

HULL TRUCK THEATRE - IT Managed Support Services Contract



Introduction

Hull Truck Theatre is going out to tender for an ICT Managed Support services contract to ensure that adequate levels of support are in place to manage all IT infrastructure and provide support to all end users. (Note the telecoms system and printers/photocopiers are not included within this contract).

This three-year ongoing support and maintenance contract would start no later than the 1st April 2022 and run until end of March 2025. The document below outlines the purpose and requirements of this contract and quotes will be welcomed until the deadline of 12.00pm on 5th January 2022.

Hull Truck Theatre has been successful in securing funding to make necessary updates to some of the theatres ICT equipment to assist agile working and improve outdated equipment that has become obsolete over the pandemic. However, this specific funding stream and the theatre schedule for hardware and software replacement is the end of January 2022, so currently may not form part of this contract, however should timescales change could become an additional project for the successful tender.

Hull Truck Theatre - Overview

OUR MISSION

Hull Truck Theatre is a pioneering theatre with a unique Northern voice, locally rooted, global in outlook, inspiring artists, audiences and communities to reach their greatest potential.

OUR VISION

To produce and present inspiring theatre that reflects the diversity of a modern Britain. To provide the resources, space and support to grow people and ideas, be an ambassador for our city, a flagship for our region and a welcoming home for our communities.

OUR VALUES

We are committed to our core values of Inclusion, Innovation and Integrity.

Led by these values we are:

- ***Creative and Collaborative,***
- ***Imaginative and Inspiring,***
- ***Accessible and Relevant,***
- ***Resilient and Sustainable.***

“We tell inspiring stories dug from the heart of our city, alongside tales from the wider world, that reflect the diverse range of communities and creative voices that populate our nation. We produce exceptional drama made here in Hull, often showcasing new talent and are ambitious, bold and committed to our core values of Inclusion, Innovation and Integrity.”

Mark Babych, Artistic Director

Hull Truck Theatre Company is a registered charity and consists of the theatre which produces and presents theatre in two auditoria (The Heron – 429 seats and The Studio – 135 seats).

Over recent years Hull Truck Theatre has been on a journey of significant change. On stage we reach an audience of over 70,000 and continue to build on the momentum of Hull UK City of Culture 2017, when we delivered an ambitious year of exceptional drama.



Through our work with schools and local communities we engage with 14,000 young people, disabled groups and adults, offering opportunities to participate in the arts, whether as a first step into a career, a way to build confidence and meet new people, or as a part of a rounded education. Our groundbreaking Community Dialogues programme builds on long-term partnerships within Hull's local communities to address inequalities in accessing the arts.

In response to the Covid 19 pandemic we continued to engage with our audiences, artists and communities online and invested in technology to embed high quality digital engagement opportunities in our future. We're delighted to be welcoming audiences back to the theatre, bringing people together safely to experience live performance once more.

In 2022 we celebrate 50 years of Hull Truck Theatre. We're doing this by focusing on the thing that makes Hull Truck Theatre magic – the people. Without our supportive audiences, generous funders, talented artists, passionate participants and dedicated staff, this theatre wouldn't have kept its place at the heart of Hull's creative core for half a century.

We'll be taking a look back at the journey since 1972 to the present, but also looking to the future and asking, what will the next 50 years hold? How will Hull Truck Theatre continue to inspire future generations?

With the inspiring leadership of Mark Babych (Artistic Director) and Janthi Mills-Ward (Executive Director), the theatre is on the next stage of its exceptional journey, creating a vibrant 21st-century cultural organisation.

A Registered Charity

Hull Truck Theatre is a registered charity supported by Arts Council England and Hull City Council. As a charity, we attract significant additional funding from Trusts, Foundations, sponsorship and a range of agencies for our work with the community.

For more information, please visit <https://www.hulltruck.co.uk/>

Objectives for the IT Service Provider

Hull Truck Theatre wishes to issue a contract for the provision of ongoing support. Our key objectives are:

- **Secure reliable, trusted, knowledgeable ongoing support and maintenance for a period of 3 years**
- Review existing hardware and identify updates to ensure continuity of service and efficiency
- To support the ongoing building of a SharePoint based organisation intranet
- The management of on-premises servers for use of back up and archive as we move to SharePoint file management
- Fully migrate Hull Truck documents to SharePoint including the provision of training to ensure staff are able to utilise SharePoint for their needs

- Review security provisions and ensure the theatre is well protected against scams and phishing
- To build systems and hardware to aid hybrid working



Hull Truck Theatre is looking for a solution that:

- Is easy to manage both commercially and operationally. From a commercial perspective this means providing Hull Truck Theatre with predictable upfront pricing which allows accurate budgeting over the term of the Contract. From an operational perspective this means providing a single point of contact for all of Hull Truck Theatre's IT requirements and management of third party providers.
- Delivers requirements quickly and efficiently. Current and future requirements must be implemented within the timescales set out, with minimal disruption to Hull Truck's operating environment, and together with all necessary processes, documentation and training.
- Are flexible with respect to future requirements and service options. Hull Truck Theatre must not be limited in respect of additions or amendments to the solution and must not be tied to any particular support provider except as provided in the contract.
- Is cost-effective both at the start of the Contract and throughout the ongoing Contract.

