



LISKEARD COUNCIL
WORKING FOR YOU

LISKEARD TOWN COUNCIL

Quotes required – IT Consultancy

Liskeard Town Council uses IT equipment at two town centre sites in Liskeard, with 12 desktops, 9 laptops and several ancillary devices. Office 365 Sharepoint is in use. Most of the hardware is now dated, and some systems are working slow or problematic. We are seeking an ICT audit of the physical machines, Cloud infrastructure, networking, and cyber security resulting in costed recommendations.

1. Background

The Town Council IT set up has evolved over time. Cloud systems were introduced in 2015, and hardware has been replaced sporadically. The two sites comprise the Town Council offices based at 3 – 5 West Street, Liskeard and the Tourist Information Centre and museum based at Foresters Hall, Pike Street, Liskeard. Within the museum there is a separate network for computers used by the volunteer team.

2. Current position

The Public Hall has recently benefited from new data cabling throughout, which is capable of delivering high speeds throughout the building.

Some machines are running slow. Not all functionality is available on software applications and there are some issues with synchronisation. Some mailboxes are near capacity. Standardisation is needed across all machines.

During the Pandemic almost all staff worked from home with relocated office PCs and this worked well. There is now only very limited home working where necessary using laptops, with a need for VPNs for some.

Various software packages are in use such as Sage Payroll, Rialtas accounting, Modes, and remote access to CCTV.

3. Quote requirements

A report with costed recommendations is required to include the following:

- Physical audit of all machines (capacity, state of hard drive, set-up, clean up, etc)
- Cloud infrastructure and software applications audit and recommendations
- Cyber security recommendations
- A new simple network at the museum, including checking cables and cabling runs.
- Arrangements for ongoing support including remote support

The Town Council needs the successful applicant to show that they are experienced in the provision of IT support to similar sized organisations, and experience in the local council sector would be an advantage.

All pricing should be exclusive of VAT. Quotations should remain open for an initial period of 60 calendar days. All pricing is to remain fixed for the duration of the contract unless otherwise agreed.

Any queries or correspondence relating to this document should be directed to Yvette Hayward, RFO & Deputy Town Clerk office1@liskeard.gov.uk or 01579 559 561.

4. Timetable

4 December 2023 – specification sent to IT consultants

15 December 2023 – 12:00 noon deadline for receipt of bids

5. Submissions

Please submit all quotes by email **by 12:00 noon on Friday 15 December 2023** and send to office1@liskeard.gov.uk with the following wording ONLY in the subject box:

“IT Consultancy Strictly Confidential”

Late submissions will not be considered.

Consultants are prohibited from contacting councillors or staff to encourage or support their quote outside the prescribed process.

Consultants shall not discuss the quote they intend to make or release any information about the quote they intend to make, other than with professional advisers who need to be consulted for preparation of the quote.

The Council reserves the right not to accept any of the quotes received.

6. Submission requirements

The following information should be included:

Organisation and Contact Details

Full name and address of organisation

Name/job title of the project lead for contact purposes

Email address and telephone number

Organisational status of the supplier (Company Registration Number, VAT number as appropriate)

Costing – A detailed cost breakdown

Relevant Experience – Please provide at least one reference from a similar sized organisation with examples of work, on a contract undertaken by your company in the last two years that you consider demonstrates a track record of relevant experience, highlighting key similarities to this contract.

7. Other requirements

Suppliers must be financially sound. We may use an external credit reference agency and, in addition, may seek copies of accounts and annual reports for larger contracts. We expect suppliers to have been trading long enough to have published accounts and developed a client base.

The Council's standard payment method is by BACS. The Council's standard terms of payment are Nett 30 days from receipt of acceptable invoice after successful completion of work as agreed. Please advise any discount available for early payment i.e. 7 or 14 days.

Tenderers are hereby notified that Liskeard Town Council is subject to the regulations of the Bribery Act 2010 and therefore has a duty to ensure that all tenderers will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including, but not limited to, this legislation.

We may ask you to provide copies of your certificates in respect of professional indemnity insurance, and details of any claims in excess of £50,000 made under your company/organisation's insurance policies within the last three years.

Your organisation must comply with all current equal opportunities' legislation with particular regard to the Equality Act 2010

Your organisation shall not unlawfully discriminate within the meaning and scope of any law, enactment, order, or regulation relating to discrimination (whether in race, gender, religion, disability, sexual orientation, age or otherwise) in employment.

Your organisation shall (and shall use its reasonable endeavours to procure that its staff shall) at all times comply with the provisions of the Human Rights Act 1998 in the performance of this project.