



Quality Meat Scotland



PROVISION OF ICT SUPPORT

INVITATION TO TENDER

November 2017

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Introduction

We are seeking to appoint a provider who will actively manage and support our ICT systems. We primarily use Microsoft products.

Tenders should be submitted by 5pm on Monday 4th December 2017 for a contract to commence on the 8th January 2017.

Background Information

Quality Meat Scotland are a Non-Departmental Public Body (NDPB).

The office is based at The Rural Centre, West Mains, Newbridge, EH28 8NZ.

QMS comprises 23 full time members of staff, this includes approximately 5 who are not office based. All staff need access to all of their work documents from home.

Each computer is installed so that there is a uniform set-up although individuals will have additional programmes associated with their role, eg Sage Accounts etc.

More information about our work can be found at: www.qmscotland.co.uk

Contract summary

The aim of this tender process is to appoint a provider who is suitably qualified to effectively manage the QMS ICT systems and who will provide skilled and customer-focused advice and support, development and administration throughout the duration of the contract.

It is the intention of QMS to enter into an initial engagement period of 3 years with effect from 8th January 2018, renewed annually.

QMS does not have dedicated internal ICT support but has a member of staff who provides internal support on a day-to-day basis. The successful tenderer will be able to manage and provide support and advice across the range of ICT systems operated by QMS currently and as they develop over time. More detailed information about QMS's current systems and method of operating is provided in the list on page 5 'ICT Systems'.

Contract requirements

Level of support required

The ICT support provider must have the expertise to resolve all issues relating to the QMS ICT systems.

The support arrangements must include telephone, remote and onsite support, the provision of ad-hoc advice and the installation of a new server.

The tenderer must be able to log support calls electronically and to respond to and resolve these calls in an acceptable timescale. The tenderer should provide evidence of the systems

in place and detail their response times to a variety of situations but where:

- there is a critical system or network failure
- the system is working but a major function is unavailable
- the system is available, but there is an issue or query requiring attention

The tenderer should have a system for recording all support activity relating to QMS's office and be able to produce reports describing the issue, response time, time spent and how the matter was resolved.

It is expected that many issues will be resolved remotely. However, where a resolution needs technical expertise on site, the provider must be able to attend site as soon as required and in an emergency within 90 minutes. Given the requirement for prompt onsite assistance the successful tenderer must have staff available within 90 minutes' travelling distance of the QMS office.

The tenderer will be expected to maintain accurate records of system and user settings.

The tenderer will action staff requests in line with the QMS Permissions Register.

The successful tenderer should have systems in place that monitor critical aspects of the ICT systems on a 24/7 basis, enabling them to take appropriate action when required to minimise the risk of system problems.

Issues relating to specific hardware or software applications that the support provider cannot resolve can be passed to the relevant supplier, and in these cases QMS' office should be informed but would expect the management of the resolution to be dealt with by the support provider.

Once the successful support provider is in place, we will require a review of all hardware and software within one month. The objective of this is to develop a maintenance and upgrading plan initially for 3 years which is updated annually.

Systems to be supported

The table below outlines the systems to be supported by the ICT support provider (ICTSP). In summary, this includes:

ICT Systems

Support item	Support provider
Network cabling infrastructure	ICTSP
Central printer/copier/scanner	Hardware supplier
Website	External supplier
Accounts software	Software supplier
Hardware purchasing	Inhouse or recharged via ICTSP
Software purchasing	Inhouse or recharged via ICTSP
Leasing of telecoms lines	Landlord
Hardware maintenance	Inhouse, ICTSP
Business critical MS Access systems	External supplier
All other software including Office365	ICTSP
Remote access	ICTSP
Internet	ICTSP
Networks including wireless	ICTSP
Telephone system (NB: 3CX software)	Landlord
Management of and advice on 'cloud' systems and storage	ICTSP
Mobile phone	External
Day to day user support via Helpdesk	ICTSP
Backups	ICTSP
Advice on development of QMS ICT systems	ICTSP
Identifying and advising on the management of threats to QMS ICT systems	ICTSP
Proactive monitoring of QMS ICT systems to identify risk and advise on improvements	ICTSP
Managing key updates to systems	ICTSP
Maintaining user and system profile records	ICTSP
Liaising with other suppliers as necessary	ICTSP
All other ICT system support	As agreed with ICTSP
Providing a regular report on all support activity showing the issue, time spent and action taken.	ICTSP
Providing summary and detailed reports on the above activities	As agreed with ICTSP

