



Invitation to Tender for Provision of IT Support for the Causeway Coast & Glens Heritage Trust (CCGHT) at The Old Bank, 27 Main Street, Armoy, BT53 8SL

1. INTRODUCTION

The Causeway Coast & Glens Heritage Trust (CCGHT) is inviting proposals from suitably qualified individuals or organisations for the maintenance and upkeep of the current IT system in place at the CCGHT offices.

The closing date for return proposals is **12 noon on Friday 30th May 2014.**

2. CCGHT BACKGROUND

The Causeway Coast and Glens Heritage Trust (CCGHT) was established in May 2002 as a public/private/voluntary sector partnership body.

CCGHT's mission statement is:

“to raise awareness of the special qualities of the natural, built and cultural heritage of the Causeway Coast & Glens area including the Antrim Coast & Glens, Causeway Coast and Binevenagh Areas of Outstanding Natural Beauty; promoting environmental management and sustainable development that aims to conserve and enhance the unique heritage of the area for the benefit of all.”

CCGHT consists of a Board of 14 Directors and brings together a range of different organisations including landowners, local Councils and the farming, tourism, education, environment and community sectors.

CCGHT's objectives are:

- To develop sustainable and effective partnerships
- To raise awareness of the unique and special qualities/character, in both landscape and heritage terms (natural, built and cultural) of the 3 AONBs and their surrounding area
- To deliver an excellent protected area management provision
- To ensure best practice in sustainable development principles
- To deliver a sustainable, efficient and effective core activity/management

3. PROJECT PROPOSAL

Current I.T. System

The Causeway Coast & Glens Heritage Trust currently has one server, twelve desktop PCs, three laptops and one tablet. The setup consists of:

- 1 Server with Microsoft Windows Small Business Server 2011 OS with Microsoft Exchange for emails, and backup software.
- 8 Desktop PCs with Windows 7 and 4 Desktop PCs with Windows XP
- 3 Laptops: 1 with Windows 7, 1 with Windows Vista, and 1 with Windows XP (CCGHT are currently investigating the purchase of 2 more laptops, running Windows 7 or Windows 8 OS)
- 1 Microsoft Surface 2 tablet with Windows 8 OS

Applicants are welcome to visit the Causeway Coast & Glens Heritage Trust office to view our current IT system and/or to speak with a member of staff.

Suitably qualified companies are invited to tender for the following:

The following are labour inclusive maintenance & support services

To provide:-

- *Telephone support for minor problems relating to the computer system.*
- *Remote access support for minor problems relating to the computer system.*
- *On-site service for escalated faults relating to the computer system.*
- *Rapid on site response service for major failures relating to the computer system.*

To provide regular on-site maintenance visits relating to the computer system such as the following:-

- *Computer and server cooling system check*
- *Hard drive files allocation check and defragmentation*
- *Removal of unwanted system files*
- *Update anti-virus, anti-spam, anti-spyware and anti-malware software definitions and scans completed*
- *Update service packs, firmware or hot fixes*
- *Server backup, software schedule and media checked*

As a maintenance client we expect to receive the following services:-

- *Registration as a priority client*
- *Labour included in contract price (bar listed exclusions)*
- *Major points of failure responded to within 4 hours (Server and Network Switch)*
- *Minor problems responded by same day, next working day or scheduled*
- *Support for computer hardware, listed software, operational problems*
- *Unlimited Email Support*
- *Unlimited telephone support*
- *Contract for a one-year period with the option to extend.*

To provide a consultancy and advisory service

- *On site calls to discuss customer needs*
- *On site calls to consult with other companies or representatives*
- *Telephone and Fax service for assistance*
- *Ongoing guidance and advisory service for staff*

To provide disaster and/or failure recovery service

- *Ongoing planning for disaster recovery procedures*
- *Updated documentation of network deployment configurations, Including network server configuration, Internet and Email configuration, password and users etc*
- *On site response callout for major server failure covering repair time (excluding parts)*

To provide support for the following software installed on the server and computers/laptops:

- *Server operating system*
- *Workstation operating system*
- *Microsoft applications*
- *MS Exchange and Email software*
- *Backup software*
- *Anti-virus, anti-spyware, anti-spam and anti-malware software*
- *Shared folders*
- *Shared printers and software*
- *Liaise with third party vendors*
- *And any other IT related systems.*

Companies wishing to be considered should submit a brief company profile. The profile should indicate relevant expertise, extent of the support service available and staff who would be engaged in delivery of the same.

