TASO IT support services - Invitation to tender

Overview

The Centre for Transforming Access and Student Outcomes (TASO) is an affiliate What Works Centre, and part of the UK Government's What Works Movement. Our vision is to eliminate equality gaps in higher education (HE). Our mission is to improve lives through evidence-informed practice.

TASO was set up in 2019 within King's College London and became an independent charity on 1 April 2021. Our work focuses on the generation, synthesis and dissemination of high-quality evidence about effective practice in widening participation and student outcomes. We primarily focus on developing and disseminating causal evidence (categorised as type 3 in the Office for Students' Standard of Evidence).

The aim of this Invitation to Tender

TASO is issuing this Invitation to Tender ("ITT") to procure goods/services in accordance with the conditions detailed in this document. TASO is inviting companies to tender for the provision of IT support services. These include management of the IT infrastructure, disaster recovery, cyber security and IT support across the organisation.

TASO is looking for a supplier that has a track-record of providing comprehensive support services underpinned by excellent customer service and offers a tailored approach, supported by a robust service level agreement, to meet the requirements of TASO operations.

The contract will be awarded for a period of 3 years and will be reviewed annually and renewed based on performance.

The closing date for this ITT will be Friday 18th February 2022. TASO intends to issue a contract for the above goods/services, to be completed to TASO's satisfaction, by Friday 28th March 2022.

Bid submission

Bids should be submitted to the Head of Operations, Rachael Firth by email: rachael.firth@taso.org.uk . We recommend that bids are submitted in PDF format where possible, except spreadsheets. Should you require any further information or clarification on this ITT, please contact the Head of Operations.

Tender information

Introduction

This document is an ITT and it forms part of the procurement exercise to support the selection of a supplier, to enter into a contract. The aim of this document is to identify functional and commercial requirements and provide instructions for submitting responses. This document will also provide vital information as it relates to evaluation criteria and forms the basis for contractual arrangements. This ITT is not an offer to contract; it is a definition of specific requirements and an invitation to submit a response addressing such requirements. TASO may modify these requirements in whole or in part and/or seek additional bidders to submit information/bids. TASO will not be liable to you for any losses or damages suffered by you as a result of the specific requirements or any amendment to such requirements.

TASO Overview

We;
- currently have 10 members of staff
- use dell laptops
- have 2 macs for our communications team
- use the google workspace
- do not have any servers, everything is cloud based
- have a shared office space but are currently working from home
- use a shared wifi provided by our landlord

Detailed Scope and Specification of this ITT

TASO wishes to appoint a supplier that can manage its IT services and offers:

- A collaborative, tailored and client-oriented approach;

- A named main point of contact for account queries;

- High quality, fast and responsive remote user support and training to TASO staff on the full range of core google workspace and third party applications;

- Comprehensive maintenance and network support for TASO's cloud-based google workspace and other applications;

- Procurement, maintenance, repair, and destruction of TASO hardware;

- Knowledgeable licensing advice, provisioning, and support to ensure operational effectiveness and value for money;

- Strategic technology advice and consulting; and

- Advice and assistance on business continuity and cyber security best practice In particular, TASO is looking to select a supplier that has demonstrable experience and expertise in advising on or managing the security requirements associated with special category data.

The core areas of required IT support are defined below.

- To provide an efficient and responsive helpdesk solution in accordance with set SLAs during office hours (Monday to Friday 08:30-17:30), via telephone and e-mail, with a clear escalation route. Option for any out of hours support offering to be detailed separately.

- Provision of emergency out of hours support on an ad-hoc basis

- To provide proactive remote monitoring and maintenance for TASO's IT infrastructure, including end-user devices, firewalls and all other IT hardware.

- To continue to update our operating systems to ensure the best performance.

- To advise on all security patches and ensure they are in place in a timely manner.

- To develop and follow a maintenance schedule for all hardware.

- To ensure that the correct drivers are installed, as required.

- To manage and maintain the configuration of all end-user hardware.To manage the proactive patching of all software, ensuring that all patches are applied as soon as possible.

- To act as the administrator for the Google Workspace and related services.

- Manage the creation, archiving and deletion of user accounts and mailboxes including associated permissions.

- To manage all relevant software licenses either directly or via a cloud service provider (CSP).

- To manage the registration for all domains associated with TASO and to maintain TASO's domain name server (DNS) settings.

- Disaster recovery and business continuity

- To maintain TASO's disaster recovery / backup solution and recommend remedial actions to further strengthen the solution.

- To review and contribute to TASO's Business Continuity and Disaster Recovery plans, including annual testing.

- To provide strategic advice and recommendations for improving the IT infrastructure and security.

Security

- To manage the configuration and maintenance of all VPN connections.

- To maintain and support the network security infrastructure including antivirus software, firewalls, and relevant licencing.

- Successful supplier to hold ISO 27001 accreditation.

- Conduct annual network penetration testing.

- Network incident investigation and reporting.

- Manage the configuration and maintenance of single sign-on (SSO) across applications.

- Work with our landlord if needed and appropriate if any problems arise relating to wifi security

Account Management & Reporting

- To provide a named account manager, and hold review meetings no less than quarterly.

- Provision of regular reporting on: tickets raised, backups, actual service levels vs SLA and other relevant KPI's.

- Regular invoicing (monthly) along with an annual statement

Key dates
Issue ITT - Friday 28th January
Closing date for receipt of completed tender proposals - 23:59 Friday 18th February
Shortlisting of bids - w/c Monday 21th February
Supplier interviews/presentations (if applicable) w/c Monday 28th February & 7th March
Contract finalised and signed w/c 28th March

Evaluation Criteria

TASO intends to shortlist providers based on their response to the ITT and will use the following scoring criteria.

Proposal document	20%
Indicative Service Level Agreement	20%
Total cost of solution	20%
References	20%
Relevant experience	20%
Total Weighting	**100%**

Scoring the ITT

TASO will use a 5 point scoring system when evaluating the proposal document

0 The proposal submitted omits and fundamentally fails to meet TASO's scope and specifications. Insufficient evidence to support the proposal to allow TASO to evaluate.

Not Answered 1 The information submitted has a severe lack of evidence to demonstrate that TASO's scope and specifications can be met. Significant omissions, serious and/or many concerns.

Poor 2 The information submitted has some minor omissions in respect of TASO's scope and specifications. The tender satisfies the basic requirements in some respects but is unsatisfactory in other respects and raises some concerns.

Satisfactory. 3 The information submitted provides some good evidence to meet the TASO's scope and specifications and is satisfactory in most respects and there are few concerns.

Good. 4 The information submitted provides good evidence that all of TASO's scope and specification can be met. Full and robust response, any concerns are addressed so that the proposal gives confidence.

Very Good. 5 The information submitted provides strong evidence that all of TASO's scope and specification can be met and the proposal exceeds expectation. Provides full confidence and no concerns. Outstanding