Availability of support

The QMS office requires direct access to technical support staff from 8.00am to 6.00pm Monday to Friday (office hours). Unless agreed in advance, QMS remote access systems should be available for use 24 hours per day, seven days per week. Support for these users and recovery of these systems can be limited to within office hours.

The QMS office closes on certain public holidays. However, home-workers may work on those days. Tenderers should outline what cover is available during public holidays.

Out of hours cover may be required for disruptive tasks by prior arrangement or to ensure a critical issue is resolved or in an emergency. Tenderers should describe the notice required and the cost basis for out of hours work if required.

Response times

Tenderers should outline their response times.

Review meetings and advice

The ICT support provider should be able to offer impartial advice to QMS, as and when required, on a range of ICT matters, such as identifying risks and improvements. The support provider will be required to attend an annual review meeting to discuss contract performance and upcoming issues with the QMS ICT systems. Ad hoc meetings may be required from time to time at an agreed location.

Legislative requirements

In addition to our statutory functions, QMS has a number of duties set out in legislation. These include:

Protecting information

Under the Data Protection Act 1998 (DPA), QMS is required to protect the personal information he holds. In particular, the DPA affects the choice of country in which QMS' data can be held. Tenderers should outline their knowledge of the implications of this requirement and their ability and intention to adhere to it.

Accessing information

Under the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIRs), QMS is required, on request, to release information that we hold. QMS must carefully manage the records to ensure that these requests can be met. QMS is also subject to the Public Records (Scotland) Act 2011 which regulates how our records are managed. Tenderers should outline their experience of assisting with records management and their ability and intention to work to the applicable standards.

Under the General Data Protection Regulation (GDPR), QMS and all our systems must be compliant when it comes into effect from 25th May 2018.

Tenderers should note that, under FOISA, information in relation to any tender may be

disclosed by QMS unless it is sensitive in nature and therefore exempt from release (for example because commercial interests may be harmed, or its disclosure would constitute an actionable breach of confidence). Where you provide information that you consider to be 'confidential' or 'commercially sensitive' please identify it as such, and explain why and how long it is likely to remain so.

Information which is not properly so identified may be released by QMS in response to an FOI request. Please note that the final decision on the release or withholding of information rests with QMS.

QMS will consult with a tenderer if we receive a request for any information related to this tender that has been highlighted as being confidential or commercially sensitive.

Tenderers should note that successful tenders will be retained for 3 years from the date the contract ends. Unsuccessful tenders are retained for 3 years from date the tender is submitted.

Equality

The ICT support provider shall at all times comply with the requirements of the Equality Act 2010 and shall not treat any person or group of people less favourably than another on the grounds of race (this includes the different elements of colour, nationality, and ethnic or national origin), religion and belief, sex, age, disability, marital and civil partnership status, pregnancy and maternity or sexual orientation.

Confidentiality

Tenderers and potential tenderers should take all necessary precautions to ensure that all confidential information is treated as such by the contractor, their employees, servants, agents or sub-contractors.

Evidence required

Tenderers are required to demonstrate their ability to support the systems and method of working. **Tenderers must provide a statement explaining how they will meet the support requirements.** Different methods of working than those currently in use will be considered.

QMS welcomes tenders from small businesses.

Evaluation criteria

It is the wish of Quality Meat Scotland that this contract delivers exemplar levels of service. In order for this to be achieved, we require tenderers to provide details of their methodologies for the delivering a high quality service and for value for money savings mechanisms to be put in place.

The percentage weightings relate to the overall weightings across the entire tender, and are for information purposes to best inform the level of importance being placed on the answer.

Technical Criteria

Tenderers must provide the following information: -

1) General understanding of the requirement, demonstrable capacity and availability to meet the Ordered Services outputs (overall weighting 10%)

- a) Provide a statement of understanding and interpretation of the purpose, specific objectives and scope of the requirement.

