



Black Country  
Chamber of  
Commerce

## **IT Support Tender**

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## **SUMMARY**

The Black Country Chamber of Commerce (CHAMBER) will be accepting proposals from IT Providers, to select a business to supply these services. The purpose of this Request for Proposal (RFP) is to ensure a fair evaluation for all candidates and to provide the candidates with the necessary evaluation criteria against which they will be judged.

The successful provider will be contracted for a period of 2 years (year 2 subject to an annual review) with a further 3<sup>rd</sup> year extension option available based on exceptional service delivery in the first 2 years.

After 3 years (or after 2, if the extension option is not activated) the contract will be competitively retendered.

The outcome expected is that the CHAMBER has a fully supported IT system that is modern, flexible and effective with all round support that ensures our staff are confident that they can work effectively in the office and at home with as little disruption as possible.

# BACKGROUND / STATISTICS

## Inventory / Overview of Chamber IT Equipment

### 1. USER EQUIPMENT:

- 23 Microsoft Surface Pro's (Windows 10 - majority of surface users regularly work remotely)
- 3 mini desktop PCs
- 1 laptop
- Also, some additional spare Surface Pro's and 2 additional laptops

### 2. SERVER HARDWARE:

A Mix of both Physical & Virtual Server Infrastructure:

- 1x HP DL360 Gen9 (Win 2012 R2 / Hyper-V Host)
- 2 x File Server (Virtual)

### 3. NETWORK HARDWARE:

- 1x ARUBA 2530 48 Port PoE Managed Switch
- 1x CISCO SF300 48 Port PoE Managed Switch
- 1x CISCO 800 Series Router (Managed by leased line provider)
- 1x NAS Device
- 3x UBIQUITI Wireless AP
- 2x APC 2200VA UPS

### 4. BACKUP:

We have multiple back up routines, utilising both offsite backup as well as local server images / snapshots stored on the NAS Device

### 5. MS OFFICE LICENSING

We use Office 365 throughout the business (Inc SharePoint & One Drive)

### 6. LINE OF BUSINESS APPLICATIONS:

We use the following main applications in the business:

- SAGE Accounts & Payroll (Inc Sage Support)
- RUBI CRM (Cloud based, supported by 3rd party)
- Office 365 applications

### 7. OTHER EQUIPMENT

- 2 x MFD / Copiers (Managed by 3<sup>rd</sup> Party)
- 1 x Franking Machine (Managed by 3<sup>rd</sup> Party)

- Polycom VOIP Telephony System (Managed by 3<sup>rd</sup> Party)
- 3 small printers

## **SPECIFICATION / EXPECTATIONS**

The CHAMBER is expecting the following to be delivered as part of this contract:

- EXCELLENT CUSTOMER SERVICE to be maintained, with support issues responded to and dealt with within a reasonable timeframe depending on criticality (to be agreed as part of the tender process). Further to this the provider may include (if applicable) their own SLA (Service Level Agreement) terms they adhere to for responding to such items, as well as any relevant testimonials / case studies – these will be evaluated as part of the evaluation of bids.
- PROVISION OF ANTIVIRUS, ANTISPAM AND BACK UP MANAGEMENT and ensure the system is constantly monitored, reported, and proactively updated. Safety of our systems, data and communications is essential.
- PROVISION OF BUSINESS CONTINUITY & DISASTER RECOVERY PLAN to ensure the CHAMBER minimises any down time due to unforeseen circumstances.
- CONTINUOUS PROACTIVE SUGGESTIONS to ensure the CHAMBER is always using up to date and efficient systems/hardware while helping reduce costs and increasing efficiency. Suggesting transformational ideas that are deliverable.
- A MONTHLY FEE to help us manage budgets. (Extra charges must be highlighted in the response.)

## TIMELINE AND REQUIREMENTS

The timeline for the tender process is as follows. Proposals received after 09/08/2020 will not be considered.

Event	Comment
RFP	Released July 10 <sup>th</sup> 2020
Questions to Buyer (via email / telephone)	Open from July 13 <sup>th</sup> 2020
Submission of RFP	Close date August 9 <sup>th</sup> 2020
Chamber Team review of Proposals	During W/C August 10 <sup>th</sup> 2020
Decision	By August 14 <sup>th</sup> 2020
Contract Award	W/C August 17 <sup>th</sup> 2020
Contract Start	September 1 <sup>st</sup> 2020

Submissions are to be made in electronic format only; this should consist of one PDF file which can be authored in the candidate's preferred application.

The proposal must include a cover page that includes:

- Company name
- Address
- Primary contact with email
- Direct telephone line and mobile.
- Responses to the questions below

Your responses to the 4 sections below are restricted to a maximum number of 9 pages (excluding relevant testimonials and/or case studies - these will not be counted in the allowance)

The candidate's terms and conditions must be included alongside the proposal. (Again, these will also fall outside of the above page allowance)

Please note the submission should answer all the questions below specifically in the response.

Completed proposals should be emailed to [lornataylor@blackcountrychamber.co.uk](mailto:lornataylor@blackcountrychamber.co.uk)

### Section 1. Budget

Criteria	Description	Weighting
SUPPORT COSTS	The candidate has understood the constraints and has proposed a realistic cost to the CHAMBER, with real examples given of how this is calculated. Please also indicate what lies outside of your support contract and the applicable charges.	30%

### Section 2. Quality

Criteria	Description	Weighting
BUSINESS FIT	The successful candidate must demonstrate how their company 'fits' with the CHAMBER and the Black Country region, and must evidence a good reputation and standing	15%
RESPONSE TIMES	The successful candidate must include details of the response times to incidents the CHAMBER can expect to receive with realistic examples. (including any Service Level Agreement [SLA])	25%
SCALABILITY	The candidate must provide details of the size of their support team, the size of their client base and future scalability.	10%

### Section 3. Future Recommendations

Criteria	Description	Weighting
RECOMMENDATIONS	Whilst no budget is assigned for significant changes to the IT Infrastructure, we would like to provide the opportunity for candidates to put forward any future recommendations / improvements to the CHAMBER, based on the information provided.	15%

### Section 4. Social Value

Criteria	Description	Weighting
SOCIAL VALUE / CSR	The successful candidate must demonstrate their Social Value / Corporate Social Responsibility strategy or relevant activities; Ideally including activities local to the Black Country region.	5%

# EVALUATION CRITERIA

The evaluation process will be open, fair and competitive.

