

**Museums Sheffield & Sheffield Industrial Museums Trust**

**Sheffield Museums Trust**

**Invitation to Tender  
IT Support & Services for Sheffield Museums Trust**

**Closing Date: 4<sup>th</sup> March 2021**

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## Invitation to Tender

Sheffield Galleries & Museums Trust, trading as Museums Sheffield, and Sheffield Industrial Museums Trust are coming together to become Sheffield Museums Trust.

The two Trusts are currently supported by separate IT service companies offering services with different levels of support. However, in moving forward and becoming one organisation, we are seeking a single IT service company to organise and manage IT support and services for the new Trust. We are seeking a three-year Service Legal Agreement with an option to extend.

This Invitation to Tender will provide information concerning the sites comprising the two existing trusts, an outline of business activities and an introduction to the new trust along with detail of the tender process, procedures and deadlines.

### 1. Sheffield Museums Trust

Sheffield Museums Trust will manage the City of Sheffield's collection from 1<sup>st</sup> April 2021.

Bringing together the two existing Trusts will strengthen the position of Sheffield's cultural industry at a local, regional and even national level. In coming together, our ambitions are centred around the four following pillars:

PLACE – we want the museums, galleries and sites to become an important part of Sheffield and the heart of its communities.

PEOPLE – the new Trust shall bring together people through a culture of collaboration and cooperation.

CREATIVITY – we want the museums, galleries and sites to be places of inspiration for visitors.

SUSTAINABILITY – our aim is to achieve corporate sustainability and become an organisation that is sustainable in all aspects of its operations.

### 2. Employees

The Trust will employ about 110 people, with further support from around 30 casual workers and 200+ volunteers.

About 70 of our employees require regular access to IT. In normal times, most staff work from the office. However, we expect that current homeworking requirements may continue for some time and our IT provision will need to continue to support this flexibility.

### 3. Sites

Sheffield Museums will manage the following sites:

**Acres Hill** is a store house located two and a half miles from the city centre which houses the items in the heritage collection when they are not on display or out on loan.

**Millennium Gallery** is in the heart of the city centre and is home to the Designated Metalwork Collection, the Ruskin Collection and a changing programme of art, craft and design exhibitions.

**Weston Park Museum** is situated a mile from the city centre and surrounded by Sheffield University, parks, housing and hospitals. The museum tells the story of Sheffield with a focus on its social history and natural environment.

**Graves Gallery** has been home to Sheffield's visual art collection since 1934. Positioned above the Central Library in the heart of the city, it showcases Sheffield's outstanding collection of Modern British art with exhibitions, displays and events to inspire everyone.

**Leader House** is Museums Sheffield's head office. Located between Millennium Gallery and Graves Gallery, our administrative offices are in a Grade II-listed Georgian townhouse.

**Abbeydale Industrial Hamlet** is an eighteenth-century industrial works and is home to the last complete surviving crucible steel furnace in the United Kingdom. Once the largest water-powered industrial site on the River Sheaf, the group of Grade I & Grade II listed buildings are a Scheduled Ancient Monument located four miles from the city centre.

**Kelham Island Museum** is the home of objects, pictures and archive material representing Sheffield's industrial story. Situated one mile from the city centre it has interactive galleries, the world-renowned Hawley Collection and one of the few remaining Bessemer Converters in the world.

**Shepherd Wheel Workshop** is a small water-powered grinding workshop approximately three miles from the city centre. Located in the picturesque valley of Porter Brook, the Grade II listed building and Scheduled Ancient Monument is a unique working example of Sheffield's knife grinding industry. This site does not have any IT requirements.

### 4. Business Activities

Sheffield Museums Trust will engage in range of operational activities

**Public access to museums and galleries** – sites are open for a range of hours, but most sites are open daily 10am-5pm. The Trust welcomes around 1 million visitors each year. The visitor experience is increasingly reliant on IT, whether that be through increased use of digital content, accessibility of wi-fi or through practical applications like EPOS systems and contactless donation stations.

**Exhibitions and displays** - the Trust has an extensive programme of exhibitions and displays at all sites. Recently, we have begun to develop greater and more innovative digital and online content.

**Heritage conservation** – the Trust maintains several industrial heritage assets at our sites, for instance water wheels, and the impressive River Don Engine.

**Education and Engagement** – the Trust hosts school workshops and other formal learning opportunities. There is also a continual programme of informal learning opportunities and events – art clubs, life drawing, talks and tours etc. There is an expectation that engagement activity will be increasingly off-site and online engagement will increase.

**Fundraising** – the Trust engages with private donors and runs public campaigns to raise funds for the Charity.

**Commercial Activities** – the Trust is supported financially by a commercial subsidiary. Commercial activity includes retail, hospitality and events, craft and Christmas markets. There are also two outsourced café operators who operate at 3 of the sites.

