

IT development and support

2 February 2022

SCONUL is seeking an IT support provider with experience of working with charities and small organisations, to take care of, and provide direct support for our internal IT systems. This would suit an individual or small company with a friendly, hands-on, flexible approach.

The deadline to respond to this tender is 2 March 2022 and further details on how to respond can be found in section [4. Responding to the ITT](#), further below.

1. About SCONUL

SCONUL (The Society of College, National and University Libraries) is the professional association for academic and research libraries in the UK and Ireland. We are a small charity with a turnover of around £0.6 million and eight members of staff. Our members are the university libraries in the UK and Ireland as well as national libraries and many of the academic and research bodies.

SCONUL members are the libraries themselves, with heads of library services making up the Executive Board which is responsible for governance and setting the organisation's strategy. We support them by running events, commissioning and publishing research, sharing information and best practice and advocating for their interests with governments and other stakeholders. We also run a set of services which support them directly, three of which are run through our website. Further details on these are set out below. We have a separate website support company in place at present.

Of our eight members of staff, five work at least part of the time in our London office, with a mixture of home and office working being expected to continue for the foreseeable future. Three other members of staff work remotely full time.

SCONUL is constituted as a UK registered charity and a company limited by guarantee.

2. Current setup

We have no in-house IT specialist or technical expertise and are currently supported by an external company which does not now provide a service that fully meets our needs.

Below is a brief overview of our current set-up:

- A. One Dell PowerEdge T430 server (installed in March 2018), running Windows Server 2016 Standard, which has three virtual servers:

IT development and support

- Domain Controller
 - Application/File Server
 - Remote Desktop Server
- B. Back-up of data is continuous incremental backups via Shadow Protect to a local onsite NAS and are replicated and stored offsite with our current providers, RockIT Shared Storage. We will need a new provider/solution for our back-up storage.
- C. Seven workstation PCs all running Windows 10 pro. These are working well but out of warranty.
- D. Six laptops, two iPads and three iPhones.
- E. Currently six users which require support, five of which are office based and one of whom works wholly remotely. All six users have access to the Remote Desktop Server. We connect to the Remote Desktop Server via a VPN and RDP connection.
- F. One networked multi-function photocopier (Ricoh MPC 3504) which we use for printing, scanning, faxing and copying. The photocopier is maintained by DataQuest.
- G. E-mail is hosted on Microsoft Office 365 and our e-mail security is provided by Mimecast (EB UEM Enterprise).
- H. The current broadband provider for SCONUL is Virgin Business Media (M100 fibre broadband).
- I. Our current telephone service is provided by BT and we are using the BT Cloud Voice system.

SCONUL services

We run three services through our website which generate automated emails sent to website users via Sendgrid. On any given weekday, we would expect to see around 900 unique requests. Our website sends around 15,000 emails per month. In order for us to provide consistently excellent delivery, we rely on seamless functioning of our IT systems. We are looking for an IT support service that is able to effectively liaise with our current web developers. This is almost entirely within office hours but there may be an exceptional and very occasional requirement for support outside working hours.

The services that rely on automated digital services are:

IT development and support

SCONUL Access scheme: (www.sconul.ac.uk/sconul-access). This scheme allows students and staff to visit member libraries around the country. The application process is administered on our website. The application form and information pages can be accessed publically. Staff at member institutions process applications (there is a designated role for Access Scheme Administrators). The applications are held in a database which is used for deriving usage statistics and planning workload.

SCONUL Annual Statistics: (www.sconul.ac.uk/page/questionnaire-guidance). This service is for member institutions only. There is a portal through which members can enter data about their service for benchmarking and statistical analysis. There are two aspects to this.

- (1) A validated set of forms used to collect data from institutions (**the SCONUL Return**). There is a specified user role for entering this data.
- (2) A reporting and download tool that member's use for basic visualisation and benchmarking (**the Reporting Tool**). All members with a username and password can use this tool.

SCONUL Mentoring: (www.sconul.ac.uk/page/sconul-mentoring). This mentoring scheme is for SCONUL members and designed to support academic library leaders in their professional and personal growth by facilitating mentoring relationships with more experienced colleagues. The application process is administered on our website and the applications are held in a database on our website. We receive email notifications when an application has been submitted to the website.

3. SCONUL Requirements

We are seeking an initial review of our current system and set-up to ensure that it meets our needs, has security commensurate with the size and nature of the organisation and to identify short-term and medium-term development requirements including a new provider/solution for the back-up of files.

Regular, ongoing support will include (but not be restricted to):

1. A named person/contact who will have a full overview of our systems and needs.
2. Managing our IT systems and services.
3. Advising on and procuring IT hardware, software, systems, programs, licences, etc. including when hardware or software need updating or are out of date.
4. Providing direct user support and advice on any issues that arise and responding to ad-hoc support requests.
5. Maintaining and ensuring our IT systems remain operational at all times and resolving any problems that arise.

IT development and support

6. Providing unlimited remote and onsite support.
7. Monitoring the IT system and network.
8. Ensuring critical data is secure and regularly backed up to a “cold” or “offline” location that would be unaffected by an issue with our live environment, and regular testing to ensure those backups are recoverable.
9. Ensuring the consistent availability, security and integrity of our email and Office systems, including the maintenance of associated licences and software.
10. Ongoing support and advice regarding security of our emails and files.
11. Sound technical advice, accurate pricing and support for improvements or additional functionality for all systems, hardware and software. The advice should reflect an understanding of the organisation and its resources, as well as a willingness to look for solutions from third-party providers.
12. Regularly reviewed and updated disaster recovery plan.
13. Timely support for technical glitches and breakdowns across all systems, consistently available outside of core office hours.
14. Quick response time to critical issues. On occasion, this may mean providing support at the evening or weekend, though not regularly.
15. Management of larger developments with accurate and detailed estimates, realistic timelines, robust testing and reliable technical expertise.
16. Occasional liaison with our existing web developers to ensure smooth running of our online presence.

4. Responding to the ITT

If your company is interested in providing a response to this ITT, please submit a written proposal to Ann Rossiter (Ann.Rossiter@sconul.ac.uk). If you have any questions or clarifications, or would like to discuss our requirements, please contact SitMui.Ng@sconul.ac.uk to arrange a phone call.

Your response should address the following areas, noting the requirements set out above:

1. How would you approach taking over management of our IT support services, including what would be covered by the review we have requested, and associated costs
2. Please set out the model of regular support you would provide, including service levels and processes.
3. Please describe how you would respond to the following three typical requests for support including how you would approach costing such work:

IT development and support

- Scenario 1: We have a new member of staff that we need to set up with an account as well as a new laptop. This new member of staff has no technical knowledge. How would you approach this?
 - Scenario 2: Our anti-virus software licence is due for renewal and our current provider is no longer able to offer us the licences at a discounted charitable rate. How would you go about finding a solution and new software/licence? What advice and support would you give us in this situation?
 - Scenario 3: all staff are working remotely but cannot log on to the server and contact you for assistance. How would you assist us?
4. Detailed information on pricing including what would be included within any retainer fee and what would be priced separately.
 5. Please describe your business, including the number of employees, any use of outside contractors to complete work, how long you've been trading and number of current customers.
 6. Please provide three references, preferably from clients with similar needs to our own.
 7. Please do indicate the dates you would be available to discuss your services with us. Your flexibility is appreciated.