

ICT Services – Pioneering Care Partnership

PROGRAMME TITLE

ICT Services Quotation 2022-24. This should be used on all quotation submissions.

PROJECT BRIEF

To provide Pioneering Care Partnership with outstanding ICT infrastructure, dedicated service and support, working in collaboration with the Executive Leadership Team, Operations Manager and Communications & Systems Co-Ordinator.

There are 105 employees, made up of 55 full time and 49 part-time (1 casual).

The organisation recently moved to using Office 365 and SharePoint with a large proportion of employees working from home accessing documents and folders via the Cloud.

The existing ICT services contracts will cease on 2nd April 2022.

QUOTATION SUBMISSIONS

Submissions should be made in writing and by no later than 4pm on 3rd December as follows:

By email quotation@pcp.uk.net The subject heading should state **ICT Quotation Submission 2022-24.**

Timetable:

Issue tender: Week commencing 8th November

Onsite visits: 23rd and 25th November

Deadline for submissions: No later than 4pm on 3rd December

Shortlisting: Week commencing 6th December

Shortlisted presentations: Week commencing 13th December

A decision may be taken before the Christmas break, however, if that is not possible then this will fall to January 2022. (The above timetable is indicative only and is subject to change).

Onsite visit

We are offering an opportunity for ICT providers interested in submitting a quotation to visit the Newton Aycliffe Centre before the submission date. This will be an opportunity to familiarise yourself with this site and ask questions about the wider PCP ICT needs.

All onsite visits must be booked no later than 19th November by emailing quotation@pcp.uk.net

SPECIFICATION

Introduction

During the COVID pandemic PCP moved away from a centre/office based workforce to a homeworking model. This was implemented by several measures including:

- Issuing laptops and mobile phones to staff, as almost all the workforce went to working from home following periods of furlough, this also enabled PCP to take out of use PC's that were on old operating systems such as Windows 7
- Implemented Microsoft 365 for all employees and now all users have a M365 account linked to their PCP email address, initially this was to support the use of MSTEams as well as accessing emails away from the Remote Server
- Moved our Shared files and folders to Sharepoint document hub, this allowed employees to now work fully from the cloud rather than needing to use the server via an RDS connection
- Employees are able to come to site and use their laptops in majority of areas within PCP centre, office space is limited so the use of mobile working has been key to the return to work for many. Staff can use the Wi-Fi at the centre or if located in an office, connect to an active wall port to connect to the network

The organisation does not have plans for the whole workforce to return to centre/office working on a FT basis. Instead, employees will adopt one of three working styles:

- Blended base (set office and home hours)
- Office base (all hours at office)
- Home working – home working with some flexi time at office

PCP still retains office/project/communal space at the head office located at Pioneering Care Centre, Newton Aycliffe. Office space is also retained at the following outreach locations:

- Meadowfield, Durham
- Dundas Shopping Centre, Middlesbrough
- Hope Street, Sunderland
- The WorkPlace, Newton Aycliffe
- Catalyst House, Stockton on Tees
- (There is a proposal for outreach in Redcar and Cleveland area – TBC)

Please see appendix 1 for specification and infrastructure at these locations.

The majority of employees have been provided with a laptop and mobile phone. Employees that still use a desktop computer include admin and reception employees based at the Centre, however, they will be replaced by laptops. Laptops that were issued during the COVID crisis were not connected to the AD domain. A project is currently underway to ensure that all laptops are connected to the domain for data security purposes.

Consideration needs to be given to desktop computers that are redundant or not in regular use at office locations.

Current No of employees:

FT 55

PT 49

An investment in budget, resource and working practices has been made in Office 365 and PCP wishes to harness the functionality and features of the product suite to its full advantage.

See appendix 1 for current ICT specification.

1. Supply of hardware, software and licences

PCP will look to purchase equipment, software and licences required during the term of the contract to support the delivery of the IT across the organisation and to assist in the ongoing development and enhancement of the network infrastructure. Whilst quotes will always be sought from the supplier, there is no guarantee that they may be purchased from the supplier if the quote does not offer best value. New equipment would, however, need to be serviced and maintained with the IT Services contract despite its purchase source.

(Please note that there is a current contract in place with a provider for the purchase of our Office 365 licences and could backup for Office 365. Contract expires 1st September 2023).

