

Evaluation Tender Reference Number	Med 03/21
Service	Provision of IT services and support to Medilink Midlands



TENDER REQUEST FORM

Key Information	
Who will be managing this tender?	Catherine Hadfield Office Manager Medilink Midlands BioCity Nottingham Pennyfoot Street NG1 1 GF catherine@medilinkem.com T: 0115 822 3154 (currently voicemail)
How should tenders be submitted?	Electronically by email catherine@medilinkem.com
What is the deadline for receipt of the proposal?	5pm Wednesday 17 th February 2021
Expected start and end dates of this piece of work?	Lot a to commence in March 2021 (date to be agreed). Lot b to commence in April 2021 (dated to be agreed) for three years with the option to renew at the end of the period.
Will the contract be awarded on the proposal only or will the consultants be required to attend an interview? If so, when and what will be required?	Only proposals are required.
When will a decision be reached on who will be awarded the contract?	It is anticipated that the decision to award the contract will be made on 24 th February 2021 (finalised once references are received)
Who will be assessing the tenders?	Catherine Hadfield, Office Manager Darren Clark, Chief Executive Officer Julie Buda, Finance Manager

Invitation to Tender

Suppliers are invited to submit a proposal for the provision of IT services and support to Medilink Midlands initially for three years. The tender covers two lots of work:

- a) Lot a: A one off piece of work to review, recommend and implement the consolidation of different IT systems currently being used by two companies that are being incorporated under a single group structure, into a single IT system/platform.

This piece of work will include all IT systems (hardware and software) including;

- Websites and web hosting (recommendation may be made to outsource this part to another third party)
- Email platform
- Business software and licences
- Data storage
- CRM
- Server/cloud migration
- Laptops, printers, and other peripherals

- b) Lot b: Ongoing IT support and maintenance services.

The ideal vendor will provide technical support, assistance and advice on optimal solutions, hardware and software troubleshooting, system maintenance.

The support services are expected to include;

- Server/Cloud support (as appropriate following completion of lot a)
- User support
- Support on printers / scanners / mobile phones
- Broadband provision/support
- Patch management
- System monitoring service
- Backup maintenance and disaster recovery
- First line end user support
- Dedicated telephone support line
- Help desk service
- Remote attended support
- Remote unattended support
- Onsite support engineer
- Microsoft Office 365 Enterprise support (or other as appropriate following completion of lot a)
- CRM support (if required following completion of lot a)

The successful vendor will be expected to respond to Help Desk service calls efficiently and to ensure that there is no significant computer downtime during our normal working hours, generally 7:30 a.m. to 6:00 p.m. Monday through Friday.

The contract to be awarded does not obligate Medilink Midlands to purchase computer equipment, replacement parts, hardware devices, cabling, licences, software etc. from the successful vendor.

Introduction and Background

Medilink Midlands is a newly formed group structure comprising of a holding company and two existing regional organisations; Medilink East Midlands and Medilink West Midlands. These two regional companies are not-for profit, membership based, business support organisations for the life sciences sector that have been operating independently for the last 17 years. The creation of a single group structure is a rationalisation of operations and activity to ensure that the group is best placed to respond to future opportunities.

The group's aims are to help regional life science companies establish, develop and grow. The group has a membership of c. 232 and a wider network of more than 5,700 contacts in over 2,300 organisations.

Medilink Midlands provides specialist support to boost the region's economic output from life sciences by overcoming barriers to growth, these include;

- Sector-specific business and innovation information
- Advice and guidance
- Access to business and knowledge networks
- Market access support (both domestic and international)
- R&D collaboration opportunities
- Grant funding
- Events and training workshops

As a small Industry Association, we currently have two regional office sites in Nottingham and Birmingham (one a shared use building and the other currently a single occupancy site, although a sub-tenant is expected in the future). There are 21 users of our IT services who all undertake a mix of home and office working. A mixture of server and cloud-based systems are currently utilised.

Robust storage solutions in a well-structured electronic document archive system are required to meet the stipulations of the European funding received.

The current technological infrastructure is approximately as follows:

West Midlands (Birmingham) Office

Network:

Draytek 2920 router (on loan from current IT support provider)
Wireless Network Internal Interface 2: LAN2, External Interface 1: WAN
Cisco WAP 321 Location: Birmingham
ISP provided via a third party.

