

**Monday 2 September 2024**

**INVITATION TO TENDER FOR IT SUPPORT SERVICES**

Organisations are invited to offer a tender for provision of the above, to the specification outlined in the attached documents. This document outlines the basic requirements but tenders are invited to make recommendations on areas which they consider important but are not specified in in this invitation.

Please read the instructions on the tendering procedures carefully as failure to complete all aspects may invalidate your tender. Tenders must be returned by **Friday 27 September 2024** to the address below. Late tenders will not be considered.

Please contact PSS if you have any questions about the tendering procedure.

Debbie Cavaldoro  
Chief Executive Officer  
Port Skills and Safety Ltd  
30 Park Street  
London  
SE1 9EQ

Debbie.cavaldoro@portskillsandsafety.co.uk



## **INSTRUCTIONS AND INFORMATION ON TENDERING PROCEDURES**

These instructions are designed to ensure that all tenders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified.

### **Contract Period**

Port Skills and Safety Ltd (PSS) and a subsidiary, are looking to contract for the detailed services for a period of three years, with a possible extension of two years.

### **Tender process**

Tenders should be returned by **Friday 27 September 2024** to Debbie Cavaldoro at the email or postal address supplied on the cover page. Confirmation of receipt of bid will be sent by email to the main contact on the bid.

Tenders may be submitted up to the close of business on the date stated. Those received before the due date will not be evaluated until after the closing date. Clarifications and questions for preparing tenders should be made to Debbie Cavaldoro and be clearly marked as such.

By issuing this invitation, PSS is not bound in any way and does not have to accept the lowest or any tender, and reserves the right to accept a portion of any tender, unless the tenderer expressly stipulates otherwise in their tender.

Offering an inducement of any kind in relation to obtaining this or any other contract with PSS will disqualify your tender from being considered and may constitute a criminal offence.

Following the award of the contract, unsuccessful bidders may request feedback. This must be requested, and will be supplied, in writing only.

PSS intends to award the contract within one month of the close of tender submissions.

### **Basis of the Contract**

The specification in the next section will form the basis of the contract between the successful tenderer and Port Skills and Safety Ltd.

Whilst every endeavour has been made to give tenderers an accurate description of the requirements, tenderers should make their own assessment of the methods and resources needed to meet those requirements.



## SPECIFICATION OF REQUIREMENT

### Introduction/Background

This tender is for the provision of IT support services to Port Skills and Safety Ltd (and subsidiary the UK Major Ports Group) for a minimum of three years.

Port Skills and Safety Ltd (PSS) is the professional safety and skills membership organisation for ports. We work in collaboration with our members to promote best practice and innovation, develop guidance, and provide services to drive continuous improvement in safety and ensure a highly skilled workforce.

PSS is a not-for-profit membership organisation with over 100 ports, services and trainers in membership. It is a private company (10131855) limited by guarantee without share capital. For more information on PSS visit [www.portskillsandsafety.co.uk/](http://www.portskillsandsafety.co.uk/).

The UK Major Ports Groups is the trade body for the UK's nine major port operators. Our members collectively handle 75% of the UK's port volumes through 40 ports, and include the largest ports in England, Scotland and Northern Ireland.

PSS and UKMPG have an office in London (Ground Floor 30 Park Street) which is shared with other maritime organisations, including the British Port Association and the UK Chamber of Shipping.

There are eight full-time staff, six of which are based in London office (3/5 office days, 2/5 home based) and two are 100% home-based. There are also up to three contractors at any one time, on contracts ranging from a couple of weeks to two years. The scope of PSS's work means that staff travel to locations around the UK and wider on a regular basis and staff require access to the PSS SharePoint network from these locations.

### Purpose

PSS as the lead organisation, is looking to appoint an IT services provider to provide hardware and software support services to the organisation and its staff. The organisation predominantly uses Microsoft cloud-based services (SharePoint, Teams, MS 365). Staff use laptops which are connected to screens, keyboards etc., in either the office or home. Due to the nature of the office share, other facilities (such as printers and wifi) are predominately owned by other organisations but support will occasionally be required to ensure PSS can sync with other office equipment.

Support should be provided subject to agreed SLA via telephone, email and in person (office location only) where necessary during normal office hours 09:00 and 17:00, Monday to Friday, UK time, excluding English bank and public holidays. Out of hours cover may be required in exceptional circumstances.



On-site support will usually only required for hardware issues or other support issues which can not be resolved remotely.

In addition to ongoing support, advice and guidance may be required on the purchase of new hardware or software, cyber security, GDPR and other compliance, document management and related technical issues.

PSS is a small organisation, and therefore, tenderers are welcome to provide suggestions and input on any identified gaps in provision or the scope of this documentation and make recommendations for changes as appropriate.

