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Tender

IT Services

THE KING'S SCHOOL

F02: Contract notice

Notice identifier: 2024/S 000-010305

Procurement identifier (OCID): ocds-h6vhtk-044e44

Published 28 March 2024, 1:30pm

Section I: Contracting authority

I.1) Name and addresses

THE KING'S SCHOOL

The King's School, Brook Street

GRANTHAM

NG316RP

Contact

Chantelle Hausermann

Email

chantelle.hausermann@kings.lincs.sch.uk

Telephone

+44 1476563180

Country

United Kingdom

Region code

UKF30 - Lincolnshire

Companies House

07706900

Internet address(es)

Main address

<https://www.kings.lincs.sch.uk/>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.kings.lincs.sch.uk/governance>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.kings.lincs.sch.uk/>

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

I.4) Type of the contracting authority

Other type

<https://www.kings.lincs.sch.uk/>

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Services

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

The objective of this procurement is to ensure that the academy secures a 3 year managed services support contract providing it with a wide range of technical expertise and an onsite technician at a competitive market rate. There will be no subdivision of this contract excepting that any company can tender for technical support with or without an onsite technician. If you wish to tender without an onsite technician please identify how this facility will be achieved.

The package includes all fixed and loose ICT equipment, software and active infrastructure, including ICT-related Audio-visual items, such as projectors and interactive whiteboards, as well as fitted cabling for Audio-visual elements. It will also include software licensing, core applications and server backend.

II.1.5) Estimated total value

Value excluding VAT: £300,000

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

- UKF - East Midlands (England)

Main site or place of performance

The King's School,

Brook Street,

Grantham

NG31 6RP

II.2.4) Description of the procurement

The managed service shall include:

One member of on-site technical staff, based full time at the Academy (term time + 6 weeks during school holidays (45 weeks per annum)).

A helpdesk system to allow users to report a fault by email or webpage.

Monthly reporting of helpdesk statistics, including issues opened, issues closed and issues outstanding.

Remote helpdesk support to assist locally-based staff, including advanced 3rd-line support.

A monthly visit on site for one day of a higher level (4th line) to solve more complex on site issues.

Full management of daily, weekly, monthly and annual back-ups.

Full management of all aspects of the IT infrastructure including pro-active monitoring and maintenance.

On-going management of network security, including any adjustments required to user permissions or network security policies.

On-going user management including adds/moves/changes.

Fortnightly 1 hour on site high level management meeting with a member of the Senior Leadership team.

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

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

3+1+1

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

21 May 2024

Local time

12:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Board of Directors, The King's School

Brook Street

Grantham

NG31 6RP

Country

United Kingdom