

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000494-2021>

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](mailto: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