Invitation to Tender for the provision of ICT Management Support Services at Dereham C of E Junior Academy

September 2017

1.0 Introduction

The Diocese of Norwich Education and Academies Trust (DNEAT) is a multi Trust who are rapidly expanding as an Academy sponsor and employer. The Trust currently has 30 academies across Norfolk and Suffolk.

The Trust now wish to appoint a provider of ICT support services at Dereham C of E Junior Academy to manage and develop the infrastructure and to provide a helpdesk service and to support the Academy. The Trust is planning to appoint a strategic partner for ICT and tender for support at other academies in due course. Any Tenderer appointed will need to have the capability to fulfil this role and assist the Trust in the strategic planning of ICT services including the introduction of an application such as Microsoft 365.

1.1 Commencement and Duration of Contract

The contract will commence on 1 November 2017 and will run for the period ending on the 1 November 2018, with the option to extend for a further year at the discretion of the Trust.

2.0 Background

The Trust network is currently managed by a third-party provider through a contact arrangement. The third party is responsible for full managed service in respect of the network, including network monitoring and hardware maintenance. The key parameters for this site are shown in Table 1.

Table 1 – Dereham CofE Academy IT Background

Address: Gilpins Ride, Littlefields, Dereham, Norfolk, NR19 1BJ
School Website: www.derehamjunior.dneat.org/
Pupils: 455, Staff: 62
Classrooms: 16 plus library and a class sized ICT suite
Server – Rackmount Fujitsu RX300 \ 2 x Intel Xeon R5-2620V2 32GB. 1/.2Tb RAID 10, Microsoft Windows Server 2008 R2 Standard 6.1.7601, 3-year warranty (Purchased 2015). vSpace Server. Arconis Backup for Windows Server with 2TB Backup Hard drive
Devices - 30 NComputing L300 Ethernet Virtual desktop, 4 x class sets of learnpads, laptops, the school has three desktop computers and one laptop for the office and administrators.
The school has contracted a Broadband service from Updata. The Tenderer will be responsible for the management of the technical interface to this third-party broadband Tenderer.
Broadband: 100mbs fibre ethernet through NCC Updata

3.0 Key Requirements

The service provider will be responsible for the operation, maintenance, development and management of the data infrastructure and associated network services including helpdesk service, electronic mail, remote access (virtual private network), wireless networking, network security, user account registration, data storage and backup.

The service provider will also be responsible for providing the Trust with a detailed inventory and review of the ICT provision (hardware and software) at the academy and a suggested 3-year costed development plan for ICT at the academy.

Any service provider will ensure that their service and contractual arrangements are compliant with the General Data Protection requirements.

It is envisaged that support will be provided through a combination of on-site and remote access.

Annex A details the current specification of services. This should be taken as a guide and it stressed that the Tenderer is invited to tender for the service level they think is appropriate to support the school.

4.0 Instructions to Tenderers

We are willing to accept tenders in the firm's standard format, but please note that we will require you to complete the questionnaire attached as Annex B and the pricing schedule attached as Annex C. This is to be completed fully and not by simply referring all questions to paragraphs in your tender document. **Full completion of Annex B and Annex C is a condition of tendering.**

Tender Returns

The Tenderer shall tender its prices / costs in accordance with the instructions below. Prices / costs are to be submitted detailing the exclusive of VAT price / cost and any VAT (detailing the rate applied) that may be applicable as a separate figure / column.

Interpretations

In these Instructions to Tenderers, unless the contrary intention appears:

a) "**Tender**" means any offer submitted in response to this Invitation to Tender.

b) "**Tenderer**" means any person, partnership or organisation, invited to submit a Tender.

c) "**Trust**" means the Diocese of Norwich Education and Academies Trust.

d) "**Academy"** means the Dereham CofE Junior Academy.

Canvassing

Any Tenderer who directly or indirectly canvasses any Trustee, Governor or employee of the Trust concerning this or any other tender shall be disqualified.

Commercially Sensitive Information

All information supplied by the Trust in connection with this tender shall be treated as confidential by each Tenderer. The Tenderer must not disclose that they have been invited to tender or release details of the tender document other than on an "In Confidence" basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing the Tender.

The tender and its accompanying documents are and shall remain the property of the Trust. They should be securely disposed of immediately in any event, if the Tenderer does not wish to, or is unable to, submit a Tender.