Companies should provide a breakdown of costs. Maintenance and support fees will normally be paid by standing order monthly in advance and reviewed on an annual basis. However this arrangement can be discussed.

CCGHT has contracted a Broadband service from a third party. The appointed IT Support contractor will be responsible for the management of the technical interface to this third party broadband supplier.

CCGHT has contracted supply of a networked photocopier from a third party supplier. The appointed IT Support contractor will be responsible for the management of the technical interface to this third party supplier.

CCGHT has contracted a website developer to develop and host the ccght.org website and emails. The appointed IT Support contractor will be responsible for the management of the technical interface to this third party supplier.

The appointed IT Support contractor will be able to manage and support CCGHT's existing storage and backup infrastructure including managing all relevant licenses.

The appointed IT Support contractor will be able to manage and support CCGHT's existing remote access.

The appointed IT Support contractor will formulate a cohesive IT strategy for CCGHT that will be updated on a bi-annual basis. The strategy will include planning for the introduction of new products and services that will enhance CCGHT's operating systems.

Please provide a list of organisations that currently have an IT support contract with your company. We may contact some of these organizations to provide a reference for the standard and quality of your IT service.

4. PROCESS PLAN

It is envisaged that the appointed I.T. Support company's contract with CCGHT will commence on 1st July 2014. The contract will be reviewed annually and may be extended for an additional 12 months.

This is an indicative process plan. Proposers are encouraged to suggest additional approaches and methodologies which will innovate and provide value for money and additional insight to the project.

5. INSTRUCTION TO BIDDERS

5.1 Essential Criteria

Evidence of a clear understanding of CCGHT's IT requirements
Evidence of details of the skills and experience of the proposer.
Evidence of a breakdown of the key personnel and the activities they will be responsible for.
Ability to complete the project within budget.
Evidence demonstrated to show that CCGHT will be considered as a priority client.

Failure to evidence any of the above criteria will invalidate the tender.

5.2 Eligible proposal will be considered against the following award criteria.

CRITERIA	WEIGHT
Understanding of the CCGHT project	70%
Detailed costing including daily rates, number of days, VAT and other proposed expenses.	30%

The response document should be no longer than three A4 pages using font size 12, this excludes CVs etc.

Failure to address any of the above issues will invalidate the tender.

6. BUDGET

CCGHT expects the budget for this project to include all fees, travel, direct and indirect costs, expenses and VAT.

7. AWARD CRITERIA

CCGHT does not bind itself to accept the tender with the lowest stated price. CCGHT will not compensate the proposer for costs associated with the production of the tender document.

The contract will be awarded to the most economically advantageous tender overall based on an assessment of price, quality, delivery, technical ability, relevant experience and stated ability to satisfactorily meet the requirements of the contract.

8. OFFICIAL AMENDMENTS

Should it be necessary for CCGHT to amend the tender documentation or process in any way, prior to receipt of tenders, all bidders in receipt of documents will be notified simultaneously. If deemed appropriate the deadline for receipt of tenders will be extended.

9. FURTHER INFORMATION

The appointed contractor will be expected to consider all information held on CCGHT servers and computers as confidential.

If you require any clarification on the above please do not hesitate to contact Carole O’Kane at CCGHT by email carole@ccght.org or by telephone on 02820752100

The closing date for return of tender proposals is **Friday 30th May at 12noon.**

Emailed proposals should be submitted in an attachment with Tender for IT Support as the subject. This attachment will not be opened until after the closing date and time. It is the proposer’s responsibility to ensure that CCGHT have received any emailed tenders by contacting the office on 028 2075 2100.

Posted proposals should be sent in an envelope clearly marked with the following:

Tender for IT Support

Carole O’Kane
Causeway Coast & Glens Heritage Trust
The Old Bank
27 Main Street
Armoy, Ballymoney
BT53 8SL

Proposals must comply with the requirements set out in the tender specification.

Proposals which fail to address these requirements will be ineligible and will not be considered.

10. TIMETABLE

KEY ACTIONS	DATE
Issue Tender	09/05/2014
Closing Date for Return of Tender	30/05/2014
Contract Award	04/06/2014
Contract Commencement	01/07/2014
Contract reviewed	01/07/2015