

## **INVITATION TO TENDER**

### **IT SUPPORT CONTRACT**

#### **SECTION ONE – THE OPPORTUNITY**

Didcot Town Council (DTC) is seeking an organization to provide an IT Support contract which include management of our existing IT infrastructure; telephony; connectivity; licensing and security. This tender document is designed to introduce prospective contractors to Didcot Town Council and to attract bids to be considered for this opportunity.

#### **THE SUCCESSFUL CONTRACTOR**

The Town Council is looking for a preferred single supplier to provide the support, account management and billing for all services delivered. It is essential that there is a clear point of contact for specific roles and responsibilities. *The supplier may sub-contract delivery of certain areas but this must be made very clear in the tender submission. Any confusion will result in this tender application being rejected.*

#### **CONTRACT PERIOD**

The contract will be for an initial three years with an option to extend for an addition two years and beyond. All contracts will be subject to satisfactory performance and by mutual agreement. Didcot Town Council aim to reach a provisional decision on the award of the contract by the full Council meeting due to be held on Monday 8<sup>th</sup> September 2025. The successful bidder will be required to work as soon as schedules allow – *however they must not undertake any work without written notification of the contract award and a signed contract provided by Didcot Town Council.*

#### **INCOMPLETE TENDER DOCUMENTS**

Tender responses may be rejected if the information is incomplete or proven to be inaccurate. It is the responsibility of the bidder to ensure the quality and diligence of their response.

#### **RECEIPT OF TENDER DOCUMENTS**

The bidding documents may be posted in a sealed document and marked IT Opportunity – PRIVATE AND CONFIDENTIAL. For the attention of Mrs Janet Wheeler, Town Clerk and Responsible Finance Officer, Council Offices, Didcot Civic Hall, Britwell Road, Didcot, Oxfordshire. OX11 7HN.

## Didcot Town Council – invitation to tender IT support contract

Alternatively, bidding documents may be emailed but must be password protected – the number which should be texted to the Town Clerk – number supplied as required.

### **CLOSING DATE**

The completed papers must be received no later 12 noon on Friday 15<sup>th</sup> August 2025. This opportunity does not bind the Council in any way to continue with this process.

### **Canvassing**

As per standing orders (138 and 139) canvassing of members of any Committee, directly or indirectly, for any appointment under the Council shall disqualify the candidate for such appointment.

### **Confidentiality of tenders**

- Tender information such as costings and details of services remain confidential until the tenders are opened as per our financial regulations.
- Prospective suppliers must not try to obtain any information about other tenders at any time – before or after the opening of responses.

Tenders will be at risk of disqualification if such practice becomes apparent during the process.

### **Costs and expenses**

Didcot Town Council will not reimburse any prospective contractor for any costs or expenses incurred from preparation and presentation of your tender.

### **Debriefing**

Once the contract has been awarded, a debrief will be sent along with a letter to the unsuccessful bidders.

### **Freedom of Information**

Information in relation to your bid may be made available on demand in accordance with the requirements of the Freedom of Information Act 2000. Any information submitted as part of the tender may be made available to the public through public consultation or through the reports and proceedings of Council meetings.

If any information supplied is commercially sensitive, bidders must make this clear. The Council may ask for justifications as to why they consider the information confidential. Suppliers must understand that working for a local authority requires as much transparency as possible.

## OUTLINE OF COUNCIL REQUIREMENTS

Didcot Town Council invites prospective suppliers to provide solutions that meet the aspirations of a large and growing Town Council. *(Please read the background section for more information on the portfolio of buildings we currently manage and the future opportunities – some confirmed historically - and others more recently possible with the Government's devolution programme.)*

Didcot Town Council wants solutions that meet our needs both today and in the future 3 – 5 years. Bidders must demonstrate their experience and understanding of our sector and their work with similar organisations.

### Scope of the work

- Ongoing support for staff and Councillors with Council-issued hardware
- Managing and providing ongoing support with Microsoft 365 accounts
- Maintenance of Council documents on Sharepoint
- Assisting with any issues relating to 3<sup>rd</sup> party specialist software
- Managing the range of different devices including laptops; tablets; mobile phones and printers.
- Managing the security of the Council's IT systems
- Managing the Council's wifi networks, internet lines and any connectivity issues across the portfolio of Council buildings
- Running a programme of training for staff and Town Councillors – especially relating to the avoidance of phish emails.
- Ad hoc IT projects such as software up-grades; the provision of internet/wifi connectivity in a new Community Centre due to open in November 2025 plus more.
- Opportunities to quote for VOIP Telephony and mobiles.
- Detailed service level agreement including response times.
- Dedicated account manager who will be pro-active in the management of our IT needs with regular meetings and updates as required.

