



## Sport Structures

Sport Structures is issuing this Invitation to Tender (“ITT”) to procure services in accordance with the conditions detailed in this document.

### Background

Sport Structures is made up of two companies that provide sports education and management services to the sport and physical activity sector. More details can be found at [www.sportstructures.com](http://www.sportstructures.com). The company has 30 salaried members of staff. Staff are mainly remote workers, but a small percentage are office-based. Our working hours are Monday – Thursday 9-5pm and Friday 8.30-4.30pm.

There is currently a server based in the offices in Edgbaston, Birmingham. The company will be moving to SharePoint soon with an appropriate exchange link to manage computers. We have been accredited with Cyber Essentials; therefore, all computers are currently operating with supported versions of Windows 10. All staff are licenced with Microsoft 365 with a range of packages. We have one member of staff who is sight impaired. Since the inception of the company in 2002, we have had only two IT support companies and we are now inviting companies to tender for the provision of the services outlined below.

Sport Structures is looking for a supplier that has a track record of providing support services underpinned by excellent customer service and offers a tailored approach. An understanding of how a small business operates is essential. The provision will be supported by a robust service level agreement, to meet the requirements of our operations. Sport Structures hopes to build a successful partnership with the selected supplier based on an agreed future technology strategy.

### Specification

#### 1. Remote IT Support

To provide remote technical support between Monday and Friday 8am – 6pm to enable troubleshooting of problems identified with staff working on computers. Potential suppliers should identify how they will meet the specification below and identify experiences in each area.

Potential suppliers should identify 10 current clients to enable Sport Structures to randomly select two to use as references.

#### 2. Anti-virus

To provide anti-virus cover for all computers.

#### 3. Computer set up

To set up new or existing computers onto the system and install any company related software.

#### 4. Manage Microsoft 365

In conjunction with identified staff, administer and manage the companies Microsoft 365 account.

## **5. Offer advice and guidance**

Offer advice and guidance to improve the efficiency of the companies IT provision.

## **6. Computer software**

Source computer hardware/software at the most competitive rate.

## **7. Migration to Cloud based exchange and provide ongoing management**

In conjunction with Sport Structures staff support the migration from the existing server to a cloud-based exchange with ongoing management.

## **8. Reporting**

Provide monthly reports on usage by staff and any proposed action to address emerging trends.

## **9. Disability support**

The potential supplier should detail how they will support staff with sight impairment

## **Term**

The contract will be awarded for a period of 1 year and will be reviewed annually and renewed based on performance.

## **Costs**

We are seeking an all-inclusive cost with clarity of breakdown of costs against each area identified above.

Payments will be made 30 days in arrears of invoice.

## **ITT Submission**

All bids should be in a format that complies with the requirements of this ITT. Bids should be submitted by email to [Simon@sportstructures.com](mailto:Simon@sportstructures.com) and we request that bids are **not** submitted in PDF. Either Word or PowerPoint would be preferred.

Should you require any further information or clarification on this ITT, please contact Simon Kirkland at the email above or on mobile 07766768474.

The closing date is 17.00 Friday 10<sup>th</sup> December 2021. All ITT's will be reviewed week comm 13<sup>th</sup> December 2021. Interviews will be conducted with suppliers prior to Christmas.

Services will be expected to commence 15<sup>th</sup> February 2021.