

INVITATION TO SUBMIT TENDER
C-Res IT Service provider
Released: Thursday, 10 August 2023

C-Res is a cost neutral entity, operating as a social enterprise, and is responsible for coordinating the day-to-day deliverables of BHP's Local Buying Program (LBP) including liaising with local suppliers, BHP, and BMA across BHP Mineral Australia core assets.

C-Res is a wholly owned subsidiary of Greater Whitsunday Alliance (GW3) and operates under a Board of Directors and around 40 employee accounts to manage.

C-Res are also trustees for the Local Buying Foundations (LBF) in Qld, NSW, SA and WA. The LBF's are critical elements of the LBP and provides support and delivers economic and local/regional business programs which build capacity and capability of local industry.

Related Information – C-Res

C-Res is a nation-wide organisation with employees based in regional locations, therefore relies heavily on the use of technology for collaboration and overall operations of the business. The transactional element of the business is managed via an online portal therefore the security, reliability and speed of the internet connection is crucial. C-Res has adopted an increased cybersecurity posture, and risk-based approach to manage cyber threats.

Overview of current IT software/hardware (AS-IS)

- Azure Portal, DevOps, Microsoft 365 tenant, utilising all 4 workloads (OneDrive, Teams, SharePoint & Exchange)
 - Cloud backup solution
- MSP device monitoring tools (RMM) and AV (Sentinel One)
- CISCO VOIP telephony system enabled with post code geo-mapping (switch in Mackay & Port Hedland) – Needs further discovery
- Primarily HP laptops utilized. Some multimedia high end machines.
- Number of cloud business solutions managed internally
- DNS Agent Traylcon.
- Network:
 - Cisco Umbrella with OpenDNS at Mackay head office
 - Cisco Meraki cloud subscription, and router at Mackay office.
 - NBN 100/40 Unlimited
 - Various configurations at sites in other locations with similar configuration.
 - Some employees working from home

Tender requirements:

- Azure Portal, DevOps, Microsoft 365 tenant, utilising all 4 workloads (OneDrive, Teams, SharePoint & Exchange)
 - Cloud backup solution

- CISCO VOIP telephony system enabled with post code geo-mapping (switch in Mackay & Port Hedland) – Needs further discovery
- Primarily HP laptops utilised. Some multimedia high end machines.
- Number of cloud business solutions managed internally
- EDR (Windows Defender)
- Network:
 - Cisco Umbrella with OpenDNS at Mackay head office
 - Cisco Meraki cloud subscription, and router at Mackay office.
 - NBN 100/40 Unlimited
 - Various configurations at sites in other locations with similar configuration.
 - Some employees working from home
- Transition to Modern Endpoint Management
 - Azure AD Join
 - Identify workloads that can be transitioned to Intune.
 - Transitioning to Modern Management using Microsoft Intune
 - Execute mobile application management
- Deploy and update applications
 - Deploy applications using Intune (Ex-Adobe Acrobat, NordLayer VPN (see below), etc).
 - Administer endpoint applications
- Protect identities in Azure Active Directory
 - Explore Windows Hello for Business
 - Windows Hello deployment and management
 - Enable and manage self-service password reset in Azure AD
 - Manage multi-factor authentication
- Deploy Devices using Windows Autopilot
- Involvement of systems IT Strategic Planning

As mentioned previously, the need for the ability to work remotely and access organisational resources is common, considering the number of employees working from home. While tools like OneDrive help with managing user files and solutions like SharePoint facilitate access to resources in the cloud, some resources should only be accessed while on the corporate network. Considering these scenarios, a Virtual Private Network (VPN) connection must be established.

Some changes upon commencement, including device hardening and other cyber security recommendations already identified from internal audit.

Tender Submission

All proposals must be submitted by the close date and include an outline of what can be achieved, how it can be achieved and estimated costs (including detailed breakdown).

C-Res understands the unique nature of the operating model and the inherent challenges; therefore, a provider will be selected based on their ability to work proactively and in close partnership with C-Res to ensure the most cost effective and efficient IT solutions are provided. Coupled with an unwavering commitment to customer service and timely support.

As a rapidly evolving business a strong focus on identifying opportunities for improvement and technology-based efficiencies is essential.

Internal IT staff have some Microsoft 365 functionality covered and will require some demarcation of responsibilities with the chosen provider.

Selection criteria for shortlisting

All proposals will be assessed against the following criteria for shortlisting:

- Proposed scope of services
- Level of service – capability / quality
- Cybersecurity confidence and assistance with device management projects
- Demonstrated upskilling of IT staff
- Financial value

Timelines

1. **Proposal close date Friday 1st September**
2. Successful provider notified by Friday 15th September
3. Service commences as soon as possible

Goods and Services Tax (GST)

The costs or rates providing in the quote are to be **exclusive of GST**.

Submission and enquiries

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Intellectual Property

C-Res and BHP will continue to own the copyright and other intellectual property rights which belong to it prior to engagement with service provider. C-Res and BHP will own automatically on creation the copyright and other intellectual property rights in software, documents and other materials created or developed in the course of the engagement with external service providers.