



## **Humber Freeport**

### **ICT Support**

### **Market Brief**

**January 2025**

#### **1. Introduction**

The Humber Freeport requires an ICT support offer with associated hardware, software and licences, for an initial team of five.

The Humber Freeport also requires a cloud hosted website that includes all relevant cyber controls, resilience measures and high availability. The current site <https://humberfreeport.org/> is based on WordPress technology and is expected to be migrated to the successful supplier's chosen infrastructure.

This document details our requirements for acquiring of laptops and mobile phones, along with related end point support services. It also covers support and licence provisions for Microsoft 365 (M365), which include cyber protection measures, Microsoft Teams telephony, and 24/7 support.

This procurement aims to ensure the acquisition of high-quality equipment and services that meet our organisation's needs and standards.

#### **2. General Requirements**

- The supplier must provide detailed specifications and pricing for the laptop and mobile phone.
- The supplier must offer M365 services, including cyber protection, telephony, backup and 24/7 support.
- All equipment must come with a warranty period of at least 36 months.
- All products and services must comply with the latest industry standards and best practices.
- The supplier must provide comprehensive technical support for the laptop, mobile phone, and Office 365 productivity tools and applications.

#### **3. Laptop specifications**

- Brand and Model: Preferred brands include Microsoft, Dell, HP, and Lenovo.
- Processor: Intel Core i7 or equivalent.
- RAM: Minimum 16 GB.
- Storage: Minimum 512 GB SSD.
- Display: 15.6-inch Full HD (1920x1080) or higher resolution.
- Graphics: Integrated or dedicated GPU with at least 2 GB VRAM.

- Operating System: Windows 11 Pro or latest version.
- Battery Life: Minimum 6 hours.
- Ports: USB-C, USB 3.0, HDMI
- Connectivity: Wi-Fi and Bluetooth
- Additional Features: Built-in webcam, microphone, and stereo speakers.
- Warranty: 3 Years, Next Business Day.

#### **4. Mobile Phone Specifications**

- Brand and Model: Preferred brands include Apple, Samsung, and Google.
- Processor: Latest generation processor (e.g., A14 Bionic, Snapdragon 888).
- RAM: Minimum 6 GB.
- Storage: Minimum 128 GB.
- Display: OLED or AMOLED screen with a resolution of at least 1080x2400 pixels.
- Camera: Dual or triple camera setup with at least 12 MP main sensor.
- Operating System: iOS or Android, latest version.
- Battery Life: Minimum 24 hours with regular usage.
- Connectivity: 5G, Wi-Fi, and Bluetooth
- Additional Features: fingerprint sensor or facial recognition.

#### **5. M365 Services**

- Subscription Plan: Microsoft 365 Business Premium with storage and backup.
- Cyber Protection: Advanced Threat Protection, Data Loss Prevention, and Endpoint Security.
- Telephony: Microsoft Teams with calling plans.
- 24/7 Support: Technical support, including issue resolution and user assistance.

#### **6. End User Support**

- Comprehensive troubleshooting for all laptops, mobile devices, and all M365 applications.
- Regular software updates and security patch management to ensure devices remain secure and up to date.
- Remote and on-site support options to address technical issues on the same business day.
- User training sessions to help staff effectively utilise all applications and services.

#### **7. Website Hosting**

- The website must be hosted on a scalable infrastructure that can handle variable traffic loads without downtime.
- The hosting provider must ensure regular security patches and updates to protect against vulnerabilities.
- The buyer would prefer a content management solution that is not open source.
- The content management system (CMS) must also allow end users to easily update and manage website content.
- The hosting environment must offer high availability (99%+) and disaster recovery options to ensure business continuity.
- Comprehensive technical support must be available 24/7 to address any hosting-related issues promptly.

## **8. Delivery and Installations**

- Laptops and mobile phones must be delivered within 2 weeks of the purchase order date.
- Installation and configuration of M365 services must be completed within 2 weeks of delivery.
- Supplier must provide on-site setup and training as required.

## **9. Evaluation Criteria**

- Compliance with specifications.
- Cost
- Warranty and support services.
- Supplier reputation and experience.

## **10. Submission Requirements**

- Detailed proposal including product specifications, pricing, and support services.
- Company profile and references.
- Warranty and support details.
- Delivery and installation timelines.

## **11. Contact Information**

For any inquiries or further information, please contact:

Simon Green  
Chief Executive Officer  
Humber Freeport Company Limited

[Simon.green@humberfreeport.org](mailto:Simon.green@humberfreeport.org)  
07870-906909