Shire of Corrigin

TENDER REGISTER

Tender No.	**RFT02/2020**	Tender Title	**Information and Communication Technology Services**
Brief description of goods or services required:	The Shire of Corrigin invites tenders for the provision of Information and Communication Services for the Shire.		
Particulars of the decision to invite tenders:	The CEO has delegated authority from Council: to exercise the powers and discharge the duties of the local government under Regulation 14 of the Local Government (Functions and General) Regulations to publicly invite tenders by determining the written criteria for deciding which tender should be accepted and also; To exercise the powers and discharge the duties of the local government under Regulation 18 of the Local Government (Functions and General) Regulations relating to choice of tender. The delegation is subject to: a) Following the Shire's operational practice utilising tender evaluation processes and documentation developed by WALGA; b) Compliance with the requirements of the Shire's Purchasing Policy as it relates to tendering; and a) Acceptance of a tender is not to exceed a contract value of $200,000. This particular tender has been decided upon after the Financial Management, Risk Management, Internal Control and Legislative Compliance Review. ..\..\..\..\..\..\Admin\Committees\Audit\2019\June 2019\Audit and Risk Management Minutes - 11 June 2019.pdf ..\..\..\..\..\..\ESO\MINUTES\2019\Minutes - 18 June 2019 - confirmed.pdf		
Advertisement Details:	Advertising Date(s): 08.02.2020	Newspaper(s): The West Australian (2020) Shire of Corrigin Website	
Closing Date and Time:	4pm Wednesday 4 March 2020		

Clarification register	Keep a record of the number and summary of each clarification issued to all tenderers
	
	Question 1: David Staeck, Focus Networks
	   1. Does the Shire own the HPE ML350 Server?
	      a. Sometimes equipment is rented from the IT provider.
	   2. Does the Shire own the Backup ShadowProtect Licenses?
	      a. Often these are supplied by the IT provider as a managed service.
	   3. Does the Shire own the Trend Anti-Virus Licenses?
	      a. Often these are supplied by the IT provider as a managed service.
	   4. Onsite visits are imperative as we have an office in Beverley.
	      a. How often would you prefer the IT provider attend		

site?
5. Windows 7 has gone end of support with Microsoft.
   a. Has the Shire budgeted for upgrades or replacement machines?
6. Office 2010/2013 is quite old and lacks functionality.
   a. Has the Shire budgeted for upgrades ie Office 365?

Response:
7. Yes we do own it, we own all our infrastructure
8. I would like to think we do but not 100% sure
9. I'm pretty sure we own the antivirus licenses
10. Currently we don't have site visits, it would be good to have a plan in place with the successful tenderer to attend our site to just ensure all is still functioning efficiently and to attend to any issues staff may have with their setup. I'm not sure what would be appropriate at this stage with our current setup but at least quarterly excluding any ad hoc visits for urgent issues.
11. This will be included in the upcoming budget to upgrade. As for replacement machines we have a basic replacement program in place that we have prepared in house however this is something that we have requested in the tender for the successful tenderer to prepare for us so we have a proper program and can budget properly for it.
12. At this stage we need to do some research into the upgrade as we don't really know much about it before we consider whether we will include it in the budget.

Question 2: Tim Sargent, JH Computer Services
13. Is there any opportunity to do an onsite visit to inspect the current infrastructure.

Response: In response to your question, as per section 1.5 of the tender attendance on site is not mandatory however it is encouraged to make an appointment to visit the site and have a look at our set up and clarify any uncertainties.

Question 3: David Staeck, Focus Networks
1. A HPE ML350 Server can run multiple virtual servers.
   a. What is the operating system of the server? If there is only one server it might be Small Business Server (SBS 2011).
   b. If there are multiple virtual servers how many are there? What operating systems are they running ie Server 2008, Server 2012, Server 2016?
   c. Do you run the SynergySoft Altus option? If so, does this run off a separate server?
2. Part B references your backup and retention policy. Can we view this document? We need to know your retentions for backups.
3. Part B references your disaster recovery plan. Can we view

this document? We need to know your recovery time objective (RTO) and maximum tolerable outage (MTO) for the backups.