Collusive Tendering

Any Tenderer who:

a) fixes or adjusts the amount of its Tender by or in accordance with any agreement or arrangement with any other person; or

b) communicates to any person other than the Trust the amount or approximate amount of its proposed Tender; or

c) enters into any agreement or arrangement with any other person to refrain from tendering; or

d) offers or agrees to pay or give or does pay any sum of money, inducement or valuable consideration directly or indirectly to any person in relation to any other Tender; will be disqualified (without prejudice to any other civil remedies available to the Trust and without prejudice to any criminal liability, which such conduct by a Tenderer may attract). If the Contract has unwittingly been awarded to such a Tenderer it may be terminated forthwith.

5.0 Timetable and Tender Evaluation Criteria

Invitation to tender issued.	8 September 2017
Expression of Interest and closing date for any clarification questions	4 weeks, 8 October 2017 Visits can be arranged by contacting Sharon Money, DNEAT Operations Manager, Tel: 01603 882329, Email: sharon.money@dneat.org
Tenders to be received by	Monday 9 October 2017 5pm
Interviews	Monday 16 October 2017 (provisionally)
Decision	Monday 23 October 2017
Contract start date	Wednesday 1 November 2017

The Tenders will be evaluated to ascertain the most economically advantageous tender in determining the appointment. The award will be based upon the evaluation of the proposals submitted in response to the documents supplied, relevant technical references, a price and quality scoring mechanism, presentation and interview (if considered applicable), and the results of negotiations.

The following broad criteria will be applied:

- 30% - Experience of providing similar services and demonstrable technical expertise both at Academy level (20%) and Trust Level (10%).

- 30% - Quality of proposal and approach

- 40% - Cost and cost transparency

Submission of Tender

Please return your fully compliant tender to the address below by 5pm

FAO: Howard Nelson, Chief Operating Officer,
DNEAT, Easton House 109 Dereham Road
Easton, Norwich, NR9 5ES

Submissions should be in a sealed envelope and clearly marked as "Tender submission'.

Firms should ensure that they submit:

1. The **tender** and associated information.

2. Completed **Annex B and Annex C** to this invitation to tender.

General

The submission of the Tender shall not in any way bind the Trust to enter into an Agreement with the Tenderer or involve the Trust in any financial commitment in this respect.

The Trust reserves the right to verify information that applicants provide at the tender stage and disqualify an application if an error, omission or mistake is discovered. This applies, no matter what stage has been reached in the tender process.

The Trust reserve the right to terminate any Agreement we award if, at any time thereafter, we discover that the Tenderer has made any material misrepresentation in their tender.

The Trust reserves the right to cancel the tendering process and reject all Tenders at any time prior to award of Agreement without incurring any liability to the affected Tenderers.

All unsuccessful Tenderers will be offered the opportunity to be given a telephone debriefing.

By issuing this invitation we are not bound in any way and do not have to accept the lowest or any tender. You will not be entitled to claim for any costs or expenses, which you may incur in preparing your tender whether or not your tender is successful.

The services provided are as follows:

Strategic IT support to the school and Trust

The service provider will also be responsible for providing the Trust with a detailed inventory and review of the ICT provision (hardware and software) at the academy and a suggested 3-year costed development plan for ICT at the academy.

Working closely with the school and Trust, this will include advice on a hardware and software refresh programme and will form the basis of a strategic plan for the technology that the academy will need to deliver teaching and learning in line with the curriculum.

The provider will also conduct an annual user satisfaction survey where comments received via the Helpdesk and queries recorded in the service desk system are analysed and actions taken to improve services wherever possible.

Proactive preventative maintenance

Use of monitoring systems to proactively monitor the school server and network (including Wi-Fi) and to carry out preventative maintenance remotely. Quarterly production of RAG rated IT system status report for the academy.

Scheduled Support Visits

ICT technician's visits as the tenderer considers appropriate. The current provision is between a 1 and 1 ½ days per week.

The Trust would prefer the Technician who attends for an agreed slot but needs the flexibility of adjusting time on site to support the school when needed. We would expect flexibility from the contractor to use the days across the schools to best advantage.

Service Desk with online, remote and telephone support

Access to Service Desk where all incidents and service requests are logged and tracked through to resolution. ICT support by telephone, email or use remote tools to resolve any ICT issues within an agreed Service Level.

