

# Invitation to Tender

## I Introduction

---

This document constitutes a formal invitation to tender for the supply of external IT support services. The tender should address all the requirements for the provision of comprehensive external IT support services. All information contained in this document is confidential. Likewise, all information included by the suppliers in their tenders will be treated in confidence. It should be understood that Yorkshire Sport Foundation is not liable for any costs incurred by the suppliers in the preparation of tenders. Tenders shall be made without obligation by Yorkshire Sport Foundation to acquire any of the services included. It should also be understood that if the tender is accepted, it might form part of a contract that will be negotiated subsequently. Suppliers must undertake not to make any reference to Yorkshire Sport Foundation in any literature, promotional material, brochures or sales presentations without the express written consent from a Yorkshire Sport Foundation representative.

## 2 Background

---

Yorkshire Sport Foundation was formed as the West Yorkshire Sports Partnership in 2001 as a network of sports providers committed to working together to improve opportunities to take part and progress in sport and recreation across the county. It is one of the 43 Active Partnerships in England.

From the initial two officers who were employed to provide the coordination of the Partnership the core team has grown into an organisation in its own right consisting of a team of sports development professionals developing and delivering a range of projects on behalf of its partners and customers.

Originally hosted by Kirklees Council, Yorkshire Sport Foundation (previously West Yorkshire Sport) was registered as a Company Limited by Guarantee in May 2011 and started trading in September 2011 following the TUPE of staff and transfer of resources. Yorkshire Sport Foundation was also registered as a charity in September 2011. The drive behind the move to incorporation was the quest for further independence and sustainability beyond the Sport England grants it has received in the past.

In January 2013, following extensive consultation a strategic alliance was formed with South Yorkshire Sport, another Active Partnership (previously hosted by Barnsley Council). The aim of

---

this alliance was to achieve efficiency savings on administration functions and costs, improve programme delivery through closer joint working and ensure improvements in service through greater knowledge transfer and sharing of innovation.

As the organisation continued to improve the Board took the decision to change the organisation name to Yorkshire Sport Foundation (processed in June 2015) and to start merging the structures of the South Yorkshire and West Yorkshire development teams. This concluded in April 2017 when a new staff structure was put into place to allow us to support the local sporting network more effectively.

In 2021 a new Sport England strategy, Uniting the Movement, and renewed funding commitments has once again meant a review of the Yorkshire Sport Foundation strategy and organisational structure, this was published earlier this year. We have recently published our new strategy and will be launching this in the coming months with the tweaks to the organisational structure taking place before the end of April 2022.

### 3 Current Systems

---

All staff have the ability to work remotely or from head office in Morley. All users have a laptop apart from one surface pro user, a desktop user and one Mac. We also have several iPad that can be used by staff.

All staff have a work mobile phone, either a Samsung handset with 50gb data or an iPhone with 20gb of monthly data. This agreement has recently been renewed with Signal Telecom & O2 for two years.

We have one main number for the company, we do not require desktop phones. At the moment the system is VoIP. The main number is accessed on an app called 3CX which is used by one user generally forwarded to a mobile phone.

For meetings we use various tech solutions including projectors and speakers and cameras external to the user laptops. All devices should be compatible with common peripheral hardware. We also use Zoom for external webinars.

Software is mostly Microsoft with charity licences and includes Office365 licenses including Outlook for email, Teams, SharePoint, power BI, office suite (4 power BI users, 40 general users), Planner and OneNote. The solution for internal communication (like an intranet) is Microsoft Teams which we use for communication between internal groups, chats and hosting online meetings. Two staff also have charity licences for Adobe CC apps.

Head Office has a 1Tb server with remote backup which we are looking to remove from our systems in favour of online solutions. The online files backup solution is provided by Microsoft 365.

The office also has lease on a Ricoh Colour Photocopier, for printing and scanning to email.

## 4 System configuration

---

Yorkshire Sport Foundation are on a host server environment.

The main host server has the details below.

- Vendor Dell Inc.
- Model PowerEdge R440
- Serial Number 9W62J23
- Processor 2x Intel(R) Xeon(R) Silver 4214 CPU @ 2.20GHz - 24 cores
- Memory 64 GB
- Storage Raid 5 configuration 6x 900GB drives
- approx. 3.13TB free of 4.08TB on the host server.

Virtual servers running are:

- SportDC01 Domain controller, Data Host
- SportRDS01 Remote desktop server
- Sport-V-OVPN OVPN Server
- YS-V-3CX 3cx server

Draytek Firewall is running off a Draytek Vigor 2866 series router

Switch Netgear GS728TP

## 5 Specification of Requirements

---

1. **Required Hours of Cover / Out of Hours Support** – Yorkshire Sport Foundation requires support cover from 8 a.m. to 6 p.m. Monday to Friday. An hourly cost regarding cover required outside these hours should be provided and will be agreed before contract commencement.