Brief

General Description of current system

The theatre's current ICT infrastructure includes:

- Office 365, hosted on site with an offsite backup
- Approximately 35 users with login access to the network and email accounts
- Circa 50% of the theatre's documents are on SharePoint and 50% on the theatre's networked X Drive
- 1 server that is situated in the server room on site at the theatre where data is backed up daily in case of failure.
- 35 PCs are connected to the system and 8 laptops
- 3TB storage
- Cisco meraki equipment security system
- 9 networked printers/photocopiers (managed through a separate contract)
- Hornet Security to monitor incoming emails
- Security Metrics for network scanning and PCIDSS compliance
- Remote access to the network for home working or on the move is done via a VPN, Remote Desktop and SharePoint.

Box Office

The Box Office uses Spektrix to process theatre ticket sales and donations and has the facility to take card payments via the website, on the telephone or face to face.

Front of House

The Front of House team has an iZettle account to take electronic payments for ice creams, programmes and merchandise.

Finance

The Finance department uses Sage 50 Accounts and Sage 50 Payroll.



Scope

The managed services should include:

- A designated Technical Account Manager assigned to the contract to oversee the delivery of the service and provide comprehensive service management.
- Office hours Helpdesk facility to end users and emergency out of office helpdesk where needed.
- Proactive system monitoring and Management of the Server environment.
- Break/fix maintenance on IT infrastructure and hardware.
- Ensuring best practises are applied to IT infrastructure
- IT systems are optimised for performance
- Hull Truck Theatre is adequately licensed.
- Software management.
- Bandwidth management
- Fault resolution for platform issues
- Strategic design and project implementation
- Commercial & Technical evaluations of new technologies
- Regular reviews of business continuity and backup processes are carried out to ensure business recovery in the event of a disaster.
- Engagement with all 3rd party vendors
- Any out of support items are identified
- Assistance with ensuring that we remain PCIDSS compliant
- Collate all existing user issues and resolve any outstanding issues
- Complete a detailed survey of the network performance
- Monitor Anti-virus and SPAM filtering including remediation.
- Product support.
- Carry out day-to-day administration (adding users/ email accounts/ maintain an asset register for example
- Carry out minor/ medium scale installation projects

We anticipate we may need to replace about 50% of our workstations and laptops due to their age and operating conditions and would like to take this opportunity to introduce equipment that will support hybrid working.

Tender Process

1. Scoping Meeting

We are offering the opportunity to discuss our requirements to enable anyone wishing to tender to make a fully costed proposal based on your individual proposed solution that will achieve our stated objectives.

Following this meeting, we will require a written quotation that includes details of the solution you propose with full costings.

Please contact Rachel Hogg Rachel.hogg@hulltruck.co.uk should you wish to arrange a scoping visit. Visits can take place between 6th and 17th December 2021.



2. Proposal and Quote

In order to be considered, all quotes must include the following:

- Contact details of your organisation, including postal address, email and phone number.
- A short summary of your proposed methodology for completing the brief above and achieving the key objectives of the contract.
- A short summary of the relevant experience and skills of the organisation and of each team member to be assigned to this contract, including any external team members you intend to sub-contract. Any sub-contracting should be clearly highlighted.
- Costs for all items, including hardware, software, licences, recurring costs, support, annual maintenance and support contracts, call-out fees, hour and day rates as appropriate and costs for all other items identified within the proposal. Please make it clear whether costs are inclusive or exclusive of VAT.
- Signature of a director to verify the accuracy of all information included in the quote and as confirmation of availability to deliver the contract between the start and end dates.
- Details of two organisations for whom you have provided similar services that will provide references

Please submit one electronic copy of your quote by email (attached in Microsoft Word or pdf format, to a maximum file size of 5MB per email) to Rachel.hogg@hulltruck.co.uk, to be received by 5pm on Wednesday 5th January 2022.

3. Shortlisting and Interview

All proposals will be shortlisted against the below evaluation criteria. Those selected for interview will be invited to make a short presentation and Q&A with key theatre personnel on the 13th and 14th January 2022.

Evaluation Criteria

Candidates will be assessed at shortlisting and interview stage on the basis of the following criteria:

- Overall value for money.
- Quality & Standard of Maintenance/Support package
- Experience and working knowledge of similar systems.
- Compliance with the Brief.
- Company Background Information and Reference responses.

Scoring System

Criteria	%
Overall value for money	40%



Quality & Standard of Maintenance/Support package	20%
Experience and working knowledge of similar systems	20%
Compliance with the Brief	15%
Company Background Information and Reference responses	5%

A final decision on the successful candidate will be made by Monday 17th January 2022 at the latest.

All candidates submitting a quote will be notified of the outcome of their submission.

The contract will commence on 1st April 2022 (unless an earlier start date is mutually agreed). Only one respondent will be successful.

Timescales

- Invitation for quotes circulated from 1st December 2021
- Scoping meetings take place between 6th and 17th December 2021
- Deadline for quote submissions Wednesday 5th January 2022
- Shortlisted candidates Interviews 13th and 14th January 2022
- Successful and unsuccessful candidates informed by 17th January 2022
- Contract officially commences 1st April 2022 (unless an earlier start date is mutually agreed)

Confidentiality

All information gathered from Hull Truck Theatre and from third party organisations and companies in the course of this contract must be held as confidential by the contractor and not disclosed to any third party without prior permission from Hull Truck Theatre.