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Tender

ICT Support Services for Dales Academies Trust

DALES ACADEMIES TRUST

F02: Contract notice

Notice identifier: 2025/S 000-002988

Procurement identifier (OCID): ocds-h6vhtk-04d712

Published 29 January 2025, 3:28pm

Section I: Contracting authority

I.1) Name and addresses

DALES ACADEMIES TRUST

Alvertune Road

Northallerton North Yorkshire

DL6 2GD

Contact

Helen Teasdale

Email

helen.teasdale@dalesmat.org

Telephone

+44 7834188062

Country

United Kingdom

Region code

UKE22 - North Yorkshire CC

Companies House

08372064

Internet address(es)

Main address

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

I.3) Communication

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

<https://www.dalesmat.org/ict/>

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

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ICT Support Services for Dales Academies Trust

II.1.2) Main CPV code

- 72600000 - Computer support and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Dales Academies Trust are looking to appoint a company to provide an ICT Support Service to all our schools. The Trust is based in Stockton and North Yorkshire and currently has sixteen member schools, with aspirations to grow.

This is an invitation to tender for the contract to be the Trust's ICT Support Services provider for a period of 3 years commencing 01 April 2025 to 31 March 2028. There will be the option to extend the contract by an additional 2 years, with mutual agreement from both parties.

Dales Academies Trust is looking for a managed service provision which:

- Is cost effective and delivers high quality technical support, system management and consultancy for a predictable, fixed annual cost
- Is easy to manage both commercially and operationally and provides the Trust with a single point of contact for all ICT related issues moving forward across all school sites
- Gives staff and pupils confidence when using ICT resources and when contacting the company to get help and resolution to problems
- Is flexible, proactive and can enhance the ICT provision in each school
- Supports a technical infrastructure that is secure and not open to misuse or malicious attack.
- Ensures that the Trust meets required online safety technical requirements and any

other relevant body online safety policy/guidance.

- Is able to adapt to the changing IT landscape throughout the life of the contract

The successful bidder will be expected to manage the complete IT lifecycle of the Trust from initial advice and installation, ensuring all IT policies are met, and through to the day-to-day support and management.

II.1.5) Estimated total value

Value excluding VAT: £220,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKC1 - Tees Valley and Durham
- UKE2 - North Yorkshire

Main site or place of performance

Dales Academies Trust

C/o Oakbridge Church Of England Primary School, Alvertune Road, Northallerton, North Yorkshire, England, DL6 2GD

II.2.4) Description of the procurement

Please refer to tender specification for full details.

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

36

This contract is subject to renewal

Yes

Description of renewals

This is an invitation to tender for the contract to be the Trust's ICT Support Services provider for a period of 3 years commencing 01 April 2025 to 31 March 2028. There will be the option to extend the contract by an additional 2 years, with mutual agreement from both parties.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

The following factors will be taken into account in assessing a supplier's suitability:

- Insurance: All suppliers should carry insurance and as a matter of course, an appropriate level of public liability insurance.
- Training & Development: Suppliers should evidence their commitment to staff training, development and career progression within their organisation.
- Ethical Standards: All suppliers will need to demonstrate that they operate policies relating to the environment, sourcing with human dignity and supplier diversity.

- Environment: Evidence that suppliers are aware of the impact of their activity on the environment and are prepared to work with us in a spirit of continuous improvement.
- Sourcing with Human Dignity: Acting with social responsibility towards those involved in the supply or production of goods and services.
- Supplier diversity: Valuing people as an important resource regardless of race, disability or gender and embracing their cultural diversity.
- Safety and Security: An awareness of, respect for and ability to meet safety and security aspects such as safe recruitment checks on your staff, will be important to our assessment.
- Capacity/Capability: We need to be confident that you have the right capacity and capability in the relevant supply area.
- Financial Viability: Before commencing business with you, we may ask you to submit last Report & Accounts for review and we will check for bankruptcy status, non-payment of statutory contributions, etc
- Legal Considerations: We require that suppliers comply with all applicable laws and regulations.
- Accreditations or Professional Standards: We will want to assure ourselves that where these are appropriate, these are current and that you have not been charged with any grave professional misconduct.

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

12 February 2025

Local time

6:00pm

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

Tender must be valid until: 1 April 2025

IV.2.7) Conditions for opening of tenders

Date

12 February 2025

Local time

6:15pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Dales Academies Trust Board of Trustees

North Yorkshire

Country

United Kingdom