To develop and provide a helpdesk service that provides staff and students with a primary point of contact for enquiries regarding IT and services. The helpdesk will provide first-line technical support in respect of the services outlined in this document.

The service responsibilities include registering users, dealing with workstation room bookings, maintaining and supplying up-to-date documentation and maintaining centralised records for equipment, and software licenses.

The service will provide help, advice, training and support in the use of all centrally maintained IT services.

The helpdesk staff will refer queries to the relevant person and ensure the appropriate response within a given time scale need targets for resolution.

Target for helpdesk response			
Category	Definition	Response time	Additional Information
1	User accounts and passwords	15 minutes	

2	Internet including wireless/email issues/printing	30 minutes	
3	Workstation Failure	60 minutes	
4	Information management systems failure	60 minutes: initial investigation and proposed outcome.	Note: this depends on the nature of the failure but a given time scale for correction should be given by the IT team after investigation

The helpdesk will be available during the following times (Core Hours)

- Term Time (39 weeks), Monday to Friday, 7.30am to 6:00pm during term time

- Outside term time

  Summer holidays (6 weeks) - Monday to Friday 9:00am to 6:00pm

  Christmas (2 week holiday) - No standard service required

  Half term (3x1 week) and Easter (2 weeks) - Partial cover to be provided over the other half term breaks but not necessary to be onsite so long as contact with a helpline is available should an issue arise.

Authentication and authorisation (user account provisioning)

The service provider will be responsible for managing and overseeing the active directory and for implementing appropriate housekeeping routines. This would include adding new user accounts and removing old user accounts; disabling passwords and accounts of students and staff who have left the Academy. Perform yearly maintenance of the Active Directory ensuring all entries are in a correct format and up to date.

The service provider will provide and maintain a computer account (and username and password) for all users. This provides access to electronic facilities such as e-mail, PC workstations, and other electronic resources.

The academy will inform the service provider of all accounts creation/deletion/amendment. The service provider will action the request within 15 minutes of request. The standard format for provision should be followed in all cases across the academy.

An entitlement of access chart should be maintained which indicates the services each category of user will receive. This should be completed in liaison with Pupil Asset and the nominated manager in the Academy.

Back up service

Ensure data is stored and backed up across the Academy to protect against potential loss of staff or student data.

A cloud backup service to automatically protect data residing on desktops, laptops, servers and network attached storage devices according to your school's retention policies and schedules. Data should be encrypted and is stored off site in high security data centres with rapid data recovery available when needed.

IT Filtering and security / Virus protection software

Review of IT Filtering and security at site and recommendations for change if needed.

The Academy has installed Anti-virus software which must be monitored and updated as software upgrades become available. Monitoring reports should be shared weekly with the E-safety staff lead and any students/staff breaches of the Academy's acceptable usage policy should be reported immediately.

<u>Procurement guidance</u>

The contractor should be available to work with the Trust on any requirement we may have regarding the purchase, installation or upgrade of our ICT infrastructure. Review advice on the best value for money software and Microsoft licencing.

<u>Software</u>

Provision of Office 365 product to the school as part of the Trust's tenancy and support of other applications.

<u>What we would expected: Service Standards</u>

Provide high quality and reliable IT services that are cost-effective, based on best practice and meet the requirements of the Academy.

General service expectations and standards include the following:

- Maintain high availability of internet services and applications. Minimum 98% availability during the academic year with any work scheduled for half term to minimise impact.
- Aim to resolve network outages affecting core services within the shortest possible period.
- Keep service disruptions due to planned outages for essential upgrades and systems administration to a minimum (Engage with appropriate representatives of user community to schedule down-time at a time convenient to the majority of the users affected).
- Keep the user community informed of service issues at all times.
- Engage the user community in new developments and service changes.
- Schedule major changes to the network infrastructure during vacations as far as possible.
- Essential hardware and software activities that require interruptions of the service to all or part of the network should be carried out on a specific date and at a specific time during the working day.
- Adhere to the Trust's finance policy in respect of all recommendations regarding ICT purchases (see DNEAT website for details).
- Adhere to the Trust's Safeguarding Policy in respect of staff visiting school buildings (see DNEAT website for details). Prior to deployment on site, the service providers staff will have been subject to an enhanced Criminal Records Bureau (CRB) check or certificate from the Disclosure and Barring Service (DBS) and at all times the service provider is obliged to comply with the safeguarding children and safer recruitment in education statutory guidance issued by the Department for Education (or its successor department from time to time). The cost of complying with this guidance is to be met by the service provider.