4. What would be a suitable start date for this 3 year contract?

Response:
1. Windows Server 2016 Std
   No we just run SynergySoft however we do use the online leave.
2. As per our Record Keeping Plan Attached
3. As per our Record Keeping Plan Attached
4. We are estimating 1 July by the time the tenders are evaluated, taken to Council for a decision, contract negotiated and a transition plan be drawn up between the successful tenderer and the Shire.

Question 4 Tony Claridge BP Hatch International:
1. Is there any flexibility in the tender submission dates?
2. Do we have a preferred supplier in mind for this tender?
3. The equipment is outdated and not supported are the successful tenderers expected to work with this or are there plans to upgrade soon eg Windows 7?

Response:
1. There is no flexibility in the submission dates.
2. No we cannot have a preferred supplier in mind, we have to evaluate all tenders fairly and in compliance with the procurement regulations.
3. We will be budgeting to upgrade the Windows in the 20/21 FY.

Question 5 Chris Sharp, Managed IT
1. Section 2.3 – "Equipment replacement in line with existing replacement schedule" is listed as an inclusion. If we are offering a service that provides all the consultancy, quoting, procurement for replacement equipment, but doesn't include the project work required to implement the equipment does that meet your expectations?
2. Section 3 - Respondents must be able to provide support outside normal business hours. I couldn't see in the document the preferred hours for Corrigin, are these listed somewhere or are you able to advise please? We currently provide "extended" business hours to all clients – 7am-6pm for infrastructure requests and 8am-6pm for client requests. Would that be considered suitable?
3. Section 4.3.2 – Is it suitable to quote all of the items listed except the onsite visits as a collective fixed monthly cost?

Response:
1. It would be expected that the successful candidate managed the projects as a whole.
2. They weren't provided as outside of business hours will be a

little ad hoc in order for the contractor to do things such as upgrades or installs, server issues etc. so as not to interrupt our productivity during business hours.
3. Absolutely fine, just bear in mind that some of the items listed are only once a year such as planning and budgeting.

Question 6 Jason Thomas 3pointIT
1. Windows 7 systems – with Windows 7 being out of support by Microsoft are these systems due to be upgraded or replaced as part of the replacement schedule?
2. HPE ML350 Server – does this server run virtualisation software to provide multiple logical / virtual servers? If so, how many servers and what are their roles? IE, Domain Controller, Remote Desktop Server, File Server, etc.
3. CRC – The request mentions that the ICT for the CRC center is included. Does this include support for CRC staff PCs, public / senior PCs, server and other associated devices.
4. Business hours – what are the Shire's business hours?
5. After hours / on call requirements – what after hours support is required?
6. Onsite visit requirements – frequency of onsite visits required?

Response:
1. This is going to be included in the 2020/21 budget.
2. There is 1 physical and 3 virtual servers, one is for the Altus STP platform
3. Yes
4. The office is open from 8.30am to 4.30pm, staff work 8.30am – 5pm
5. This is a where required item, it will be for things such as upgrades or issues that will interrupt our work day and need to wait until after working hours before any work can be completed.
6. At lease quarterly, we want to see the successful tenderer coming in to ensure all infrastructure and equipment are operating efficiently and to assist with any onsite issues staff may have.

Question 7 Simon Cohen Cohesis
1. Please can you confirm whether you have any virtual servers within your IT estate and if so how many?
2. Please can you advise the operating system on the virtual Servers? - presuming Windows 7 as well?
3. Please can you provide the current capacity / free space of your drives on your servers?
4. I notice that it is acceptable to provide a single monthly fee for everything. Is it acceptable to create our own Price Schedule instead of the sample one and include it as Attachment A Tendered Price?
5.
Response:

1. There is 1 physical and 3 virtual servers, one is for the Altus STP platform.
2. Windows Server 2016
3. Roughly 1.2 terabytes with roughly 500 gigabytes of free space
4. It is preferable that you use the one provided as that is what we will be using in the evaluation matrix when evaluating tenders.

