

**Invitation to Tender for Provision of I.T. Support for Youth Work Ireland, National Office, 20 Lower Dominick Street, Dublin 1**

Name of Organisation:	National Youth Federation Ltd, Trading as Youth Work Ireland
Address:	20 Dominic Street Lower Dublin 1 D01 YP97
Website	<a href="http://www.youthworkireland.ie">www.youthworkireland.ie</a>
Phone:	01 8584500
E-mail Address:	<a href="mailto:tender@youthworkireland.ie">tender@youthworkireland.ie</a>
Contact name and number:	Maria Hill (Head of Finance) 01 858 4500 Geraldine Moore (Federal Co-ordinator) 01 858 4500
Principal Business	National Office of the Federation of Youth Work Ireland the largest Youth Work Charity in Ireland.
CRO	935471
Charities Regulatory Authority Number.	20068363
Tax exemption number	CHY18032
Principal Source of Funding	Youth Services Grant from the Department of Children and Youth Affairs. Peace IV Other Irish Statutory and European Funding. Corporate Sponsorships. Draws, Lotteries and events Private incomes from Membership Fees etc.
Number of employees	14 Full-time 4 Part-time

## Introduction

Youth Work Ireland is inviting proposals from suitably qualified individuals or organisation for the maintenance and upkeep of the current IT system and processes in place at 20 Lower Dominick Street, Dublin 1

## Youth Work Ireland Background

Youth Work Ireland is the largest youth organisation in Ireland. We are made up of 21 Local Member Youth Services and a national office. We support our members to deliver an Integrated Youth Service Model to young people in their communities. This means that young people around Ireland can avail of a whole range of services and supports if and when they need them. Further information available on [www.youthworkireland.ie](http://www.youthworkireland.ie)

## Our Mission

Youth Work Ireland's mission statement is "together with young people we learn tools for life, foster dreams, offer hope and realise our greatest expectations".

## Youth Work Ireland Network Description

Youth Work Ireland's network consists of a Hybrid Environment with Office 365 and Microsoft Small Business Server 2011. Our email is hosted in Office 365 and our data is stored on our internal virtual servers.

We have one physical server which runs Microsoft SBS 2011.

- 1) HP DL380 G7 installed June 2011

This is our production server and it hosts two virtual servers;

- 1) Small Business Server 2011 Domain Controller and Data Server
- 2) Server 2008r2 Terminal Services server

### Devices by operating system

7 X Microsoft Windows 10 Pro

11 X Microsoft Windows 7 Professional

1 X Microsoft Server 2008 R2 Enterprise Edition (Physical Server)

1 X Microsoft Windows Server 2008 R2 Standard (Virtual Server)

1 X Microsoft Windows Small Business Server 2011 (Virtual Server)

#### Internet Security

A fully licensed SonicWALL TZ300 protects our internet connection. Security services enabled include, Gateway Antivirus, Gateway Intrusion Prevention and Detection, Gateway Anti Spyware, Gateway Content Control and Capture Advanced Threat Capture Sandboxing.

#### Email Protection

Email is protected with SonicWALL Hosted Email Security and uses Capture Advanced Threat Protection Sandboxing.

#### Backup and Disaster Recovery

Our backup consists of ShadowProtect (Encrypted) continuous incremental backups to a local NAS which is replicated to an offsite NAS stored at a third-party location.

#### Anti-Virus

Webroot next generation antivirus protects all desktops, laptops and servers.

#### Patch Management

Patch management is through a Remote Monitoring and Management (RMM) tool AEM.

#### Switching

We have a 24 Port HP managed switch on each floor, VLANs are used to separate network traffic including, Private Lan, Guest Wi-Fi, Public Wi-Fi and Public LAN.

#### Wireless Access

We have three SonicWALL SonicPoint wireless access points; these are managed and secured by our TZ300 firewall.

#### Mobile Devices Management

MDM is achieved using Microsoft Intune.

#### Remote Working

This is strictly controlled, and Office 365 is locked down by IP address. Only named individuals have access to company data outside the office and this is facilitated using SonicWALL SSL VPN and Microsoft Remote Desktop Protocol.

## Service Required

We wish to continue to fully outsource all aspects of our IT support.

The successful service provider will be required to provide on-site, remote and off-site support, maintenance, repair and where appropriate replacement of all IT equipment and systems. In addition, they will be required to make any configuration or system changes, to install any new hardware or software as required by the development of the company.

The successful service provider will also be required to provide advice and support in relation to all IT matters including but not limited to, IT policies, standards & procedures; IT asset management; IT physical & environmental security; IT access control; information systems acquisition & maintenance; information systems incident management and business continuity planning/disaster recover planning (BCP/DRP).

## Contract Timeframe

Without prejudice, Youth Work Ireland will endeavour to appoint a suitable tenderer by year end and must be able to take on the contract from by 1<sup>st</sup> February 2019. Also, without prejudice, Youth Work Ireland would intend to retender for these services after 3-5 years. However, Youth Work Ireland reserves the right to terminate any agreement with the successful service provider(s) and / or to retender for the services at any time.

## Response Times

The successful tenderer(s) will be required to provide details of their response times, including critical, medium and low level response times.

## Escalation Procedures

The successful tenderer(s) will be required to provide details of their escalation procedures, including contact names and telephone numbers in the event of faults or problems not being resolved satisfactorily and/or within the timescales agreed.