***See appendix A for details of the current devices being used and future needs***

### Anticipated value

The anticipated value based on an initial three year contract, **is around £30,000 per annum, or £90,000 over three years.** (This does NOT include new devices; telephony; internet and wifi for new building and conversion from Windows 10 to Windows 11.)

## TENDER PROCESS

All proposals; quotations and tender responses must adhere to the timeline below. Any bidders that do not comply risk having their tender documents ruled out of the process.

### Timetable

|   |  |
|---|--|
| 1 – Invitation to tender                            | Date of issue – Friday 25 <sup>th</sup> July 2025  |
| 2 – Clarifications to tender                        | Friday 8 <sup>th</sup> August 2025   |
| 3 – Deadline for responses                          | <b>12 noon on Friday 15<sup>th</sup> August 2025</b>   |
| 4 – Evaluation of tenders                           | Monday 18 <sup>th</sup> – 22 <sup>nd</sup> August 2025   |
| 5 – Possible presentations (shortlist)              | 26 <sup>th</sup> August – invitations to present   |
| 6 – Further evaluation of tenders                   | Monday 1 <sup>st</sup> – Tuesday 2 <sup>nd</sup> September 2025  |
| 7 – Award of contract                               | 9 <sup>th</sup> September 2025 (or if delegated to F&GP award will be 16 <sup>th</sup> September 2025) |
| 8 – Contract initiation meeting                     | ASAP   |
| 9 – Handover with current contractors (if required) | ASAP   |
| 10 – Target contract start date                     | ASAP   |

The Council reserves the right to amend the timetable as required. The Council also reserves the right not to award the contract or to amend the specifications and conditions – this would be communicated to all prospective bidders before the closing date.

Didcot Town Council reserves the right to invite prospective bidders to interview if their tender is on a short list. This may be face to face or on-line. The Council reserves the right to seek clarification on any bid before the final decision is made.

### Submission of bids

The tender documents should answer all the areas covered by the scope of works. It will be the responsibility of the different bids to cover everything detailed in these papers.

Any queries should be on email sent to the Town Clerk – [jwheeler@didcot.gov.uk](mailto:jwheeler@didcot.gov.uk) – these emails may be shared with DTC staff or Town Councillors as part of the tender process.

The successful applicant will be the bid which demonstrates the best understanding of our sector. The price will be a secondary consideration. Tenders must remain open for at least 60 days after the closing date.

### **Tender evaluation criteria**

1. Technical and professional ability (maximum 20 points)
2. Quality assurance/accreditations (maximum 10 points)
3. Data security (maximum 20 points)
4. Insurance (maximum 10 points)
5. Compliance with equality legislation (maximum 10 points)
6. Environmental Management (maximum 10 points)
7. Health and Safety (maximum 10 points)
8. Finance and available options for different services (ie leasing or purchase etc) (maximum 10 points)

Each section will be scored out of ten apart from the Technical and professional ability and Data Security which will be scored out of twenty. Maximum: 100 points. The evaluation scores matrix (attached) indicates how scores will be awarded.

### **Award criteria**

The successful bid will deliver the most economically advantageous solution to the Town Council's needs. Bidders should give a clear indication through their responses of what they are offering. Additional points will be given for those bidders who demonstrate that they are willing to go above and beyond the basic service.

Supporting information must be relevant and appropriate for Didcot Town Council.

### **Compliance**

All bidders are expected to confirm that they comply with the following legislation/standards and to provide proof on request:

- Equality Act 2010
- Compliance to the Living Wage Foundation
- General Data Protection Regulations and the Data Protection Act 2018 preferably via an Information Security Policy that reflects the control objectives as specified in the ISO27001 control.
- Cyber Essentials Plus (CE+) certification

**SERVICE SPECIFICATION** – to be included on the contract

- (a) **End User Services:** Support in handling operation problems on technology-related processes, policies; systems and usage. This would include hardware and software support, logging and monitoring of reported IT issues, reporting and proactive results analysis of problem trends to suggest permanent fixes.
- (b) **Device management:** Management of laptops, desktops, handheld and peripherals, including acquisition, deployment, maintenance, change management as well as disposal.
- (c) **Operational management:** System management of the technology infrastructure - including routers, firewalls, Wifi, internet lines, cabling – its systems operation, integration, support, administration and performance monitoring, technical diagnostics/troubleshooting, configuration management and system repair.
- (d) **Security management:** The control, monitoring and management of security devices, systems, applications, databases, servers and data centres, and other technologies and services.
- (e) **Application and data management:** Data and data base management and integration practices, architectural techniques, and tools for achieving consistent access to data across the technology estate.
- (f) **Third party software:** Providing a first line of support and, where necessary, facilitating support through third party software suppliers.
- (g) **Account management:** Named Account Manager with regular support meetings to discuss any ongoing projects or concerns.