2. **Remote / On Site Support** - Should an issue not be resolvable by remote means suppliers should provide Information in relation to on-site support.
3. **Response, Fix Times and Operational (including Escalation) Processes** – Yorkshire Sport Foundation will consider information proposed by each supplier regarding response times, fix times and operational (including escalation) processes. Suppliers should note that in the event of a major IT fault, a response time of 2 hours (maximum) would be expected. Service Levels and processes will be agreed before contract commencement.
4. **Support Services** - Suppliers should provide details on how they would support each of the following:
  - Integration of Software Packages
  - Support with exploring new software opportunities
  - New User Setup (including provision of hardware and software)
  - Software management (including installation and licence renewals)
  - Infrastructure Health Checking / Housekeeping
  - Support with moving our server data to web-based solutions
  - Approach to training staff to deal with routine issues arising
  - Cyber Security
  - GDPR compliant in all areas
5. **Exclusions** - Suppliers are not required to provide support at this time for the following area:
  - Website
6. Liaise with service providers on Yorkshire Sport Foundations behalf.

## 6 Assessment Criteria

---

Suppliers will be judged on evaluation criteria including (but not limited to) the following:

- The supplier's approach to Infrastructure Assessment, particularly in the areas of risk assessment and quality assurance;
  - The quality and experience of the supplier's personnel;
  - Ability of the supplier to attend review meetings when required;
  - Detail and frequency of reports provided;
  - The supplier's ability to offer further consultancy services;
  - The cost of the IT support; and
  - The completeness of the tender document.
-

Suppliers should identify any work they are currently carrying out or competing for which could cause a conflict of interest, and indicate how such a conflict would be avoided.

## 7 Process timetable:

Event	Date/Time
Tender Notice posted	Monday 4 July 2022
<b>Tender response deadline</b>	<b>10 am 1 August 2022</b>
Interviews/ Clarification (if applicable)	w/c 15 August 2022
Anticipated contract award	w/c 22 August 2022
<b>Contract Start Date</b>	<b>1 September 2022</b>

Bidders should raise any queries they have about the requirements by email to [antoinette.duffin@yorkshiresport.org](mailto:antoinette.duffin@yorkshiresport.org). These should have the subject “**Invitation to Tender – Query**”. We will circulate all questions and responses (whilst maintaining anonymity) to all bidders unless the information is considered commercially sensitive. Our view on the issue of commercial sensitivity shall be final, the bidder raising the question will be asked to withdraw it if it does not agree with this assessment. Questions and responses will be emailed to the contact linked with the original Invitation to Tender circular unless a further email has been provided.

We reserve the right to carry out clarifications if necessary; these may be carried out via email or by inviting bidders to attend a clarification meeting. In order to ensure that both YSF’s and bidders’ resources are used appropriately, we will only invite up to three (the ultimate number will depend on the closeness of scores) highest scoring bidders to attend a clarification meeting. Scores will be moderated based on any clarifications provided during this meeting. You are responsible for all your expenses when attending such meetings. YSF reserves the right to vary all dates in this Invitation to Tender, to terminate this procurement process and/or decide not to award a contract.

### **Duration of Contract**

The contract would be renewed annually for a maximum term of three years.

### **Service Levels**

You must propose Service Levels in your tender response for agreement with YSF.

### **Escalation Procedures**

In the event of a major problem, a list of contacts will be required to manage any problem to a successful conclusion.

### **Account Management**

In performing the services required under this contract the supplier will report to Gemma Armitage, Finance Manager and Antoinette Duffin, Assistant Finance and Office Manager.

Please specify in your proposal the named individual who will be responsible for the account management of this contract on behalf of your organisation.

### **Management Reporting/review meetings**

Management and reporting to be agreed in liaison with successful bidder.

### **Contract Value**

The maximum expenditure for this tender is expected not to exceed £10,000 + VAT per annum.

Any tenders above this amount will be automatically discounted.

Additional costs are expected when the need for new equipment arises.

### **Payment structure and billing requirements**

Payment terms are 30 days.

### **Evaluation criteria**

You are required to respond to ALL of the criteria below.

To assist our evaluation of your tender submission, please ensure you clearly cross-refer your responses to the assigned numbers.

Any relevant supporting tender documentation must also be clearly identifiable by a criteria number.

## Quality Criteria

**80% of the marks** will be allocated to your response to the Quality Questions (table 1 below). Each question will be scored out of 5 using the methodology in the table 2 below.

Your overall score for each question will be calculated by multiplying the quality score you receive with the weighting for that question, set out below. This score will then be divided by the total maximum available score for the Quality Criteria (400) and multiplied by 80% to get your final score for that question.

Example: assume Bidder A scores 3 for Question 1: the formula is  **$3 \times 20 = 60$** ,  **$60 \div 400 \times 80\% = 9.60\%$**

**20% of the marks will be available for your Price Proposal.** The methodology for scoring price is set out further below.

Your responses should be supported by evidence/previous successful implementation of proposed solution for meeting our requirements.