**Current Assets:**

Dell latitude 5330  
HP intel core vpro i5  
HP pavilion 14  
HP envy  
Dell latitude 3330

**Current Licenses:**

Microsoft Office 365 Business Premium  
Symantec Protect Cloud  
Symantec EndPoint SBE 2013  
Office 365 Extra File Storage  
Power BI Pro  
Microsoft 365 Business Basic

**Security of Data**

Tenderers are asked to specify how they will ensure that staff and members' data will be protected.

**Costs**

Please provide a detailed breakdown of costs. This breakdown should cover the services specified above and separately list the cost of any additional services or recommendations.

The cost should include a breakdown of ongoing or regular costs and days rates etc.

Please state clearly when submitting prices whether VAT has been included in the price.

For reference, PSS currently contracts IT support services for a payment within the range of £200 to £300 per month (ex VAT), not including software licensing. However, the successful tender will not necessarily be the cheapest, and tenders should focus on value for money and clarity of costing rather than competitive charges.



## **Inclusions**

The tenderer should endeavour to cover the following points within their proposal:

- Key Performance Indicators
- Data Security Plan
- Contractor Responsibilities
- Delivery Methodology
- Risk Management
- Contingencies

## **Scope**

The following items are intended to be in the scope of this contract (but not limited to):

- Hardware support (laptops, monitors and connected peripherals)
  - Identity hardware issues and resolve where possible
  - Manage the replacement of failed hardware under warranty
  - Make recommendations for the replacement of failed hardware no longer under warranty
- Software
  - Identity software issues and resolve where possible
  - Manage licenses and renewals
  - Make recommendations for upgrades or new services
  - Audit cyber risks and make recommendations for improvement
- Asset management
- IT policies and procedures
  - Make recommendations on improvements to PSS internal IT policies and procedures
  - Mark recommendations as to current risk levels and possible mitigations
  - Recommend or provide any related cyber risk training identified



## **TIMESCALE**

02 September Tender advertisement published and ITT made available to interested Tenderers

02 – 20 September Tenderers may express interest and request clarification or submit any questions to clarify requirements. This will be responded to in a timely manner and at least 48 hours prior to the close of the tender process.

### **27 September Deadline for receipt of tenders.**

11 October Completion of initial assessment of tenders.

14 – 28 October Presentations by tenderers.

21 October Notification of successful tenderer / unsuccessful tenderers.

04 November Contract commencement date.

## **DISCLAIMER**

Nothing in this ITT binds PSS to accept a tender and award a contract. PSS reserves the right to discontinue this tender at any time during the ITT process and not to accept a tender or award a contract

PSS shall not be liable to the tenderer in any way whatsoever for the tenderer's costs and expenses incurred during the tender process from its discontinuance or in relation to which a contract is not awarded.

The tenderer is responsible for preparing all information necessary for the preparation of its tender and all costs, expenses and liabilities incurred by the tenderer in connection with the preparation and submission of its tender shall be borne by the tenderer.

Tenderers shall ensure that they are familiar with the nature and extent of the obligations they will incur if their tender is accepted.

## **References**

Two references are required and PSS reserves the right to contact referees during the ITT period. PSS will contact tenderers individually for confirmation of their referees before making contact. Tenderers are recommended to give their referees advance notice of these reference calls in order to avoid any delay.

The reference calls will not be evaluated. They are intended to verify the experience of tenderers as described in their ITT submission.



**DECLARATIONS AND INFORMATION TO BE PROVIDED BY THE TENDERER**

Declarations

..... (Name of tenderer) declares that we accept we have not communicated to any other party the amount or approximate amount of the tender price other than in confidence and for the express purpose of obtaining insurances or a bond in connection with this tender. The tender price has not been fixed nor adjusted in collusion with any third party, and

We declare that the tender will remain valid until (xx) and that we are not entitled to claim from Port Skills and Safety Ltd any costs or expenses incurred in preparing the tender or subsequent negotiations whether or not the tender is successful.

signed on behalf of the tenderer .....

**Undertaking**

PSS requires all tenderers to make full and frank disclosure in the form of a signed undertaking in respect of any or all of the following:

- a) any state of bankruptcy, insolvency, compulsory winding up, administration, receivership composition with creditors or any analogous state of relevant proceedings;
- b) any convictions for a criminal offence committed by the tenderer (or being a company, by its officers or any representative of the company);
- c) any acts of grave misconduct committed by the tenderer (or being a company, by its officers or any representative of the company) in the course of their business or profession/the company's business;
- d) any failure by the tenderer (or being a company, by its officers or any representative of the company) to fulfil their obligations relating to payment of Social Security contributions; and
- e) any failure by the tenderer (or being a company, by its officers or any representative of the company) to fulfil their obligations relating to payment of taxes.