Servers:

Server: Storage (physical)
Model: Dell Inc. PowerEdge R510
Location: Birmingham
OS: Windows Server 2008 R2
Purchased: Apr 9, 2010 Expiration: Apr 9, 2013
CPU: Intel Xeon E5620 @ 2.40GHz
Total Memory: 16 GB

Server: MDLFP01 (Virtual Machine)
Model: Xen HVM domU
Location: Birmingham

OS: Windows Server 2008 R2
CPU: Intel Xeon 5120 @ 1.86GHz
Total Memory: 2 GB

Server: Database (Virtual Machine)

Model: Xen HVM domU
Location: Birmingham
Installed: Jan 4, 2017
OS: Windows Server 2008 R2
CPU Speed: 2x1862MHz
Physical Memory: 7.8 GB
Local Hard Drives: Free Total C: 15103 MB 71577 MB

Server: IIS (Virtual Machine)

Model: Xen HVM domU
Location: Birmingham
Installed: Sep 14, 2017
OS: Windows Server 2008 R2
CPU Speed: 4x1862MHz
Physical Memory: 4.9 GB
Local Hard Drives: Free Total C: 19636 MB 56217 MB

Server: AD10 (Virtual Machine)

Model: Xen HVM domU
Location: Birmingham
Installed: Dec 28, 2016
OS: Windows Server 2008 R2
CPU: Intel Xeon 5120 @ 1.86GHz
Total Memory: 2 GB

Workstations:

7 desktop PCs; 6 with MS Windows 10 Pro OS (3 v2004, 1 v 1909, 1 v1803) and 1 with MS Windows 7 Professional 6.1.

4 laptops with MS Windows 10 Pro OS (1 v 2009, 2 v1909, 1 v1903)

Peripherals:

HP LASERJET 4200N black & white printer only
Dell 3110 CN printer/scanner/copier

Mobile phones:

3 iPhones on 02 contract

Offsite Back up:

Platform: StorageCraft

Protected Servers:

- AD10: ShadowProtect 5.2.7
- DATABASE: ShadowProtect 5.2.7
- MDLFP01: ShadowProtect 5.2.3

Local Retention: GFS - 6 Month

Hourly incremental backups taken on weekdays; backups replicated offsite to 2 data centres with periodic verification of the offsite backup image integrity.

Licensing & Applications:

Microsoft Office Home & Business

Version: 2016

Seats: 5.00

Purchase Date: Oct 23, 2018

Microsoft Office Professional

Version: 2019

Seats: 3.00

Sage 50 Payroll

Gmail

Adobe

Adobe InDesign

MailChimp

Bespoke Access based CRM (Source)

Webhosting:

Websites are hosted on the EC2 instances for AWS. An RDS instance is also running from AWS holding the back end of one site.

Cloudflare (Domain Hosting)

Gandi (Domain Hosting)

East Midlands (Nottingham) Office**Network:**

Routers - Out of scope, support provided by ISP (EM site). ISP provided via a third party.

Switches - 1x basic 16 port hub at BioCity location

Server:

Dell PowerEdge T610 Tower – 1 x Intel Xeon 5640, 4C, 2.6 GHz, 12M Cache – 32 GB Ram – RAID 5 – 4 x 600Gb SAS. 6 Gbps 15K RPM – RAID 5 (Usable space 1.1 TB Data). Redundant Spare Disk – Redundant Power Supply

Dell LTO3 External Backup drive 6Gbps SAS HBA Card

Software – Windows Small Business Server 2011

Symantex Backup Exec 2010 R3 Small Business Server Suite

Workstations:

18 laptops with the following deployed on all:

Microsoft Windows 10 Professional Operating Systems

Anti-Virus (currently ESET Endpoint security)

Peripherals:

1 networked Toshiba printer / copier / scanner (multi-function machine)

Various small home printers

Mobile phones:

12 smart mobiles phones (currently Motorola handsets) on Vodafone network

Offsite Back up:

Data centre - Platform EquinixSM

Licensing & Applications:

- Xero
- Dotmailer
- GoTo webinars
- Clockify
- Jigsaw 24
- Adobe Pro
- Green Screen
- Dynamics CRM (managed by a third party under 12 month agreement)
- Encryption software

Webhosting:

Word Press platform hosted by current IT provider

Required Deliverables

Services as outlined in the 'Invitation to Tender' section above.

The vendor shall submit monthly service reports or as service incidents arise, summarising service and IT policy issues.

The vendor must be available to meet with Medilink Midlands designated staff to review reports, discuss issues and provide onsite support if required.

Vendor Specification

Microsoft Silver Partner as a minimum (ideally Gold partner) with experience in supporting small businesses.

Demonstrated experience and proficiency in:

- PC installations
- Troubleshooting hardware/software issues
- Software installation, re-imaging, configuration needs
- Supporting multiple hardware manufacturers
- Network administration

Ideally experience of working with:

- Organisations involved with publicly funded programmes
- Membership organisations

Additional Information

The system details outlined are not intended to be fully comprehensive and it is expected that other areas may be highlighted during the review process (Lot a).

Proposals should be submitted to Catherine Hadfield at Medilink Midlands by the deadline set out in this form.

The assessment information will be held by Medilink Midlands and feedback will be provided upon request.

Additional information and references may be requested prior to finalising contracts with the successful applicant.