

Invitation to Tender: ICT Services

ReLondon ref: 2022/23-10

I. Introduction to ReLondon

[ReLondon](#) is the operating name of the London Waste and Recycling Board. It is a statutory body established under the GLA Act and is a partnership of the Mayor of London and the London boroughs to improve waste and resource management and transform the city into a leading low carbon circular economy. Our mission is to revolutionise our relationship with stuff, helping London waste less and reuse, repair, share and recycle more.

ReLondon is based in serviced office accommodation in Old Street, London and currently has 40 members of staff. A hybrid working model is in place with staff working from home or from the office.

4. Current ICT provision

Our current ICT set up is as follows:

Hardware

All members of staff are provided with a windows laptop for use at home or from the office. Monitors, keyboards and mice are provided in the office but no desktop computers are provided for general use.

No printers are provided within the office.

Software

Microsoft Office 365 is used throughout the organisation, with all data held in Sharepoint. Antivirus protection is provided by Sophos intercept X. Microsoft 365 Exchange, SharePoint and OneDrive data is backed up by a 3rd party service Acronis.

Networking

There is no on-site networking at the ReLondon Office. All internet connections are via wi-fi only, utilising the connection provided by the serviced office provider, or staff members' own home broadband.

Telephony

The office has one land-line (managed by the serviced office provider). All staff have Apple mobile phones for calls and data.

Email domains

ReLondon's main email domain is relondon.gov.uk. Previously the main email domain was lwarb.gov.uk. Several members of staff who were in-post prior to the change (approx. 50%) also receive in their relondon inboxes emails addressed to lwarb.gov.uk email addresses. Lwarb.gov.uk addresses are not used for outgoing email. These lwarb.gov.uk addresses need to be maintained.

In addition we have a small number of other email domains which are used by a small number of employees only.

A small number of external individuals (eg, our Board chair, and a limited number of contractors) also have access to a relondon.gov.uk email address but not to the rest of the ReLondon IT systems.

5. The requirement

The successful bidder will be required to deliver the following:

Hardware

The supplier will be required to manage all of ReLondon's current hardware, including setting up new equipment when required; investigating and resolving issues and dealing with suppliers/manufacturers in relation to any warranty issues. Procurement of new equipment as and when required.

In addition, the chosen supplier will be required to develop a programme for updating the current hardware when required and a rolling programme of equipment renewal. This will include updating our current docking system for connecting laptops to monitors in the office. Currently, all monitors are attached to Dell E-Port docking stations, which are no longer compatible with the more up-to-date laptops being used by approximately 50% of users.

As an environmental organisation with a focus on circular economy, resource management, waste and recycling, we are particularly keen to explore reuse and recycled options in our IT hardware provision.

Software, data and emails

The supplier will manage all of ReLondon's Microsoft 365 & Sharepoint software

including management of all email accounts, shared inboxes, licences, and ensuring appropriate data back up and disaster recovery provision is in place.

The supplier will also be required to review and update current data security policies and work with the client to ensure these are applied consistently across the organisation.

User support

The supplier will provide user hardware and software support via telephone, email and online for all ReLondon users. Telephone support during core working hours (8am – 6pm, Monday-Friday) is required, with additional provision outside these hours also required. Pricing for out of hours support may differ from core hours – suppliers are asked to specify their model in their submissions.

Telephony

ReLondon's current mobile phone contract with O2 expires in autumn 2023. At that point we wish to migrate our mobile phone numbers to Microsoft Teams phones. The successful supplier will be required to manage this migration and the roll-out of Teams calling across the organisation. We envisage that some users will wish to install the Teams calling app on their own personal phones while others will require ReLondon supplied phones and yet others will operate through their laptops only.

6. Environmental performance and innovative solutions

As an environmental organisation working in the fields of waste and resources management and climate change, ReLondon wishes to ensure that its IT infrastructure is as environmentally benign as possible. All bidders are requested to consider the environmental impacts of their proposed solutions.

The specification included section 5 is essentially a description of our current ICT environment. We are however interested in any alternative recommendations that suppliers may have that would provide equivalent functionality. We do not however intend to move away from the core Microsoft 365 environment.

7. Your proposal

Please provide a proposal showing how you would achieve the requirements outlined above.

Your response should be no more than 4 x A4 sides (excluding case studies) and should include:

- A short statement covering the company background, credentials and experience, together with confirmation that the bidder can meet the required specification.
- Brief case studies of at least two other, similarly sized organisations you support (including contact details should we wish to seek references).
- Your approach to transferring from our current provider.
- Your approach to hardware and software maintenance and renewal.
- A short description of the IT support services to be provided, including proposed Service Level Agreement, approach to performance management and reporting.
- A pricing schedule for annual IT support services on a per-user per-month basis, based on a two year contract, extendible to up to five years, with appropriate break, termination and notice clauses. Please detail: Any fixed costs; per-person software licence costs; per-person support costs, and include details of any discounts on hardware or software you are able to secure.
- A pricing schedule for any ad-hoc charges not covered in the monthly fees.
- Details of environmental and quality management systems and processes in place.

8. Quality of service

The Service Provider shall provide the services in a competent, timely manner in accordance with recognised industry quality standards. The Service Provider shall ensure an adequate supply of suitably qualified and competent personnel are available to fulfil the requirements of the Contract at all times.

9. Timetable

Steps	Deadline
Brief issued	04/11/2022
Deadline for submission of queries	11/11/2022, 5.00pm
Deadline for responses	23/11/2022, 5.00pm
Interviews with shortlisted suppliers	Week commencing 5 December
Anticipated confirmation of appointment	09/12/2022

Start of contract	Tbc
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10. Contract requirements and scoring

ReLondon must be satisfied that each potential contractor has the appropriate capabilities and resources available to undertake the work to our requirements and provide the necessary services. The process we use to select contractors is a competitive one. Your tender submission will be evaluated by the following criteria.!

Evaluation criteria	Weighting
Price*	30
Company and staff credentials and experience	20
Service provision and SLA	30
Environmental considerations	20

*Evaluation of price will be based on the deviation from the lowest bid received for the annual service and licencing (i.e, excluding any hardware)

11. Acceptance of bids

In issuing this invitation to bid, ReLondon is not bound to accept the lowest or any bid and reserves the right to accept the whole or any specified part of the bid unless the bidder expressly stipulates otherwise.

ReLondon will not enter into discussion with non-selected potential suppliers or justify its decision. Potential suppliers are deemed to have accepted these conditions by the act of submitting their quote. The selected preferred supplier cannot assume they have been granted the contract until a formal contract is signed.

12. Contract

The contract will be formally let by the London Waste and Recycling Board, operating as ReLondon and will run for two years, extendable to a total of five

years.

13. Submissions

Any queries about this tender should be sent to adam.leibowitz@relondon.gov.uk by 5.00pm, 11 November 2022.

Submissions must be sent to Tenders@relondon.gov.uk by 5.00pm on 23 November 2022..

Please use the reference “2022/23-I0 ICT” for all queries and submissions.