## Maintenance of Equipment

The applications being run on this Hardware are core to, and critical for, the day to day conduct of Youth Work Irelands business.

- The contract will cover the service on all items of IT current and future IT equipment.
- At a minimum the successful service provider(s) will be required to install and update software from various sources and carry out server and P.C. health checks in conjunction with server backup verification exercises.
- The contractor must provide a monitoring and management service of our backup /disaster recovery systems.
- The contractor will also be expected to keep the configurations of both hardware and software under active review with the objective of increasing resilience, improving fault tolerance and reducing the risk of system degradation or failure.
- As a registered charity, Youth Work Ireland may be required to purchase equipment, software, parts and consumables through public contracts and whilst it may purchase parts through the successful tenderer it makes no commitment to do so.

## Security Requirement

The safe, secure and reliable functioning of Youth Work Irelands hardware and software is vital to the day to day conduct of Youth Work Irelands business.

- All software used will be maintained up-to-date. This includes the implementation of the most up to date security patches, service packs etc. issued by manufacturers.
- Reconfiguration work undertaken by the contractor must not compromise the security of the configurations.
- The successful service provider(s) will conduct annual audits for Youth Work Irelands IT equipment, network, etc. and report on such.
- The successful service provider(s) will be required to conduct these services in a confidential manner.
- The contractor should provide monthly reports on internet activity across our firewalls.
- The contractor must maintain the security of our firewalls and ensure that the firmware versions are kept up to date.

## Level of Service

- Telephone support available during office hours.
- Remote Support: In those circumstances where remote access is required, either to diagnose or resolve a reported problem/issue, such access is normally provided by the service provider through a secure application.
- An annual disaster recovery test will be conducted with the retrieval of a backup, full installation and testing of the recovered system and reporting on the test.
- An out of office hours may also be required from time to time and costs pertaining to this service this should be included in the contract cost.
- The successful tenderer(s) will be required to assist and liaise with our internal, external and other auditors in relation to any information technology issues that may arise.

## In Addition

- The continued integration of the current IT system
- The provision of on-going IT support and maintenance to ensure the smooth running of the systems on a day to day basis.
- Supply software and hardware as required at competitive rates
- On-going maintenance of our Office 365 system
- Youth Work Ireland is adamant that it wants the highest possible security controls in place.
- Youth Work Ireland is also looking for any IT supplier to be an advocate for the company in addressing the needs of the company and external funders requirements. Youth Work Ireland has contracted broadband from a third party. The appointed contractor will be responsible for the management of the technical interface to this supplier.
- Youth Work Ireland has contracted a network photocopier from a third party. The appointed contractor will be responsible for the management of the technical interface to this supplier.
- Youth Work Ireland has contracted a website developer to develop and host the youthworkireland.ie website. The appointed contractor will be responsible for the management of the technical interface to this supplier.

The contracts would be subject to funding being available. The proposal submitted should include the following information:

- A detailed proposal of an IT Support and Maintenance service which you can provide to Youth Work Ireland.
- Overview and make recommendations on how Youth Work Ireland can improve on the existing IT platform to ensure maximum efficiency.
- If new equipment is to be purchased please state reason for and expected cost.
- Confirmation that you will ensure that all licences are in place and up to date for Youth Work Ireland.
- Help desk setup to address any issues.
- Call prioritization and response times.
- On site/remote support.
- Preventative maintenance.
- Notice periods which can be given by either party.
- Other services.
- A listing of all associated and additional costs inclusive of hourly rates.
- Annual Contract fee inclusive of VAT. Please note that public funded charities in Ireland cannot reclaim VAT and this will be considered as part of our costs.

The following should also be provided:

- Detailed background of the tendering Organisation .
- Three References from current IT support and maintenance, software and hardware, clients. Preferably from Non-Profits.
- Current Tax Clearance Certificate
- IT related services not included in the proposed contract fee.

## Charges

The charge for the IT should be quoted in respect of each of the following years –

- 2019
- 2020
- 2021

Contracts will be awarded on an annual basis with renewal on the basis of satisfactory performance.

Additional services may be included at later dates and shall be treated separately to the contract being tendered.

## Deadline for submission of proposals

Potential candidates are required to submit their proposal no later than 30 November 2018

Those tendering should submit a sample list of at least three reference clients who are ***not-for-profit-companies***.

Proposals are to be by soft copy only and sent to [tender@youthworkireland.ie](mailto:tender@youthworkireland.ie)

Queries should be sent ONLY by e-mail to [tender@youthworkireland.ie](mailto:tender@youthworkireland.ie)

Closing date for queries shall be 29 November 2018 @ 4.30pm

Youth Work Irelands responses to queries (while keeping confidential the identity of the party that raised the query) may be made available to all potential proposers.

## Evaluation and Acceptance

Youth Work Ireland will evaluate, rank and short list proposals received. The principles of the most economically advantageous tender (MEAT) and Value for Money (VFM) will be followed. Full rules for our public procurement procedures.

Youth Work Ireland will evaluate the tender on the basis of

- Cost (MEAT,VFM)
- Quality of the service offered
- Capacity of the IT Company to meet Youth Work Irelands requirements
- Experience of working with not-for-profit-companies
- Ability to demonstrate that the IT Company will be able to maintain high levels of security of Youth Work Irelands IT systems and information
- Quality of the tender

Depending on number of applicants a shortlisting and interview selection process may occur. This is likely to be mid December 2018.

A final appointment is subject to the approval of the Management Committee of Youth Work Ireland