Question 8 Charlie Stephens, Domain Digital
1. Section 1.2 asks for an ASIC annual return. These returns are no longer requested by ASIC – what is needed to comply here?
2. Section 4.2.1 e xi - As a privately owned business, we are not comfortable sharing our P&L. Can we confirm that a letter from our accountant confirming our ability to fulfil the contract will satisfy this clause?

Response:
1. Some sort of confirmation from ASIC that you are a registered business and have a registered ABN
2. We will accept a letter from the accountant stating that you are a going concern

Question 9 Nat Wallis Wallis Computer Solutions

1. The price schedule and items in this, do all of these need to cover CRC services as well?
2. Do you have details of your current ICT Budgets? (I had a look online but seems current budgets are not online).
3. What are the major current issues with your current IT Systems/Network/Support?
4. How many people need to or would like to work remotely? Could be just sometimes? Could be maternity leave etc

Response:
1. Yes where required, things like the IT strategy will be incorporated as part of a whole organization etc.
2. We don't have any real budget at the moment for ICT apart from the managed service and licenses, this is something we are hoping the successful tenderer will be able to assist with in the future.
3. We have several computers with Windows 7 still, that's something we will be looking at upgrading in the new budget. We have no formal plans in place for replacement or recovery etc. Remote access to emails etc when the powers out in town or the tower is down.
4. At the moment the only people who can work remotely are myself and the CEO we would like for the depot to be able to access the server and synergy remotely as currently they are coming down to the office to do purchase orders or writing them by hand and they can't access our share drive which

	means none of their documents or data are accessible at the admin and vice versa or being backed up properly.
	
	Question 10 Tim Sargent JH Computer Services
	  1. Regarding service timeline/schedule in 4.2.2 is that in regards to services that would be supplied to the shire on a successful tender ?
	  2. Line 3 server support , can you please clarify what that exactly means. Is it just software support or is it covering the hardware
	Response:
	  1. This is to show that you are able to schedule all known services, updates and maintenance without just being ad hoc about when they get done and that you will have the time to give us that we require.
	  2. This is all support to keep our servers up and running efficiently without us losing productivity, basically the day to day maintenance and upkeep. We don't expect you to be able to predict any major failures.	

Opening Date and Time:		
Opened in the presence of:	NAME:	SIGNATURE:
	Natalie Manton	*N. M*
	Kylie Caley	*Cacaly*

Tenderers' Name
BP Hatch
Cohesis
Domain Digital
Focus Networks
JH Computer Services
Managed IT
Market Creations
Office Solutions IT Pty Ltd
Perfect Computer Solutions
Solutions IT
Wallis Computer Solutions

Shire of Corrigin

TENDER REGISTER

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Tenders - Shire of Corrigin

REQUEST FOR TENDER 02/2020

PROVISION OF INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES TO THE SHIRE OF CORRIGIN

The Shire of Corrigin invites tenders for Information and Communication Technology Services to the Shire of Corrigin.

Tender documents are available on the Shire of Corrigin website at www.corrigin.wa.gov.au or by contacting Kirsten Biglin on 08 9063 2203 or email eso@corrigin.wa.gov.au

Tenders are to be enclosed in a sealed envelope, addressed to the CEO and clearly marked RFT 02/2020 Information and Communication Technology Services, and be posted to PO Box 221 Corrigin WA 6375 or deposited in the tender box at the Shire of Corrigin Administration Office at 9 Lynch Street Corrigin.

Tenders close at 4.00pm on Wednesday 4 March 2020.

No tenders necessarily accepted and canvassing of Councillors will disqualify tenderers.

Natalie Manton

Chief Executive Officer

     Published   8th Feb, 2020
     Views   5

ID: 4208080

Tender awarded by:	DATE OF COUNCIL MEETING	COUNCIL MINUTE NO.
	21 April 2020	63/2020
Name of Successful Tenderer(s):	Wallis Computer Solutions	
Amount of Successful Tender(s):	$24,590 per annum	