## **SERVICE LEVEL AGREEMENT**

The Service Level Agreement should achieve the following:

Critical – issues that could cause major business or financial exposure, affect business critical tasks or prevent multiple users from being able to do their jobs.

High – issues that could cause minor business or financial exposure, cause minor delays to business-critical tasks or cause disruption to a small number of users

Medium – issues that have a minimal impact on the business and users

Advice – a request for information or guidance which has no impact on the day-to-day running of the Council business

| Targets  | Priority 1<br>Critical | Priority 2<br>High | Priority 3<br>Medium | Priority 4<br>Advice |
|----------|------------------------|--------------------|----------------------|----------------------|
| Response | 30 minutes             | 2 hours            | 4 hours              | 24 hours             |
| Updates  | Every hour             | Within 4 hours     | Daily                | Within 5 days        |
| Fix time | 8 hours                | 24 hours           | 3 days               | 5 days               |

## **APPENDIX A – LIST OF DEVICES AND SERVICE REQUIRED ACROSS THE PORTFOLIO OF BUILDINGS**

## **DIDCOT TOWN COUNCIL – A vibrant growing Garden Town in South Oxfordshire**

Didcot has a population of around 35,000 and is due to grow to around 65,000 in the next ten years. Since being awarded Garden Town status – the developers have been building housing on all sides of town. Didcot is likely to become one of the largest towns in Oxfordshire.

The growth and now the Government's devolution agenda will result in Didcot Town Council (DTC) becoming much larger. Our estate portfolio has already been increased over the past five years and devolution will lead to more buildings; allotments; sports fields; woodland; and further community buildings.

**It is essential that our IT infrastructure throughout the town not only meets current needs but has the capacity to grow with the town.**

The Town Council has 21 elected Town Councillors across five wards. Discussions on boundary changes is already scheduled to take place from September which could result in more asset transfer.

### **Current DTC assets – owned/managed land**

Didcot Town Council looks after over 100 acres of outside space and facilities including 5 allotment sites; 7 play parks; football pitches; Ladygrove Lakes; Millennium Woods; Kynaston Road cemetery; Skate Park; tennis courts; Memorial Garden and the new splash pad at Edmonds Park.

### **Town Council-owned buildings**

#### **Council Offices and Didcot Civic Hall**

Large multi-purpose building with 6 rooms; main hall with stage; licensed bar; professional kitchens; outside garden; Council offices with meeting rooms and 135 space car park. Audio visual improvements being rolled out to all rooms. Separate internet for DTC staff and Civic Hall hirers. Agreed Marketing strategy to focus on business use, conferences, product launches; corporate days and public sector use from District and County. Site for larger scale events such as large screen sports or historical royal occasions.

#### **Willowbrook Sports**

Purpose-built indoor sports centre. No gym currently but main hall with high ceilings for badminton, gymnastics and trampolining. Our best performing building in terms of income. Used by The Bounce every weekend. Reception with computer and internet connection.



### **Edmonds Park Community Pavilion**

Opened in 2024 and still finding its place in the community. Brand new splash pad opening last summer makes this site a destination. The 19 hectare site is probably the best in Didcot. Lots of outdoor activities including the Edfest event; fun fair; teen ninja circuit; climbing walls; outdoor fitness and football in the winter. Edmonds Pavilion has wifi connectivity within this new building.

### **Outside Services Depot – Edmonds Park**

Purpose built outside services Depot opened in July 2019. Team of 8 outdoor staff; vehicles and equipment. Computer and printer from this building using a dongle.

### **Loyd Pavilion – Loyd Park**

Small pavilion recently refurbished. Limited use and no internet use.

### **Fleet Meadow Community Hall – run as a separate Trust**

Fleet Meadow Community Hall was taken over by DTC in January 2023 and is run as a Trust. The Hall has internet connections. Not staffed – automatic door system.

### **North Brook Community Hall – due to open in November 2025**

Brand new building due to complete in November. There will be a need for staff at this building and internet along with computers.

### **Ladygrove East Community Centre – due to be built in the next three to five years.**