- The quote should remain valid for a period of at least 30 days.
- Liaison with PCP key contacts to ensure all hardware, software and licences provided through the contract are compatible with the existing data network infrastructure and as such adhere to the data network design and relevant security requirements.
- In the final year of the contract a requirement that the support arrangements are aligned and coterminous with the end date of this contract.
- Ensuring that new equipment will integrate alongside existing infrastructure components.
- An equipment disposal service available to ensure compliance with General Data Protection Regulation
- Installation and setup of new user IT equipment (note in house resource currently undertakes this task, however, a supplier will be required to undertake that task should in house resource not be available at any given time it is required).

2. Provision of support and maintenance

PCP require a dedicated support service. Support must be provided for all current IT equipment/infrastructure and any equipment purchased through the life cycle of this contract (even if the equipment is not purchased through the IT Services Supplier).

The support service will need to cover business hours. However, the infrastructure support should have the option to be undertaken out of hours if fixes, updates and maintenance would interrupt the normal working day for users.

PCP employs an internal communications and systems co-ordinator, so provision of the support service should take that role in to context, so best value for money is provided. By way of example, see appendix 2 for overview of support incidents logged over past 12 months.

We would welcome different support service options provided in the response.

Any support service should have a:

- Dedicated telephone number and email address to log support incidents
- Unique reference system for each incident logged
- Service desk advisors who have access to IT equipment and can progress each incident remotely (unless physical onsite fix is required)
- An online portal for key admin users that provides:
 - History of incidents logged with progress against each matter
 - Ability for admin to log support incidents
 - Ability to add, modify and remove user accounts

Incident priority and fix times

Companies wishing to quote are requested to provide their priority levels of response and fix times as part of their submission. The Supplier must have an arrangement in place whereby any faults or problems that cannot be resolved or fixed by the Supplier, having been through the Supplier's escalation process are then forwarded to the manufacturer for resolution.

3. Disaster Recovery and Data Security

Ensuring sound data security and recovery is a critical component of the ICT supplier contract. PCP must ensure a robust system is maintained.

PCP currently has a cloud based back up system (Veeam Cloud Connect), a mail filtering service (MX) and Sophus Endpoint is deployed. This software is hosted on one of the physical servers - see appendix 1 spec.

The two physical servers are out of warranty and coming to end of life. The IDRAC cards on both have failed, so there is no process for remote support on the physical servers at current time. Project files and folders have been moved to SharePoint using Office 365, so employees' access these work files via the cloud, which means that the physical servers are no longer used to their previous capacity. (See spec). Guidance would be welcomed on ensuring that User Group profiles are implemented once all laptops are connected to domain.

Consideration must be given to above points in responses and the best options available for PCP to ensure excellent data security and recovery. Both for overall PCP infrastructure needs and the data held within SharePoint/365 accounts.

With spend already allocated on Office 365 licences, we are keen to utilise any functionality this software provides to assist us in this area.

4. Connectivity/Network

The new contract does not include the provision of connectivity to the Centre as a leaseline contract is in place. The current contract for the leaseline ends 10/08/2023. PCP also has a FTTC Backup Circuit and PSTN line contract in place which ends 10/08/2023.

The current network uses switches throughout the Newton Aycliffe centre and that is managed within the current ICT contract. We also have access points providing a Wi-Fi signal to most of the building.

The new contract does require maintenance of the wifi and distributed network inside the centre. There is a need for it to be managed in the same way via the comms areas we have within the building and managed switches. Some of the buildings tenants also rely on the Wi-Fi for internet connection so would need to ensure that the signal allows that work to continue or by providing connection to one of the switches and having a firewall to protect the PCP network from the tenants access.

5. Telephony

This tender does not include the need for telephony services; however, we would welcome further information on how we could utilise Office 365 – Teams to develop telephony services in future.

6. Network Audit/Asset Inventory

Within 1 month of contract start date the Supplier must undertake a full on-site network audit to establish an accurate equipment list/asset inventory which then forms the support contract. The list must include at a minimum the following information:

- Model Number
- Serial Number
- Software version
- End of life dates, including end of support for hardware and software
- Equipment quantities
- Software upgrades and patches available for each device
- Recommended upgrade path for unsupported software and hardware
- Wifi Audit including areas of coverage, signal strength and areas for

improvement.

The asset inventory must be kept up to date and reviewed every 6 months in service account reviews. This task will be working in partnership with the internal systems and comms co-ordinator.

TRANSITION ARRANGEMENTS

PCP currently has a supplier in place for IT Support Provision. If this contract is awarded to a new supplier, the new supplier will work closely with PCP and the existing provider to ensure an effective contract take over with minimum service disruption. The new supplier will provide the PCP with a handover plan to ensure specific timescales are met.

CUSTOMER RELATIONSHIP MANAGEMENT

Account management and quarterly service reviews are required.

