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Tender

IT Support and Maintenance with Onsite Technical Support

Aspirations Academies Trust

F02: Contract notice

Notice identifier: 2021/S 000-000494

Procurement identifier (OCID): ocids-h6vhtk-028942

Published 11 January 2021, 2:24pm

Section I: Contracting authority

I.1) Name and addresses

Aspirations Academies Trust

World Business Centre, 3 Newall Rd

Hounslow

TW6 2TA

Contact

Yaw Tawiah

Email

yawtawiah@aspirationsacademies.org

Telephone

+44 2073604400

Country

United Kingdom

NUTS code

UKI - LONDON

Internet address(es)

Main address

<https://www.aspirationsacademies.org/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-Hounslow:-Computer-support-and-consultancy-services./98HBJJP897>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Other type

School

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Support and Maintenance with Onsite Technical Support

II.1.2) Main CPV code

- 72600000 - Computer support and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Aspirations Academies Trust ("the Trust") require a dedicated supplier to deliver IT support and maintenance service. The Supplier must provide support on all current IT equipment and any additional equipment purchased throughout the life of the contract (even if the purchase source of new equipment is not from that of the IT Services supplier).

II.1.5) Estimated total value

Value excluding VAT: £800,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - LONDON

Main site or place of performance

LONDON

II.2.4) Description of the procurement

?A Service / Call Centre - A single point of contact for all Academy users of ICT

?Incident Management - fix faults, quickly restoring the IT service to the user

?Change Management - Manage, record and approve the introduction of changes to the IT infrastructure

?Release Management - Plan, test and control the installation of new software and hardware

?Problem Management - Detect the underlying cause of faults and apply a permanent fix

?Operational Network Management - maintain and manage the network functions (backup, disaster recovery, anti-virus, security, email, spam, etc.), Wide Area Network and Local Area Network infrastructure

?Strategic Development – Shared responsibility for the Academy's ICT strategic direction and priorities as reflected in the Academy Development Plan.

?Policies – The successful supplier will manage and develop Academy systems in a manner aligned with Academy policy and Industry best-practice.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Contract will be renewed

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

11 February 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 30 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

11 February 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 36 months

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Hounslow:-Computer-support-and-consultancy-services./98HBJJP897>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/98HBJJP897>

GO Reference: GO-2021111-PRO-17624319

VI.4) Procedures for review

VI.4.1) Review body

Aspirations Academies Trust

Hunslow

Country

United Kingdom