We will be evaluating all applications based on the same aspects, so please supply detailed plans and examples of the following criteria: Each of the criteria defined will be then evaluated by importance criteria and split into sub criteria,

The weighting for each of these is listed below:

- |                    |     |
|--------------------|-----|
| 1. Budget          | 30% |
| 2. Quality         | 50% |
| 3. Recommendations | 15% |
| 4. Social Value    | 5%  |

The criteria will be marked by the decision board based upon an evaluation of the above criteria.

The evaluation panel will consist of a minimum of two members of the CHAMBER senior management team, a member of the Chamber audit committee and one external expert.

This decision board will evaluate each bidder's response and award the contract to the supplier that offers the most economically and operationally advantageous proposal based upon the Chamber's overriding requirements.

## HOW YOUR PROPOSAL WILL BE EVALUATED

Each of the areas noted above will be evaluated using scores that reflect the extent to which the responses have addressed the published criteria.

These scores will then have the published weightings applied to them and will be added together to give an overall Score. Candidates must answer all the requirements in full and avoid making unsubstantiated reference to company policies, statements or other documents.

### SOCIAL VALUE

The Black Country Chamber of Commerce has a strong belief in social value (CSR) and wants to work with partners who also have a culture of giving back to the community. We work in partnership with organisations that help businesses build and develop such strategies.

### SUB-CONTRACTORS

Where applicable, If the work requires the use of subcontractors, this must be stated clearly in the proposal. The CHAMBER will not refuse a proposal on the basis of using subcontractors however the sub-contractors must be identified and the work they perform clearly defined. Any subcontractor must be a limited company or partnership with public liability, employer's liability and indemnity insurance

THE RATES AND PRICES INSERTED BY THE CANDIDATE WILL BE INCLUSIVE OF ALL DISBURSEMENTS AND EXCLUSIVE OF VAT



## INDIVIDUAL QUESTION SCORING CRITERIA

Each criteria will be scored to establish the quality score (0 to 5), which will be weighted to reflect level of importance.

Score	Criteria
0	No response provided/does not address any of the issues
1	Very poor response with minimal issues addressed
2	Poor response with few issues addressed
3	Satisfactory response with the majority of issues addressed
4	Good response with all the issues satisfactorily addressed
5	Outstanding innovative response

Your responses to the criteria will be incorporated into the agreement should your submission be successful.

## CONTRACT TERMS

The CHAMBER will enter into a contract negotiation and final pricing on selection of the preferred candidate.

The project will be awarded on signing of a contract or agreement, which outlines the terms, scope, budget deliverables, timeline and other necessary items.

The initial contract award will be for a period of 2 years, with review processes incorporated as follow;

- A full review meeting will take place at the end year 1, in order to measure the results of the service and confirm renewal for year 2. A further contract review then taking place in the final 3 months of year 2; at which point the CHAMBER may exercise the option to extend the agreement for a further 12 months or to put the contract through the RFP process again.
- If the extension at the end of year 2 *is* activated, the contract *must* then be put through the RFP process again in the final 3 months of year 3; to ensure the best agreement is in place for all parties, based on the current market.

## ORGANISATION BACKGROUND

The Black Country Chamber of Commerce is the leading regional business support agency for firms based within or doing business across Dudley, Sandwell, Walsall and Wolverhampton.

We operate in a not-for-profit capacity and work hard for our members across the region's business community.

Through our services and initiatives, we provide platforms and opportunities for businesses to grow, connect and become part of a thriving network which shines a spotlight on the amazing work local companies are doing and helps to make the Black Country a great place to do business.

The business strategic vision statement is shown below.

To provide first-class business support to companies across the Black Country, to lobby on their behalf and to create a sense of belonging to the wider chamber movement.

The values of the business are shown below.

- To always support belonging and gathering: We will bring businesses together to help them grow through new commercial opportunities and to create a common voice on local issues.
- To communicate clearly and effectively to our members, partners and each other: To help us adapt and grow in a fast-changing social environment we will embrace new ways of communication to allow effective feedback from businesses and to help us customise new support products.
- To be creative, risk takers and brilliant problem solvers: We will embrace a 'can-do' attitude and lead local partnerships with a positive approach to working together.
- To be leaders in diversity: We will proactively aim to work with members that reflect the ethnic and cultural communities that drive the local economy and develop programmes to engage with young entrepreneurs and enterprises.
- To put our people first: Our staff are our greatest asset and wherever possible we will help them develop and drive the business forward. When we recruit, we will aim to employ the best candidates through first class recruitment processes.
- To take pride in achievements: Of our local businesses and members, of our local partners and of our team members.

## PRINCIPAL POINT OF CONTACT

The Principal Point of Contact (PPC) for the project is the Director of Finance.

The tender submission and any questions regarding the proposal are to be sent to:

PPC	Contact Details
PPC	Lorna Taylor (Director of Finance) <a href="mailto:lornataylor@blackcountrychamber.co.uk">lornataylor@blackcountrychamber.co.uk</a> 07971 313256