



IT Requirements for Bristol Refugee Rights

1. Introduction

Bristol Refugee Rights is a registered charity and company limited by guarantee, delivering services to asylum seekers, refugees and other migrants with insecure immigration status in person, by phone, and on-line. Services are delivered from our premises in Barton Hill, with some staff and volunteers homeworking. We wish to assess options for an IT provider to deliver an ongoing service appropriate to our team and our business needs.

Our IT service is currently managed between the Office Manager with an outsourced provider on an ad-hoc basis. As our team has grown, and our IT become more complicated this solution is no longer viable and so we wish to tender for an external provider of all IT services.

We are looking for arrangements that will meet our current needs effectively, offer us good value for money and offer the scope for further development if required.

In assessing potential providers we will look at the qualifications and experience of the proposed named account manager, and we will request references. We will want assurance of the knowledge and capacity of the provider's technical team to support our current IT, and to help us to plan for new developments. We will also look for evidence of successful liaison with one or more good quality hardware suppliers, with a rapid service and competitive pricing and warranties from them.

2. Timetable

April 2022 - Invitation to submit proposals published

Monday 9th May 2022 - Deadline for proposals to be returned.

May 2022 - Shortlisting of providers against requirements. References requested. Recommendation of choice of supplier made to Finance Sub-Group

June 2022 - Successful and unsuccessful providers notified; notice given to current provider. Service Level Agreement drawn up with successful provider

July 2022 - Handover from current provider to take place / new service in place

3. Our current arrangements

Background

Bristol Refugee Rights moved to Google Suite in 2014 We have a free non-profit account with unlimited email addresses and limited storage for each account.

Information:

No of staff: 29

No of volunteers: 60 (not all computer users)

Active email accounts: 50 Active email accounts. This is different from staff count as it can include shared email accounts like advice@,reception@ and info@.

Broadband: Virgin Voom 500 – 5 routers providing 1 main Wi-Fi and 1 guest Wi-Fi, plus landline

Hardware:

Laptop computers: 38

Desktop computers: 5

Chromebooks: 4

Tablets: 10 Surface Pro tablets

Printers: 1 x B&W & Colour Epsom (leased/networked), 2 x Brother B&W – not networked

Databases:

Lamplight – this is an online database (owned remotely by a third party) that holds our members records, including sensitive personal data

ETapestry – this is an online database (owned remotely by a third party) that holds our fundraising records, including sensitive personal data

Software:

The main software packages that are currently being used by BRR are:

Microsoft Windows 10 Pro

G Suite legacy free edition

MS Word, Excel, Powerpoint, Outlook 2016

QuickBooks (accounting software) (online)

ESET Endpoint Antivirus

Website:

Website hosted by Wordpress (domain name @bristolrefugeerights.org - 123 Reg)

Website includes form for people to sign up to volunteer which feeds into ETapestry database

About to purchase new domain name for project, will also have website associated in due course

4. Other organisations involved in our IT arrangements

Broadband line provider – Virgin Media

Domain name host for bristolrefugeerights.org – 123-reg

Software supplier – TT-exchange (discounted software for charities – provide licences for our MS products)

5. Outcomes sought

Bristol Refugee Rights IT arrangements must enable us to:

- Assist us to manage our IT business processes effectively, including our web-based specialist software and databases with appropriate security, firewall and virus protection.
- Maintain up-to-date hardware and software updates.
- Communicate internally utilising shared drive(s)/ files with a range of security/ access levels, with an email and e-diary system (Google).

- Utilise secure Wi-Fi for service user access and for staff access using laptops in interview rooms.
- Communicate effectively with the outside world using our own website, internet access, a number of individual and group email addresses, able to send attachments in standard Microsoft formats (e.g. Word, Excel etc); and in more complex files (e.g. csv, xml) to transfer information required by our funders for monitoring purposes.
- Maintain business continuity through access to a responsive Helpdesk, software, hardware and support.
- Maintain business resilience through daily cloud back-ups for all servers and the website, minimising downtime.

6. Specific requirements from a new provider – please address all these requirements in your proposal:

- A managed service with help desk support available for individual users and timely responses (either remotely, on the phone and the ability to provide onsite support if requested), ideally between the hours of 9 a.m. – 5.00 p.m. on weekdays, including remote support for home working.
- Managed Networking (ensure standardised and secure network setup), with onsite support in the case of any network outages
- 24/7 Pro-active security monitoring and problem resolution for critical business systems e.g Files and emails
- Support Line Of Business (LOB) apps and liaising with 3rd party vendors e.g Virgin and database software.
- Google Workspace Management – with experience of supporting other Google-based companies of a similar size.
- Mobile Device Management – with experience managing a range of devices from iOS to Android to possibility of MacBook and Windows management too if required in future
- Ensure compliance with cybersecurity requirements e.g Cyber Essentials
- Daily and weekly cloud backups for all our systems - please specify clearly what approach you would take.
- Dedicated Technical Account Manager to conduct regular business reviews, consult on best practise organisational processes and data protection and assist the BRR office manager with planning the IT roadmap
- IT Consultancy on other one-time projects related to the business.
- Full technical documentation – this documentation and subsequent updates will need to be shared with the BRR Office Manager.
- Advise on whether the timetable proposed for a handover from the current provider is realistic.
- Provide competitive quotes for additional hardware or any new software requirements (obtaining charity licences on our behalf); ordering, formatting and installing hardware and software as required; supporting our planned replacement/updating programme over a 3 year cycle for all our hardware (including secure disposal of items that have been replaced).
- Strong ethical, sustainable and diversity goals as well as relevant accreditations to support

7. Options for future development:

Once the new provider has been appointed we would want them to carry out a full IT audit of the current infrastructure and ensure that this aligns with the Strategic and Operational Priorities for BRR and create a costed IT roadmap in line with budgetary constraints.

Please submit your tender to:

Sally Jones

Office Manager

sally@bristolrefugeerights.org

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