WITHDRAWAL STRATEGY

PCP require a withdrawal procedure to be put in place that will be jointly developed between the Supplier and PCP **three** months prior of the end of the term of the contract, including any extension periods. Notification of withdrawal from either party should be made in writing. The withdrawal strategy should include sufficiently detailed transition arrangements so as to ensure the continuous provision of the service at the end of the contract. The exit strategy should include but not be limited to, handover timescales, outstanding invoices, the process for dealing with open support calls on the day of transfer etc.

APPENDIX 1 – Current Specification

Routers/Firewalls

There are two routers at PCP. – understand that Razorblue installed new router for the leased line, so no longer using Aspire's – Aspire to confirm, we have setup documentation detailing the router/firewall information – (dan to confirm with James - Aspire)

Comms rooms

Comms Room 'C1' – This is outside, away from the main building and is referred to as the 'Main Comms Room'. This houses a number of switches and the fibre connections, along with the telephone system and connections for other tenants in the building.

Comms Room 'C2' – This is located inside the main building within the new wing and houses a number of switches, firewalls and the two physical tower servers. It also houses PCP's CCTV System and connections for other tenants.

Comms Room 'C3' – This is a small room, located opposite the cafeteria and houses a wall mounted 8U cabinet. This contains one switch providing data/comms to PCs in reception and admin.

All three comms rooms are connected fibre to the switches. This forms a circuit, so if one failed, all 3 comms cupboards would continue to communicate.

Servers

There are 2 onsite physical server both running hyper V host servers (PCP-HV-SVR01 and PCP-HV-SVR02), each is running four guest VMs. These replicate between both servers, with 2 active on each physical server. Both physical servers are approximately 9 years old and are now out of manufactures warranty. The iDRAC cards in the servers are also in need of replacement, so remote access to the servers in the event of a failure is not available. Both servers operate on Window Server 2012 R.

The support for the servers is currently treated as critical by the current supplier. Over the past 12 months we have reduced the need for staff to use remote desktop servers for emails and for files and folder access, as these are now in Sharepoint (M365).

Active Directory is still installed on the server as we use this to create new staff user accounts and SharePoint permissions.

Our shared files and folders are yet to be archived from the server however this is planned to take place over the winter months Nov-Dec, once moved this will reduce the memory used. Our shared files and folders are yet to be archived from the server however this is planned to take place over the winter months Nov-Dec, once moved this will reduce the memory used.

Internet Service Provider

PCP has a 100Mb Leased line with the addition of a FTTC Backup Circuit. We do not require this service in the new contract.

Disaster Recovery

PCP currently uses a cloud based back up service provided by current supplier. The system used is called VEEAM Cloud Connect.

Servers (VMs) are replicated on a regular basis and data is backed up at file level to the cloud daily.

The physical servers are not backed up.

Printers and photocopiers

PCP have one Sharp multi function photocopiers at the main centre, these are provided by United Carlton and are serviced and supported under the contract terms with them, however the current IT provider offers support and technical assistance

relating to connecting computers/laptops to the photocopier to enable printing, this support only covers setup/installation of drivers in order to print, this does not cover issues relating to the hardware of the copiers.

Exchange/Emails

All PCP emails now reside in Office365. Accounts are managed by PCP and any issues/changes required are reported to Aspire.

Email spam filter and anti-virus

MX records point to Microsoft email filters and users machines are protected by with Sophos Endpoint Antivirus

Telephony

The telephone system is managed by Russell Telecom. Currently PCP have a NEC SV8100 system at PCP centre and Whitfield house in Meadowfield Durham. There are currently 12 ISDN lines across PCP centre and Meadowfield.

Sage Applications

Sage payroll and accounts are both located on the file server (PCP-SERVER). PCP have a contract in place with Sage and reports any issues direct to them, with Aspire being available to look at any issues if needs be.

M365 Licensing

PCP have an existing contract for our Microsoft 365 licensing which expires 01/09/2023, these are Microsoft Business Premium Licenses. Currently 118 business premium 365 licences (includes admin in licences).

Outreach Offices

PCP have outreach offices in Stockton, Sunderland, Durham, Newton Aycliffe and Middlesbrough (there are proposals for an outreach office Redcar/Cleveland - TBC). These offices are not connected to PCP's network and instead use the host buildings Wi-Fi or network for internet connection. All staff have laptops and M365 licenses so work from the cloud for emails and project documents. The staff based at these sites use the IT support for problems and issues that arise including their equipment, however, the current IT contract does not extend to issues and problems that relate to any connectivity or infrastructure faults of the host buildings.

APPENDIX 2 – Incident logs

Separate download