



## IT SUPPORT SERVICES TENDER

Age UK Gloucestershire Ltd is a company limited by guarantee in England and Wales with charitable status

**Registered Office:** Henley House, Barnett Way, Barnwood, Gloucester GL4 3RT

Registered charity number 1111773. Company number 05586735

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**Disclaimer:** This is an Invitation to Tender (ITT) only. Age UK Gloucestershire is not obliged to proceed further.

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## Introduction

### Who we are

Our vision is for Gloucestershire to be the best county in which to grow older.

Age UK Gloucestershire is an independent, local charity that benefits from being part of the national Age UK network. **Our vision is for Gloucestershire to be the best county in which to grow older.** We want this to be the case for all older people, regardless of their background or circumstance.

We want everyone to approach ageing with confidence, and embrace the opportunities it presents. We recognise that we cannot do this alone. It is the responsibility of the whole county to respond positively to ageing. Achieving our vision will need all elements of our community to contribute.

We see it as our **mission** that by 2040, with a significant shift in the demographic profile of the county forecast, Gloucestershire will be ready, engaged and recognised as a place where everyone can age well.

The number of older people in the county is forecast to grow significantly by 2040. Our mission is to ensure that Gloucestershire will be ready for this change. Our communities will be engaged and recognised as places where everyone can age well.

Our role is to support older people who are experiencing difficulties in later life. We will embrace innovative and impactful new approaches through various projects and services. We will improve the experience of getting older for many more people by focusing on preventative activity. We will work to reduce inequality of experience and inequity of access. To do this we will support our wider community to be positive about later life and respond to the needs of older people.

## Our strategic priorities

Age UK Gloucestershire's Strategy focuses on achieving our vision through five strategic priorities:



## Our values

Here at Age UK Gloucestershire we ensure our REACH values are lived each day:

**Relationships** – Social connections are powerful. We help people and organisations make meaningful connections.

**Every minute matters** – We value other people's time and share our own.

**Age-friendly** – We celebrate older people and encourage Gloucestershire to be responsive and positive about ageing.

**Curiosity** – We seek to understand everyone's unique experiences and investigate new ways of working.

**Hopeful** – We want the best outcomes for everyone. We encourage positivity, purpose and action.

## Business Plan for 2025-26

This financial year is critical to Age UK Gloucestershire in transforming how we work.

Working smarter with our IT is key to this, along with not falling behind in the testing and use of AI. We are looking at how we make our processes and systems more efficient, easier to follow and more integrated. The aim is to reduce the level of administration activities staff have to carry out, make it easier to source information and ask questions of it.

We want to challenge ourselves on how we can integrate our systems and processes through our digital approach. Linking our data, to help demonstrate impact and work smarter.

**Our focus for the next year, is that by March 2026 we will have...**



**People at the heart of everything we do,  
and every decision we make.**



**A more accessible Information, Advice,  
and Guidance service.**  
Supporting a more diverse group of people.



**Transformed the way we work.**  
Simplified and transparent.  
Where everyone has the right access, are  
trained and supported.



**Developed a sustainable business model.**  
Ensuring we can support the older people of  
Gloucestershire for years to come.



**Become more vocal in promoting the  
positive message of ageing well.**

## Objectives and requirements of tender

Age UK Gloucestershire currently outsources its IT requirements to Connexus on an IT managed service basis and IT is overseen internally by the CEO, who is also the DPO. We are re-tendering for this service to ensure that our IT managed service remains fit for purpose in supporting our organisational needs and we are making the most of recent developments within this space. It's important to us to provide good value and ensure our team and volunteers spend their time supporting older people of Gloucestershire; reducing administrative tasks. We are looking to enter into a contract for a minimum of 3 years.

Age UK Gloucestershire expects the successful tender applicant to assume and retain responsibility for the following areas:

### Maintaining systems and providing support

- Ensuring Age UK Gloucestershire's systems remain operational at all times, resolving any problems that arise quickly
- Providing unlimited remote and onsite support and responding to ad-hoc support requests, whilst also proactively and regularly assessing the organisation's need and adapting its support to meet this
- Identifying any outdated equipment and advising when updates to our hardware or software are required.
- Identify where environmental savings could be made.
- Identifying opportunities to increase security and training solutions.
- Ensuring that staff can work remotely with easy access to files.
- Understanding and supporting Age UK Gloucestershire's desire to develop our approach with IT. Improving efficiencies and
- Monitoring the network to help minimise downtime
- Ensuring Age UK Gloucestershire's data is secure and backed up

### Looking to the future

- Providing Age UK Gloucestershire with proactive support and guidance on developing and implementing our ambitions around IT, data development and AI.
- Informing Age UK Gloucestershire of new legislation and new technology that may support and enhance the way we work and how or whether we implement these.
- Provide advise to Age UK Gloucestershire on how we can increase our level of security. Although at this time we are not looking to become Cyber Essentials accredited.
- Support Age UK Gloucestershire in understanding what other charities or organisations of similar size are doing, to share learning.

## System Overview

Age UK Gloucestershire operates from one main office in Gloucester - Henley House, Barnett Way, Barnwood, Gloucester GL4 3RT. This office space is leased and is located in a shared building with other businesses.

We currently have 23 members of staff, currently recruiting for 2 additional roles. These are a mix of full time (7) and part time staff (16). An FTE of 17. 6 of the staff are based in the community and mostly work remotely with some office working. The rest work through a mix of in the office, remotely in the community and from home.

We currently work via a hybrid IT solution which incorporates both on-site and cloud-based elements. Whilst most of our systems have been moved to the cloud, our server continues to service our finance software Sage Accounts and Sage Payroll. We are expecting to have transferred these away from the server before the commencement of this contract.

## Current setup

### Server

Age UK Gloucestershire have an on-site which sole purpose is to hold Sage Accounts data. This is backed up using the onsite DATTO Alto device throughout the day, replicated to the Datto Cloud. We are hoping to move Sage to the cloud prior to the start of this contract.

### Devices

All staff have laptops and we have 5 spare laptops. All are on Windows 11.

We expect the support to cover a total of **30 devices** to be covered by this support

### Telephony

Some staff have mobile phones provided by Age UK Gloucestershire.

We currently have 28 Horizon Collaborate and 38 Horizon telephone licences.

There are approximately 1,500 calls made per month.

We have 5 Horizon DDI Numbers and 1 Non Geographical Number

## Software Packages

The core software packages, or online systems used by AG are listed below, there will be others on top of this.

- Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams)
- Sage online 50
- Sage HR
- eTap CRM
- Charity Log CRM

- BreatheHR
- Horizon
- Smartsheet

### Printers

We have one Multifunctional Device which is leased. Connexus currently provide support and liaise with Ricoh for servicing, licencing and replacement cartridges.

### Networking

We have a 1GB leased line and 2 x Routed IP's

### IT Support Service provision 2025

The following is a list of the current services charged to us:

- Datto 2TB Cloud storage
- Datto SaaS Protection (Backuplify)
- 41 Desktop IT support
- 1 Server support
- 1 Sonic Firewall support
- 29 Microsoft 365 Business Premium - Charity
- 10 Microsoft 365 Business Premium – (Charity 1-10)
- 1 SonicWall TZ370 Advanced Protection Service Suite
- 43 Trend Antivirus – Advanced Addition

Please ensure your proposal separates out the service cost and monthly licence costs out. If your proposal is beyond two years to also set out an inflation clause.



### Tender Deadlines

Our existing IT support contract expires on 14<sup>th</sup> September 2025. We would expect the new IT managing service provider (should we decide to change) to liaise with our existing service provider to ensure a seamless transition, ahead of the contract commencement date of **14<sup>th</sup> September 2025**.

Date of issue:	25 <sup>th</sup> April 2025
Tender submission deadline:	23 <sup>rd</sup> May 2025
Notification of shortlist:	27 <sup>th</sup> May 2025
Meet shortlisted managing service providers:	4 <sup>th</sup> June 2025
Notification of award of contract subject to contract:	13 <sup>th</sup> June 2025
Contract start date:	14 <sup>th</sup> September 2025

All tenders are to be submitted electronically to Alan Inman-Ward, [ainman-ward@ageukgloucestershire.org.uk](mailto:ainman-ward@ageukgloucestershire.org.uk) with the subject 'Age UK Gloucestershire - IT Tender Submission'.

### Enquiries

Questions regarding the procurement or any elements of this tender process are to be submitted via email to Alan Inman-Ward, [ainman-ward@ageukgloucestershire.org.uk](mailto:ainman-ward@ageukgloucestershire.org.uk), with the subject 'Age UK Gloucestershire - IT Tender Questions'. Questions will not be accepted by telephone.

### Cost of Submission

All costs associated with the preparation of a proposal or contract in response to this tender will be borne solely by the respondent.

### Evaluation Criteria

Age UK Gloucestershire will choose their preferred IT managing service provider based on the following criteria:

- The respondent's ability to meet the requirements of the scope of work and the respondent's ability to deliver the requirements when and where required
- The respondent's financial offer including but not limited to price, operating and maintenance costs, warranty, and value-added services.
- The respondent's proven experience in delivering a similar scope of work
- The respondent's business and technical reputation and capabilities, as well the sustainability of the company, experience and where applicable, the experience of its personnel, financial stability, references of current and former customers
- The quality of submission of the respondent's tender document

- The respondent's social value objectives and alignment to the values and goals of Age UK Gloucestershire.
- The respondent's service capabilities, including technical support and customer service
- The respondent's ability to be proactive in supporting Age UK Gloucestershire's compliance with new legislation and specifically informing us of the steps we as an organisation can take to ensure this compliance
- The respondent's ability to support Age UK Gloucestershire with the development of a strategy, policies and using IT, AI and data to achieve our mission
- The respondent's ability to respond to any potential organisational expansion

#### Reference Checks

Age UK Gloucestershire would like to be provided with two references from organisations with a similar size setup. We reserve the right to contact the respondent's customer(s), to make appropriate checks. Please provide these references with your tender documents.

#### Transition Process

As part of your tender submission, please explain how you would manage the transition from the incumbent provider (should we decide to move).

#### Shortlisting

Those managing service providers that are shortlisted should be available for a meeting on **Wednesday 4<sup>th</sup> June 2025**, at Age UK Gloucestershire's office, (time to be confirmed). The managing service provider should be prepared to present their tender proposal and be ready to answer questions from a small panel.