWCC's existing server infrastructure. The supplier will be required to provide a fully detailed maintenance schedule which can be subsequently monitored by HWCC.

5.3 Desktops / Laptops / Smart Terminals / Mobile Devices

The supplier will provide the complete management and support of HWCC's existing and any new Desktops, Laptops, iPads and Smart Terminals. This should include patch upgrades when and if necessary. Email / Office 365 Integration with Mobile Phones would also need to be managed and supported.

5.4 Operating Systems, Software and Applications

The supplier must undertake patch management to ensure that patches and software upgrades issued by 3rd parties, (e.g. Microsoft) are implemented when released. HWCC requires that the supplier liaises with the relevant software providers and indicate where dependence is required. All licensing for operating systems, system security provision, tools, etc. should be managed by the supplier to ensure that HWCC are fully compliant at all times.

5.5 Networking Infrastructure Hardware

The Supplier will be responsible for the complete management and support including proactive maintenance and upgrades of HWCC's networking infrastructure. HWCC require network services to users between the hours of 8:00am to 6:00pm Monday - Friday.

5.6 Storage and Backup

The supplier is able to manage and support HWCC's storage and backup needs including relevant licenses.

5.7 Wireless

The supplier should maintain HWCC's wireless infrastructure.

5.8 Telephony

The Supplier will be responsible for providing a VOIP telephony system (including handsets), complete management, compliancy and support and proactive maintenance. The supplier is able to

act as the single point of contact for all telephony issues and will coordinate with any 3rd party suppliers as required to ensure that telephony is available during working hours. The supplier should include the following:

- Hosted / Cloud based telephony solution
- Telephone Handsets / Endpoints
- Telephony system reporting
- Ongoing telephony system support
- SIP Lines
- Call Package

5.9 Printers and Copiers

In general MFD's are used and the contracts and maintenance for these will be held directly with the relevant manufacturer or respective dealer. The supplier would be required to set up and support connectivity particularly in respect of networked devices as appropriate.

6. Core Requirements

6.1 Overall Service Requirements

HWCC is looking for an IT service partner that can not only supply and support HWCC's IT network both currently and in the future, but that will also add value through proactive recommendations and enhancements that will support HWCC's strategy and growth.

The requirements set out in the following sections are intended to allow the Supplier to demonstrate its ability to manage HWCC's infrastructure in a competent way and also its ability to recommend enhancements and new solutions where directed.

HWCC is looking for a solution that:

- Is easy to manage both commercially and operationally. From a commercial perspective this means providing HWCC with predictable upfront pricing which allows accurate budgeting over the term of the Contract. From an operational perspective this means providing a single point of contact for all of HWCC's IT requirements and management of third party providers.
- Provides robust, reliable and secure IT, Telephony and Disaster Recovery systems.
- Is flexible with respect to future requirements and service options. HWCC must not be limited in respect of additions or amendments to the solution and HWCC must not be tied to any particular support provider except as provided in the contract.
- Is cost-effective both at the start of the Contract and as the service grows.
- Is fully managed and either a hosted / on-premise IT Infrastructure solution.
- Ensures there are robust SLA / Escalation Processes in place and that they are reported on monthly, with quarterly performance Reviews.

6.2 IT Helpdesk and Incident Resolution

The supplier should provide details on method for the logging of faults, for both within and out of hours support. ITIL/ITSM methodology would be preferred. The supplier should provide a table of Service Levels detailing expected response times for both remote and onsite from the time the fault is logged.

6.3 Disaster Recovery

The supplier will assist in the definition and implementation of a disaster recovery strategy directionally aligned with the overall IT strategy.

6.4 Third Party Software Suppliers

The supplier will liaise with Software Suppliers to work towards resolution of any problems raised. The supplier should act as the lead technical resource that interfaces with external software suppliers until the root cause of any issue has been identified and a resolution implemented.

6.5 Reporting and Account Management

The supplier will provide an appropriate set of KPI reports on a monthly basis, or as agreed, to include Server and Storage Information, Capacity Usage, Call Out Logs etc. The supplier should provide reporting based guidance on common and repeat failures that may lead to potential upgrades or changes. Reports should also include any patch management completed, Proactive Maintenance, Anti-Virus compliance and details of Backup Tests and Results. Adherence to SLA's should be clearly shown.

7. Commercial and Pricing

The supplier should provide a detailed cost breakdown and include, but not limited to, the following elements:

- IT Hardware
- Telephony Systems
- Software
- Comms Lines
- Hosting
- Support
- Licenses (Both monthly and annual)
- Implementation and Project Management Days and Training Days
- Third party software / costs

Costs should be shown on a per user, monthly, annual basis as applicable. Total cost of contract over the 4 years should be clearly demonstrated.

Costs should be quoted exclusive of VAT.

All the assumptions on which the pricing is to be based must be clearly stated and be provided with a permitted variance.

Any specific contract terms and conditions, options and clauses that would be required upon acceptance of the tender proposal should also be detailed here.

8. Non-Disclosure Agreement

Suppliers must accept the terms of this mutual NDA if they wish to make a tender response. HWCC reserves the right to reject any response from Suppliers where the terms of the NDA have been altered or modified. See Appendix A

Appendix A: Non-Disclosure Agreement



HEREFORDSHIRE & WORCESTERSHIRE CHAMBER OF COMMERCE NON-DISCLOSURE AGREEMENT

Date:

Parties:

, a company registered in England under company number whose registered office address is
(the Recipient) and **HEREFORDSHIRE & WORCESTERSHIRE CHAMBER OF COMMERCE**, a company registered in England under company number 2531345 whose registered office address is Severn House, Prescott Drive, Warndon Business Park, Warndon, Worcester, WR4 9NE **(the Discloser)**

1. The Discloser intends to disclose Company **(Confidential information)** to the Recipient for the purpose of providing a tender proposal for the Managed IT Services.
2. The Recipient undertakes not to use the Confidential Information for any purpose except the Purpose outlined in Clause 1.
3. The Recipient undertakes to keep the Confidential Information secure and not to disclose it to any third party.
4. The undertakings in clauses 2 and 3 above apply to all of the information disclosed by the Discloser to the Recipient, regardless of the way or form in which it is disclosed or recorded but they do not apply to:
 - a) any information which is or in future comes into the public domain (unless as a result of the breach of this Agreement); or
 - b) any information which is already known to the Recipient and which was not subject to any obligation of confidence before it was disclosed to the Recipient by the Discloser.
5. The Recipient will, on request from the Discloser, return all copies and records of the Confidential Information to the Discloser.
6. Upon completion of any work, or work is not commissioned furthermore with the Recipient, the Recipient will not retain any copies or records of the Confidential Information, electronically or otherwise.
7. Neither this Agreement nor the supply of any information grants the Recipient any licence, interest or right in respect of any intellectual property rights of the Discloser except the right to copy the Confidential Information solely for the Purpose.
8. The undertakings in clauses 2 and 3 will continue in force indefinitely from the date of this Agreement.
9. This Agreement is governed by, and is to be construed in accordance with, English law. The English Courts will have non-exclusive jurisdiction to deal with any dispute which has arisen or may arise out of, or in connection with, this Agreement.

Signed by:

Name and title:

Date:

On behalf of: