

# Citizens Advice 1066

## IT Support Contract 1st April 2025 – 31st March 2028

### Introduction

Citizens Advice 1066 is a local Citizens Advice (LCA) service primarily serving the residents of Hastings and Rother. Our two main offices are in Bexhill and St Leonards-on-Sea with outreach work taking place in a wide range of venues across the area. Through some specific projects we work further afield, having advisers based in LCAs in Hailsham, Eastbourne and Newhaven. We also undertake advice work for clients who might be based anywhere in England and Wales.

We merged two LCAs in September 2022 – CA 1066 based in Hastings Borough and Rother District CAB to form one new organization: CA 1066. Inevitably this has left a legacy of integrating two sets of IT – hardware, software and broadband and phone systems. We also have two servers based in the St Leonard's and Bexhill offices which support the IT and phone systems in each office. Files are divided between folders on the Hastings server and SharePoint sites. The Google Drive file system used by Rother District CAB has been integrated into the CA 1066 Microsoft system.

We currently have 37 paid staff and approximately 40 volunteers who typically each work for us one day a week.

We are looking for an IT contractor who will support us to use digital tools and systems, including optimising our use of AI, to help us achieve our organisational objectives. We support around 9,000 clients each year on a range of issues including: financial crises, debts, benefits, employment, housing and energy. Detail of the services provided are on our website [www.citizensadvice1066.co.uk](http://www.citizensadvice1066.co.uk) and in our annual report available on the website. Income for 2024/25 was £1.6m generated through contracts and grants supporting project activity. There is significant sets of data to be tracked. Ensuring confidentiality for all information assets is a key component of the service.

We want to move all our systems to the cloud; use softphones wherever possible. We work primarily on Microsoft software but some teams need to be able to use Google software as this is used by key partners, particularly the National Association.

## Support required:

Responsibility for running our network:

- unlimited off and on-site support, expert advice and consultancy for the management team on any IT issue facing the organization
- remote technical support for staff and volunteers during office hours (currently 9-5pm, Monday to Friday). Including support for a breadth of technical abilities.
- discounted access to hardware, software, and training

Cloud system – 40 staff and 40 volunteers (volunteers each work one day per week). The plan is to move all devices on to a Single Sign-On service, so any user can in theory use any device. As part of the tender response, we want you to propose how you will do this, and the costs involved, along with the licensing requirements to achieve this. We currently have 300 free Business Basic accounts, 10 free Microsoft 365 Business Premium accounts, with an additional 31 Business Standard accounts (Nonprofit Staff Pricing).

We need to be able to set up user accounts so they have pre-configured shortcuts to access all the data and apps they need. We will need support for the superusers (and only them) to be able to flexibly move users into different access groups and categories. Support for various account settings up e.g. with limited access to sending and receiving external emails or setting up new sharepoint sites.

## Data storage: Currently data is stored in 3 different locations:

1. Server – there are a number of shared drives on the server that are accessed via mapped drives. These mapped drives are also accessible externally via the VPN Software (LogMeIn Hamachi).
2. SharePoint – there are a number of 365 Group sites as well as various sites for Teams groups. These are all accessed using the local Office app which then opens the online SharePoint where people work.
3. Google Workspace – these are mainly archive documents with a few live files still used for collaborating with external sources.

We need to condense all these data sources into one product which will be Microsoft SharePoint. As part of the tender response please explain what your process would be for supporting us in rationalising and bringing all this together and how you will assist us in streamlining the folder structure.

The response needs to set out options and costs for ensuring data is securely backed up.

The response needs to set out options for security of devices and systems, including remote monitoring of devices.

All printers are currently shared from the server and the scan function is set to scan to a folder on the server. Once the server is decommissioned these printers will stop working and the scan to folder functionality will no longer work either. Please set out how you will resolve this.

We are not utilising many of the features that come with Microsoft Sharepoint and Outlook/Exchange. Please outline how you would support implementing centralised distribution lists, generic calendars, and room booking functionality.

We will want support in undertaking Cyber Essentials Certification.