2) Demonstrable experience and expertise of the proposed personnel (including holding interviews where appropriate) to meet the Ordered Services outputs (overall weighting 20%)

- a) Tenderers must provide the names of the principal staff who will deliver the service and the extent to which the service will be available and suitable information on experience and qualifications associated with the role they hold.
- b) Tenderers must provide the financial accounts for the business for the last three years of operation.

3) Operational proposals with particular emphasis on quality and performance measurements, and customer satisfaction (overall weighting 40%)

- a) Provide a methodology and project plan, including timetable, which clearly shows the milestones to be achieved and clearly states how the brief will be delivered;
- b) Present a solution for dealing with a range of IT related requests and examples of how this set up has been efficient and successful in the past.
- c) Provide the details of those companies/individuals who would be willing to offer a testimonial for the practices set out.
- d) Detail any constraints/risks you perceive and your proposals for mitigating these risks.

QMS requires two customer references. Each tenderer should supply the contact details of five potential customer referees. QMS will invite two referees to complete a questionnaire about service provided by the tenderer.

In addition, QMS will review tenderers' records at Companies House and will arrange to visit the premises of short-listed tenderers.

Financial Criteria

4) Total tender cost ex VAT (i.e. number of days x contracted day rate for all work less any applicable discounts) (overall weighting 30 %)

Quality Meat Scotland requires a robust set-up with regard to the IT system and support which results in minimal disruption to the workings of Quality Meat Scotland employees.

The request for the tender is split into two parts where there is scope for providing an assessment of the current IT system in place although the ongoing support for the organisation is the focus of the tender. Therefore it is imperative that the costs involved is based on a monthly charge for support.

It should be noted that we have not specified any word restrictions. Integral within your assessment will be your demonstrated ability to answer the questions in an open clear and concise manner. It is expected that tenderers will have the experience and professionalism to deliver answers with succinct prose.

Quality Meat Scotland may undertake, if deemed appropriate, meetings with tenderer(s) to clarify / verify their tender submissions. This may be in writing or a discussion at Quality Meat Scotland.

Tender Process

ICT support providers are invited to submit a quotation, including all charges, for providing the services as described in this specification.

Potential providers must meet their own costs of responding to this invitation and any costs they incur from providing demonstrations, presentations or other activities associated with responding to this invitation.

Prices quoted must be held firm for at least 3 months from the closing date for submission.

The provider must be willing for any quotation submitted to form part of the contractual relationship with QMS.

Key Stage	Details	Date
Tender publicised	The tender is publicised on the Public Contracts Scotland website and issued to selected organisations.	Wednesday 15 th November 2017
Organisations are invited to express an interest in the contract	Kirsty McCormack Office Coordinator Quality Meat Scotland The Rural Centre West Mains Newbridge EH28 8NZ T: 0131 472 4040 E: kmccormack@qmScotland.co.uk	Wednesday 15 th November to Friday 1 st December 2017
Tender submission date	Submissions must be received by 5pm Monday 4 th December 2017. They should be submitted to the Key Contact (details below).	5pm on Monday 4 th December 2017

Assessment		
Tender submissions are assessed	The assessment panel will review the tenders submitted.	Tuesday 5 th December 2017
Tenderers informed if short-listed	Short-listed tenderers invited to present their tender during week commencing 6 February 2017.	Friday 8 th December 2017
Tender presentations	Short-listed tenderers present their tenders to the assessment panel.	Thursday 14 th December 2017
Contract awarded		Monday 18 th December 2017
Handover period	Signing contract, feedback to unsuccessful tenderers, etc.	Tuesday 19 th December to Tuesday 5 th January 2018
<i>Contract commences</i>		<i>8th January 2018</i>

Key Contact

Contact details for further information or clarification of the contract requirements, to arrange meetings or phone calls and to submit expressions of interest and tender documents are:

Kirsty McCormack
Office Coordinator
Quality Meat Scotland
The Rural Centre
West Mains
Newbridge
EH28 8NZ
T: 0131 472 4040
E: kmccormack@qmScotland.co.uk