Please note – Though criteria are numbered, this does not relate to any order of importance

**Table 1**

	<b>Criteria</b>	<b>Weighting</b>
1	Required Hours of Cover / Out of Hours Support	20
2	Remote / On Site Support	15
3	Response, Fix Times and Operational (including Escalation) Processes	15
4	Support Services	30

## Scoring Methodology

<b>0</b>	<b>Poor</b>	No response or partial response and poor evidence provided in support of it. Does not give YSF confidence in the ability of the Bidder to deliver the Contract.
<b>1</b>	<b>Weak</b>	Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to deliver the Contract.
<b>2</b>	<b>Satisfactory</b>	Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Bidder to deliver the Contract.
<b>3</b>	<b>Good</b>	Response is comprehensive and supported by good standard of evidence. Gives YSF confidence in the ability of the Bidder to deliver the contract. Meets the Fund's requirements.
<b>4</b>	<b>Very good</b>	Response is comprehensive and supported by a high standard of evidence. Gives YSF a high level of confidence in the ability of the Bidder to deliver the contract. Exceeds YSF's requirements in some respects.
<b>5</b>	<b>Excellent</b>	Response is very comprehensive and supported by a very high standard of evidence. Gives YSF a very high level of confidence the ability of the Bidder to deliver the contract. YSF's requirements in most respects.

## Price Criteria

**20 marks** will be awarded to the lowest priced bid and the remaining bidders will be allocated scores based on their deviation from this figure. Your total costs figure including VAT and expenses in the schedule of charges below will be used to score this question.

For example, if the lowest price is £100 and the second lowest price is £125 then the lowest priced bidder gets 20% (full marks) for price and the second placed bidder gets 15% and so on. ( $25/100 \times 20 = 5$  marks;  $20 - 5 = 15$  marks)

**The bidder with the highest score when the quality and price marks are added up will be the preferred bidder.**



## Schedule of Charges

Bidders shall complete the schedule of charges below estimating the number of days and any travel and subsistence costs associated with their bid. The total fixed price will be inclusive of expenses and all costs to be incurred.

Service	Unit costs	VAT	Total
<b>Year One</b>			
Requirements 1, 2 & 3			
Requirements 4			
Other costs (please specify)			
<b>Total Year One Total</b>			
<b>Proposed Year Two</b>			
Requirements 1, 2 & 3			
Requirements 4			
Other costs (please specify)			
<b>Proposed Year Two Total</b>			
<b>Proposed Year Three</b>			
Requirements 1, 2 & 3			
Requirements 4			
Other costs (please specify)			
<b>Proposed Year Three Total</b>			
<b>Total Price</b> (this figure will be used to calculate your price score)			

Notes:

YSF reserves the right to reject abnormally low tenders.

The Bidder's total costs must not exceed **£10,000 + VAT per annum, including all expenses.**

**Bidders whose costs exceed this amount will be excluded from further consideration in the tender process.**

You should not submit additional assumptions with your pricing submission.

If you submit assumptions, you will be asked to withdraw them.

Failure to withdraw them will lead to your exclusion from further participation in this competition.

## Section 2: Instructions to Tenderers

---

Please submit your tender offer in accordance with all of the instructions, requirements and specifications set out in the enclosed documentation.

You must treat these documents and any further information provided by YSF as confidential at all times and only disclose them if necessary to prepare a compliant response to the tender.

Nothing in the enclosed documentation or appendices, or any other communication made between YSF and any other party, can be considered a contract or agreement at this stage.

### **Compliance**

YSF reserves the right to disqualify or reduce the evaluation score of any tenderers who do not fully comply with the requirements in the tender documentation, in particular the closing time and date.

YSF reserves the right to evaluate proposals on a variety of criteria. The tender with the lowest price will not automatically be accepted.

### **Validity of offer**

You must offer your tender for acceptance. The Board will accept a tender and make an appointment at the Board meeting in July. All tenders that become invalid before this time will be automatically discounted.

Please note that by submitting a tender response for consideration you are confirming that, as an officer for the company/organisation that you represent, you have read and understood the tender documents.

### **Tendering**

If we need to amend any tender documents before the closing date, we will write to you with any changes. If we extend the deadline for tender responses, we will advise you.

YSF reserves the right, in its absolute discretion, to cancel or suspend this tender process at any time and for any reason. If we need to do this we will notify you in writing as soon as reasonably practicably.

YSF is not responsible, and will not pay for any expenses or losses you incur during, but not limited to, the tender preparation, site visits, post-tender negotiations or interviews.

### **Return of Tender**

You must complete and submit your tender response/proposal electronically to [antoINETTE.duffin@yorkshiresport.org](mailto:antoINETTE.duffin@yorkshiresport.org) by the tender response deadline of **10am on 1 August 2022**. The email submitted must include the subject **IT Tender**.

If you are experiencing any problems submitting your document by email, please call 0330 2020280 for further assistance.

We will only accept responses submitted via email. We will not accept any responses submitted by any other method. Any tender delivered after the closing date for any reason will be discounted. YSF is not responsible if all or part of your tender is not received.