## Hastings Office

- At Hastings, we have a BT OpenReach Modem attached to a Draytek 2960 WAN router. This Router is used to run 2 vLANs. One is for staff and the other is for the Public. The Router needs to be replaced with a model that has a built-in VDSL connection to eliminate the old OpenReach modem from the setup.
- The building is fully covered for WiFi using TP link Enterprise products that has a centralized controller.
- There is a server in the building that handles all file shares and printer sharing.
- 2 printers and a portable printer for outreaches.

## Bexhill Set-up:

- There is no server solution at Bexhill and all accounts are just locally created. Staff use the Hamachi VPN software to make a link to the Hastings office in order to access server data. The aim for this office would be to set it up the same as proposed for Hastings. This will allow for hot desking between offices when required.
- 1 Printer.

There are two lines in the office. One connects to a Unifi USG which connects to nothing else. The second line attaches to a BT Business Hub and has Halo wireless devices dotted around the office. The switch is quite old and only supports a

maximum speed of 100Mb. This switch will need to be replaced with a Gigabit switch. This may need to be a PoE switch.

Carry out a full audit of the network and recommend remedial works and any enhancements for better meeting our organizational needs.

## Definition of Services

### Remote Telephone/Online Support (& Email Support)

Telephone Support with access to suitably qualified engineers in order to diagnose and assist wherever possible with any issue relating to the ICT systems. Telephone Support comprises the following commitments:

#### *Housekeeping Checks and Maintenance*

Provide routine and planned programme of checks and maintenance on key ICT systems in order to pre-empt problems.

#### *Management Information and Reviews*

Annual audit of hardware.

Maintenance of a client specific online technical manual.

#### *Hardware and Software Purchasing*

Support in purchasing appropriate and discounted hardware and software. Provide advice as to what suitable products are on the market taking into account the service requirements, existing systems and budget. Provision for maintenance/repairs of devices.

#### *Advisory Service*

Advice relating to the use of; acquisition of; alteration of; planning of or maintenance of ICT systems (including PCs, Servers, Software, Email or Websites) that either are - or will be - owned by CA 1066.

### On-Site Support

The attendance at the Bexhill or St Leonards premises by an engineer or contractor to carry out technical work or repair on the ICT system such instances as it is not appropriate to deal with the issues by other means.

**Guide price**

There is no guide price for this tender. Value for money is weighted at 40% in our evaluation criteria.

For your guidance please use the following:

- 50 laptops
- 25 PC towers
- 2 wi-fi routers
- 3 printers
- 80 cloud support users: 38 FTE
- Unlimited remote support during working hours

The initial contract period will be for 3 years, with potential to roll forward on an annual basis.

**Information to be returned**

- Company details
- Detailed pricing schedule
- Relevant experience of your organisation and staff of providing the services identified in this brief
- Summary of key project delivery risks and how you will mitigate them
- The added value of the services that you have identified in your proposal

**Pricing (Supplier to complete)**

Total Annual Cost	
Pricing Schedule	<i>Please enclose</i>

Company:	
Address:	
Telephone:	
Contact Name:	
Email:	
Signature:	
Date:	

## Evaluation Criteria

Item	Weighting
Value for Money	40%
Experience in providing services to similar organisations	40%
Proposal for addressing delivery risks	10%
Added value of engaging your company	10%

### Citizens Advice 1066 Contact Details

If you have any queries regarding this quotation, please contact:

Name:	Morgan Oliver
Email:	<a href="mailto:morgan@citizensadvice1066.co.uk">morgan@citizensadvice1066.co.uk</a>

All questions submitted and our responses will be shared with each organization that has registered for the tender.

### RETURN DETAILS AND TIMING

Please send completed quotations to Morgan Oliver by 25<sup>th</sup> February 2025. Contact details as above.

Decisions will be notified by 6<sup>th</sup> March 2025. The contract will commence from Monday 17<sup>th</sup> March 2025.

### DECLARATION

If your company is not an approved supplier you will need to go through the full supplier approval process before any orders are placed. This includes a review of your modern slavery statement, or other confirmation of steps your company has taken to prevent slavery and human trafficking in your business and supply chain.

I/We accept that if we are not currently a Citizens Advice 1066 approved supplier we will require full approval prior to any orders being placed or works carried out. This will include taking up references from current clients, (details supplied by you).

I/We agree that I/we shall commence the Project on the contract start date.

I/We confirm that the rates and prices set out in the Pricing Schedule shall remain fixed for three (3) months from the date of this Request for Quotation.