## 5. IT Network, System & Hardware

In becoming one organisation, we have an opportunity to re-think how some of our IT operates and whether it best suits and supports our existing and developing working requirements.

There are a number of key principles that will underpin our IT requirements

- Security – SMT systems need to be secure and GDPR compliant
- Mobility – Teams need to be able to access systems wherever they are
- Technical ease – there is no in-house IT expertise, so systems need to be simple to use and require minimal in-house administration
- Reliability – systems need to work consistently and effectively
- Cost effectiveness

In order to begin to effect change several decisions have already been taken.

At present, there is a main server at Leader House and one at Kelham Island Museum. The server at Leader House will become the main server for the new Trust.

The Kelham Island server is currently segregated to allow secure access to server capability to a partner organisation. This will continue.

Over time it is expected that more software and functionality will transition to the cloud and advice to plan and facilitate this will be sought from the SLA provider.

The network at the Abbeydale Industrial Hamlet will no longer be connected to Kelham Island Museum, but instead will be directly connected to Leader House’s server via a fibre leased line. Kelham Island Museum will also be connected directly to Leader House.

The Trust has access to Office 365 charitable licences. It is expected that all devices will utilise Office365.

<b>Devices</b>	<b>Number</b>
Desktop PCS – windows 10	Approx. 105
Older PC’s – windows 7	Approx. 15
Laptops (Notebooks/MacBook)	35

An increasing number of laptops require remote access to the systems and currently Viscosity is used as the VPN.

Emails for staff will be transitioned to a new exchange account. Support for the email system will be required through the SLA agreement.

Telephones at both Trusts are VOIP, and are Avaya and 3CX systems. Both systems are supported independently of this contract. Liaison with those contractors will be required.

All sites, except Shepherd Wheel, offer both private and public Wi-Fi. Current Trusts have invested in Wi-Fi in recent years to ensure greater coverage.

Several business-critical software systems are hosted on servers (accounts, collections management, weather data, EPOS systems) .Occasional support and liaison with software providers is needed to ensure the efficient operation of these systems.

Liaison with the Trust's website developer will also be required.

## 6. Scope for Tender

Museums Sheffield and Sheffield Industrial Museums Trust are looking to appoint an IT Services company to support Sheffield Museums Trust.

We are looking for an experienced, reputable, and reliable IT Services company to enter into a three-year support service level agreement with the option of an extension should both parties agree.

## 7. Expectations

The IT Service company shall perform all services to the highest standards to be expected of an IT support and services provider, in accordance with best practice and with the utmost integrity.

During the three-year service period, the successful candidate will attend to and manage all IT-related matters to the best of their ability on behalf of Sheffield Museums Trust. This includes on-site and remote support in the procurement, maintenance and protection of all IT-hardware, software, systems and networks. The candidate will also proactively consult and advise on developments of new or existing technologies or other miscellaneous IT-related materials that may be beneficial to the Trust.

## 8. Requirements

IT support and services we believe to be required are:

- Remote and On-site Support and Maintenance
- Malware protection and post-attack support
- Major Incidents support
- Network and Systems: monitoring, maintenance, back-ups and protection including checks and fault diagnostics
- DNS management
- Supply and support for IT hardware and software, including licence management

- IT Consultancy and advisory services
- IT Budget Management & Future Planning including potential transition to cloud-based functionality

The SLA will begin on 1<sup>st</sup> April 2021.

The list above is not final, and the successful candidate shall use their knowledge and expertise to advise accordingly.

## 9. Timescale for Tender

As the new Trust shall be established from the 1<sup>st</sup> April 2021, the timeline for this process is as follows – please see below.

Tender Start date: Wednesday 3<sup>rd</sup> February 2021

Tender Closing date: Thursday 4<sup>th</sup> March 2021 at 12noon (GMT)

Announcement of selected IT Service company: Wednesday 11<sup>th</sup> March 2021

IT Support & Services begin / Contract Effective Date: Thursday 1<sup>st</sup> April 2021

If site visits are required by the successful candidate prior to the effective date please contact us, details below, to make the necessary arrangements.

## 10. Tender Submission Requirements

Tender submissions are preferred through e-mail (see contact below).

The tender response form shall be completed in full and information given should be true to the best of the candidate's knowledge.

Interested parties should complete the Tender Response document. This will be the principle document used to review responses. Submission of additional information to support any applications will also be accepted.

## 11. Selection Criteria

Selection will be based on the following weighted criteria:

<b>Selection Criteria</b>	<b>Weight</b>
Value for money	50%
Understanding of requirements	20%
Company's reputation & relevant experience	20%
Locality	10%

## 12. Contacts

Questions or requests for further information can be made to:

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Please note that your questions and our responses may be made available to all interested parties.