<u>Monitoring success</u>

The service provider will report quarterly on performance against the following KPIs:

- Service availability (up-time) of key IT services, including the internet access, Academy Web Server, Exchange, Webmail

- Level of user satisfaction with IT services identified by users as being important (from annual user survey).

Target KPI's to be agreed at the start of the contract.

An annual assessment will be undertaken at an agreed time each year with an interim review each quarter.

In addition, it is expected that both parties will do the following to fulfil its contractual obligations:

- Understand and check Academy/Provider needs and issues
- Understand and help define Academy/Provider requirements
- Keep each other up-to-date and informed on any relevant issues
- Act promptly to resolve Academy/Provider problems
- Plan and manage own time and ensure Provider deliverables are completed within the timescales
- Identify and share issues likely to impact on performance and satisfaction at the Academy/Service Provider
- Comply with government legislation, academy policies and company and customer quality standards and processes
- Constantly measure quality of own deliverables

ANNEX B
APPLICANT QUESTIONNAIRE

Ref	Information Required	Response
1.	Full title of firm.	
2.	Address of registered office.	Post Code: Tel No: Fax No:
3.	Registered Company Number.	
4.	Date business commenced. & current turnover, staffing numbers	
5.	If the applicant firm is a member of a group, please provide the name and registered address of the head office.	Post Code: Tel No: Fax No:
6.	Please specify any potential conflicts of interest or close relationships between any staff of the applicant firm and the Academy staff and/or governors. If none, please specify "None".	
7	Please provide details of the firm's; Professional indemnity insurance cover.	Name of Insurer: Policy No: Renewal Date: Limit of Indemnity: Name of Insurer:

Ref	Information Required	Response
	Public liability insurance	Policy No: Renewal Date: Limit of Indemnity:
8.	Within the last 3 years, have there been any enforceable judgments, mortgages or charges against the firm or its directors?	
9.	Has the firm had a contract (like this) terminated prematurely during the last 5 years?	*If yes please provide further Information.*
10.	Has the firm had to pay financial penalties or had payment deducted from monies arising from failure to perform in accordance with its contractual obligations, during the last 5 years?	*If yes please provide further information.*
11	Please provide details of your Safeguarding Policy.	
12	Please outline the professional qualifications, skills and experience of the team.	
(a)	Please demonstrate that the team have good practical knowledge of; *Servers, Microsoft and Apple Applications in a network environment.* *Operating systems; Windows XP/7 and 8.* *Windows desktop deployment* *Network protocols: DNS/DHCP/TCP and IP* *Various applications including but not exclusively: Java,*	

Ref	Information Required	Response
(b)	*Office (2003,2007 and 2010), 365, Apple iOS* *Freeware for education* Please provide details of professional qualifications*;* *Cisco IOS and NX-Os software* *Cisco Certified Network Professional* *Microsoft Certified Systems Engineer* *NetApp SAN* *Microsoft System Centre*	
13	Please outline the background the firm has had working with Academies and Multi Academy Trusts	
14	Please outline any proposed areas of non-compliance with the service specification.	
15	References- please provide at least two references for similar sized service contracts (preferably within the educational environment).	

It is important that all the questions are addressed (if a question is not valid please indicate "N/A or None").

ANNEX C

Pricing Schedule

The Tenderer should provide a fully costed solution in accordance with Annex A. Failure to comply with the price workbook may result in the Tenderer's disqualification from this tender.
Any additional services the Tenderer would like to provide that are not explicitly covered in the Service requirements should be attached as a separate addendum and not included in the pricing schedule. These may or may not be considered as part of the overall solution.

All the assumptions on which the pricing is to be based must be clearly stated in the price book, some assumptions are provided with a permitted variance, if the assumption varies in accordance with the specified range the price must be kept constant.

All prices should be quoted in pounds sterling.

All prices stated should be exclusive of VAT.

1a. Total contract support costs

The Academy request a single per-annum cost for the total scope of the ICT Support
Services as detailed within this tender document:

Per Annum Cost: £	
Monthly Invoice Value: £	
Total Contract Cost: £	

1b. Installation / Projects

The tender specification allows Tenderers to identify certain services that may be provided at an extra cost. Please detail below both an hourly and a daily rate for these services:

Fixed hourly rate: £	
Fixed daily rate: £	

Please details the services below: