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Tender

# Framework agreement to supply ICT goods and services to the education sector and any UK public sector body - Phase 1

enFrame CIC

F02: Contract notice

Notice identifier: 2021/S 000-027637

Procurement identifier (OCID): ocds-h6vhtk-02f363

Published 4 November 2021, 8:55am

The closing date and time has been changed to:

11 January 2022, 1:30pm

See the change notice.

# **Section I: Contracting authority**

## I.1) Name and addresses

enFrame CIC

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Peterborough

PE1 5DD

#### Contact

**Eleanor Platt** 

#### **Email**

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+44 7850683859

#### Country

**United Kingdom** 

#### **NUTS** code

UK - United Kingdom

#### Internet address(es)

Main address

http://www.enframe.org.uk

Buyer's address

https://www.mytenders.co.uk/search/Search\_AuthProfile.aspx?ID=AA42785

# I.3) Communication

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

https://www.mytenders.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.mytenders.co.uk

## 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

Framework agreement to supply ICT goods and services to the education sector and any UK public sector body - Phase 1

Reference number

EN-ICT-1021

#### 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

Academies Enterprise Trust (AET) and The Elliot Foundation Trust (TEFAT) seek to establish a framework agreement enabling schools, multi-academy trusts and all UK public sector bodies to procure a variety of ICT goods and services, where those goods and services are split into a series of lots and possibly sub-lots, allowing suppliers to respond to single lots/sub-lots, multiple lots/sub-lots, or all lots. The lots range from hardware and software purchases, to procuring a full managed service with a chosen Strategic ICT Partner. There is no limit to the number of suppliers on each lot and no limit to the number of lots you can respond to. We welcome responses from registered companies (including SMEs), consortia, Special Purpose Vehicles and Voluntary Community and Social Enterprise (VCSEs).

The Sponsors (AET and TEFAT) will be procuring a Strategic Partner utilising the framework, which will run in parallel to the framework procurement. These further competitions will be lots 16 and 17 of the framework ITT.

The lots for this phase of the ICT Framework Procurement are Strategic Partnering Services, Support Services, the AET Further Competition, and the TEFAT Further Competition.

enFrame are focussed on ensuring that every procurement is driven by Social Value and fighting climate change, an ethos that is shared with AET and TEFAT. A such, the

framework asks what Social Value supplies can offer through delivery of the service that would benefit the trusts, and what they can offer and do to reduce the trusts' carbon footprint.

#### II.1.5) Estimated total value

Value excluding VAT: £500,000,000

#### II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots 5

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Single lot/sub-lot, any number of lots/sub-lots, or all lots.

## II.2) Description

#### II.2.1) Title

Lot 1: Strategic Partnering Services (No sub-lots)

Lot No

1

- 72253000 Helpdesk and support services
- 72500000 Computer-related services
- 72600000 Computer support and consultancy services
- 22121000 Technical publications
- 22470000 Manuals
- 22471000 Computer manuals
- 22472000 Instruction manuals

- 22473000 Technical manuals
- 30211400 Computer configurations
- 71621000 Technical analysis or consultancy services
- 72000000 IT services: consulting, software development, Internet and support
- 72100000 Hardware consultancy services
- 72110000 Hardware selection consultancy services
- 72130000 Computer-site planning consultancy services
- 72140000 Computer hardware acceptance testing consultancy services
- 72150000 Computer audit consultancy and hardware consultancy services
- 72220000 Systems and technical consultancy services
- 72222000 Information systems or technology strategic review and planning services
- 72222100 Information systems or technology strategic review services
- 72222200 Information systems or technology planning services
- 72222300 Information technology services
- 72223000 Information technology requirements review services
- 72224000 Project management consultancy services
- 72224100 System implementation planning services
- 72224200 System quality assurance planning services
- 72225000 System quality assurance assessment and review services
- 72226000 System software acceptance testing consultancy services
- 72246000 Systems consultancy services
- 72250000 System and support services
- 72300000 Data services
- 72322000 Data management services
- 72510000 Computer-related management services
- 72590000 Computer-related professional services

- 72591000 Development of service level agreements
- 72800000 Computer audit and testing services
- 72810000 Computer audit services
- 72820000 Computer testing services
- 79418000 Procurement consultancy services
- 79419000 Evaluation consultancy services
- 79420000 Management-related services
- 79421000 Project-management services other than for construction work
- 79421100 Project-supervision services other than for construction work
- 79421200 Project-design services other than for construction work
- 30237000 Parts, accessories and supplies for computers
- 30237100 Parts of computers
- 48218000 License management software package
- 48219000 Miscellaneous networking software package
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50312000 Maintenance and repair of computer equipment
- 50312600 Maintenance and repair of information technology equipment
- 50312610 Maintenance of information technology equipment
- 50312620 Repair of information technology equipment
- 50320000 Repair and maintenance services of personal computers
- 50321000 Repair services of personal computers
- 50322000 Maintenance services of personal computers
- 50323000 Maintenance and repair of computer peripherals
- 50323100 Maintenance of computer peripherals

- 50324000 Support services of personal computers
- 50324100 System maintenance services
- 50324200 Preventive maintenance services
- 72120000 Hardware disaster-recovery consultancy services
- 72212190 Educational software development services
- 72212200 Networking, Internet and intranet software development services
- 72212210 Networking software development services
- 72212214 Network operating system software development services
- 72212215 Networking developers software development services
- 72212218 License management software development services
- 72212219 Miscellaneous networking software development services
- 72212220 Internet and intranet software development services
- 72212221 Internet browsing software development services
- 72212223 Electronic mail software development services
- 72212900 Miscellaneous software development services and computer systems
- 72228000 Hardware integration consultancy services
- 72251000 Disaster recovery services
- 72253100 Helpdesk services
- 72253200 Systems support services
- 72260000 Software-related services
- 72261000 Software support services
- 72263000 Software implementation services
- 72265000 Software configuration services
- 72266000 Software consultancy services
- 72267000 Software maintenance and repair services
- 72310000 Data-processing services

- 72312100 Data preparation services
- 72313000 Data capture services
- 72314000 Data collection and collation services
- 72315000 Data network management and support services
- 72315100 Data network support services
- 72315200 Data network management services
- 72317000 Data storage services
- 72412000 Electronic mail service provider
- 72413000 World wide web (www) site design services
- 72511000 Network management software services
- 72540000 Computer upgrade services
- 72541000 Computer expansion services
- 72541100 Memory expansion services
- 72611000 Technical computer support services
- 72700000 Computer network services
- 72710000 Local area network services

**NUTS** codes

• UK - United Kingdom

#### II.2.4) Description of the procurement

Lot 1: Strategic Partnering Services enables Contracting Authorities to procure a Strategic Partner to meet all their ICT needs including a full or hybrid managed service or support service, outsource planning, contractual management, tactical and strategic support, partnering services and value-add, and Net Zero and low carbon support, as well as a combination of/or all products and services that can be procured using the other framework lots/sub-lots.

To be successfully awarded a place on Lot 1: Strategic Partnering Services, Suppliers should answer all questions in this lot. Suppliers wishing to be awarded a place on all

framework lots and sub-lots are required to provide responses for each individual lot including lot 1. If successful, they will be invited to bid on the Further Competitions for all Contracting Authorities using the framework. Questions AQ2 – AQ14 in Lot 1 correspond to the lots on the framework. When responding to Lot 1, Bidders who have provided responses to one or more individual lots and/or sub-lots may refer to the answers provided in those sub-lots. They will only be required to provide the additional information requested in these questions. More information is available in EN-ICT-1021 ITT Vol 1 - Instruction and Guidance for Tenderers Phase 1 - Final.docx and EN-ICT-1021 ITT App 2 – Framework Lots – Final.xlsx.

Suppliers bidding on Lot 1.1: AET Further Competition and/or Lot 1.2: TEFAT Further Competition must respond to Lot 1: Strategic Partnering Services as well as Lot 1.1 and/or Lot 1.2. They will only be considered for the Sponsors' Further Competition lots if they have successfully been awarded a place on Lot 1.

This lot has no sub-lots.

#### 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** 

48

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: 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

## II.2) Description

#### II.2.1) Title

Lot 2 Sub-lot 1: Support Services - Support Services

Lot No

3

- 22121000 Technical publications
- 22470000 Manuals
- 22471000 Computer manuals
- 22472000 Instruction manuals
- 22473000 Technical manuals
- 30237000 Parts, accessories and supplies for computers
- 30237100 Parts of computers
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50312000 Maintenance and repair of computer equipment
- 50312600 Maintenance and repair of information technology equipment
- 50312610 Maintenance of information technology equipment
- 50312620 Repair of information technology equipment
- 50320000 Repair and maintenance services of personal computers
- 50321000 Repair services of personal computers
- 50322000 Maintenance services of personal computers
- 50323000 Maintenance and repair of computer peripherals
- 50323100 Maintenance of computer peripherals
- 50324000 Support services of personal computers

- 50324100 System maintenance services
- 50324200 Preventive maintenance services
- 72220000 Systems and technical consultancy services
- 72222300 Information technology services
- 72250000 System and support services
- 72253000 Helpdesk and support services
- 72253100 Helpdesk services
- 72253200 Systems support services
- 72261000 Software support services
- 72263000 Software implementation services
- 72265000 Software configuration services
- 72266000 Software consultancy services
- 72267000 Software maintenance and repair services
- 72267100 Maintenance of information technology software
- 72268000 Software supply services
- 72300000 Data services
- 72310000 Data-processing services
- 72500000 Computer-related services
- 72510000 Computer-related management services
- 72511000 Network management software services
- 72540000 Computer upgrade services
- 72541000 Computer expansion services
- 72541100 Memory expansion services
- 72590000 Computer-related professional services
- 72600000 Computer support and consultancy services
- 72610000 Computer support services

- 72611000 Technical computer support services
- 72700000 Computer network services
- 72710000 Local area network services
- 72720000 Wide area network services
- 48218000 License management software package
- 48219000 Miscellaneous networking software package
- 71621000 Technical analysis or consultancy services
- 72000000 IT services: consulting, software development, Internet and support
- 72100000 Hardware consultancy services
- 72120000 Hardware disaster-recovery consultancy services
- 72150000 Computer audit consultancy and hardware consultancy services
- 72222000 Information systems or technology strategic review and planning services
- 72222100 Information systems or technology strategic review services
- 72222200 Information systems or technology planning services
- 72224100 System implementation planning services
- 72224000 Project management consultancy services
- 72246000 Systems consultancy services
- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services
- 72251000 Disaster recovery services
- 72260000 Software-related services
- 72312100 Data preparation services
- 72313000 Data capture services
- 72314000 Data collection and collation services
- 72315000 Data network management and support services
- 72315100 Data network support services

- 72315200 Data network management services
- 72317000 Data storage services
- 72322000 Data management services
- 72412000 Electronic mail service provider
- 72413000 World wide web (www) site design services
- 72591000 Development of service level agreements

**NUTS** codes

• UK - United Kingdom

#### II.2.4) Description of the procurement

This is a sub-lot of lot 2: Support Services

Sub-lot 1: Support Services

Support Services is a sub-lot that will enable Contracting Authorities to procure a range of Support Services including Helpdesk Services, Remote Support and Monitoring, Onsite Support Services, and Ancillary Services.

Support Services is a sub-lot of Lot 2: Support Services. Contracting Authorities wishing to procure support services through Further Competition may choose to procure using Sub-lot 1: Support Services, the overarching Lot 2: Support Services, or Lot 1: Strategic services (the overarching lot that includes several other lots (depending on their other requirements). More information is available in EN-ICT-1021 ITT Vol 1 - Instruction and Guidance for Tenderers Phase 1 - Final.docx and EN-ICT-1021 ITT App 2 - Framework Lots - Final.xlsx.

Suppliers can be awarded a place on an individual sub-lot, the overarching lot, multiple lots, and sub-lots and/or all lots and sub-lots. If a supplier has been awarded a place on the overarching lot, they will be invited to tender for all Further Competitions for that lot and all its sub-lots. If a supplier has been awarded a place on a sub-lot, they will only be invited to tender for Further Competitions for that sub-lot.

#### 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

48

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: 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

# II.2) Description

#### II.2.1) Title

Lot 2 Sub-lot 2: Support Services - Managed Service

Lot No

4

- 22121000 Technical publications
- 22470000 Manuals
- 22471000 Computer manuals
- 22472000 Instruction manuals
- 22473000 Technical manuals
- 30237000 Parts, accessories and supplies for computers

- 30237100 Parts of computers
- 48218000 License management software package
- 48219000 Miscellaneous networking software package
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50312000 Maintenance and repair of computer equipment
- 50312600 Maintenance and repair of information technology equipment
- 50312610 Maintenance of information technology equipment
- 50312620 Repair of information technology equipment
- 50320000 Repair and maintenance services of personal computers
- 50321000 Repair services of personal computers
- 50322000 Maintenance services of personal computers
- 50323000 Maintenance and repair of computer peripherals
- 50323100 Maintenance of computer peripherals
- 50324000 Support services of personal computers
- 50324100 System maintenance services
- 50324200 Preventive maintenance services
- 71621000 Technical analysis or consultancy services
- 72000000 IT services: consulting, software development, Internet and support
- 72100000 Hardware consultancy services
- 72120000 Hardware disaster-recovery consultancy services
- 72150000 Computer audit consultancy and hardware consultancy services
- 72212190 Educational software development services
- 72212200 Networking, Internet and intranet software development services
- 72212210 Networking software development services

- 72212214 Network operating system software development services
- 72212215 Networking developers software development services
- 72212218 License management software development services
- 72212219 Miscellaneous networking software development services
- 72212220 Internet and intranet software development services
- 72212221 Internet browsing software development services
- 72212223 Electronic mail software development services
- 72212900 Miscellaneous software development services and computer systems
- 72220000 Systems and technical consultancy services
- 72222000 Information systems or technology strategic review and planning services
- 72222100 Information systems or technology strategic review services
- 72222200 Information systems or technology planning services
- 72222300 Information technology services
- 72224000 Project management consultancy services
- 72224100 System implementation planning services
- 72225000 System quality assurance assessment and review services
- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services
- 72246000 Systems consultancy services
- 72250000 System and support services
- 72251000 Disaster recovery services
- 72253000 Helpdesk and support services
- 72253100 Helpdesk services
- 72253200 Systems support services
- 72260000 Software-related services
- 72261000 Software support services

- 72263000 Software implementation services
- 72265000 Software configuration services
- 72266000 Software consultancy services
- 72267000 Software maintenance and repair services
- 72267100 Maintenance of information technology software
- 72268000 Software supply services
- 72310000 Data-processing services
- 72312100 Data preparation services
- 72313000 Data capture services
- 72314000 Data collection and collation services
- 72315000 Data network management and support services
- 72315100 Data network support services
- 72315200 Data network management services
- 72317000 Data storage services
- 72322000 Data management services
- 72412000 Electronic mail service provider
- 72413000 World wide web (www) site design services
- 72500000 Computer-related services
- 72510000 Computer-related management services
- 72511000 Network management software services
- 72540000 Computer upgrade services
- 72541000 Computer expansion services
- 72541100 Memory expansion services
- 72590000 Computer-related professional services
- 72591000 Development of service level agreements
- 72600000 Computer support and consultancy services

- 72610000 Computer support services
- 72611000 Technical computer support services
- 72700000 Computer network services
- 72710000 Local area network services
- 72720000 Wide area network services
- 72212222 Web server software development services
- 72300000 Data services

**NUTS** codes

• UK - United Kingdom

## II.2.4) Description of the procurement

This is a sub-lot of Lot 2: Support Services

Sub-lot 2: Managed Service

Managed Service is a sub-lot that will enable Contracting Authorities to procure a Managed Service including Helpdesk Services, Remote Support and Monitoring, Onsite Support Services, Ancillary Services, and Strategic Services including ICT strategy, Account Management, Contract Management services, and strategic advice, guidance, and support.

Managed Service is a sub-lot of Lot 2 Support Services. Contracting Authorities wishing to procure managed services through Further Competition may choose to procure using Sub-lot 2: Managed Service, the overarching Lot 2: Support Services, or Lot 1: Strategic services (the overarching lot that includes several other lots and sub-lots (depending on their other requirements). More information is available in EN-ICT-1021 ITT Vol 1 - Instruction and Guidance for Tenderers Phase 1 - Final.docx and EN-ICT-1021 ITT App 2 - Framework Lots - Final.xlsx.

Suppliers can be awarded a place on an individual sub-lot, the overarching lot, multiple lots, and sub-lots and/or all lots and sub-lots. If a supplier has been awarded a place on the overarching lot, they will be invited to tender for all Further Competitions for that lot and all its sub-lots. If a supplier has been awarded a place on a sub-lot, they will only be invited to tender for Further Competitions for that sub-lot.

#### 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

48

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: 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

## II.2) Description

#### II.2.1) Title

Lot 1.1: Academies Enterprise Trust (AET) Further Competition

Lot No

16

- 72000000 IT services: consulting, software development, Internet and support
- 22121000 Technical publications
- 22470000 Manuals
- 22473000 Technical manuals

- 30237100 Parts of computers
- 48219000 Miscellaneous networking software package
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50312000 Maintenance and repair of computer equipment
- 50312600 Maintenance and repair of information technology equipment
- 50312610 Maintenance of information technology equipment
- 50312620 Repair of information technology equipment
- 50320000 Repair and maintenance services of personal computers
- 50321000 Repair services of personal computers
- 50322000 Maintenance services of personal computers
- 50323000 Maintenance and repair of computer peripherals
- 50324000 Support services of personal computers
- 71621000 Technical analysis or consultancy services
- 72100000 Hardware consultancy services
- 72120000 Hardware disaster-recovery consultancy services
- 72220000 Systems and technical consultancy services
- 72222000 Information systems or technology strategic review and planning services
- 72222100 Information systems or technology strategic review services
- 72222200 Information systems or technology planning services
- 72222300 Information technology services
- 72224000 Project management consultancy services
- 72224100 System implementation planning services
- 72225000 System quality assurance assessment and review services
- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services

- 72246000 Systems consultancy services
- 72250000 System and support services
- 72251000 Disaster recovery services
- 72253000 Helpdesk and support services
- 72253100 Helpdesk services
- 72253200 Systems support services
- 72260000 Software-related services
- 72261000 Software support services
- 72263000 Software implementation services
- 72265000 Software configuration services
- 72266000 Software consultancy services
- 72267000 Software maintenance and repair services
- 72267100 Maintenance of information technology software
- 72268000 Software supply services
- 72314000 Data collection and collation services
- 72315000 Data network management and support services
- 72315100 Data network support services
- 72315200 Data network management services
- 72317000 Data storage services
- 72322000 Data management services
- 72500000 Computer-related services
- 72510000 Computer-related management services
- 72511000 Network management software services
- 72540000 Computer upgrade services
- 72541000 Computer expansion services
- 72541100 Memory expansion services

- 72590000 Computer-related professional services
- 72591000 Development of service level agreements
- 72600000 Computer support and consultancy services
- 72610000 Computer support services
- 72611000 Technical computer support services
- 72700000 Computer network services
- 72710000 Local area network services
- 72720000 Wide area network services
- 50323100 Maintenance of computer peripherals
- 50324100 System maintenance services
- 50324200 Preventive maintenance services
- 72150000 Computer audit consultancy and hardware consultancy services

**NUTS** codes

• UK - United Kingdom

#### II.2.4) Description of the procurement

#### Lot 1.1: AET Further Competition

This is the Further competition for Academies Enterprise Trust (AET) based on Lot 1: Strategic Partnering Services and trust specific requirements to procure a Strategic Partner. This Further Competition will be run concurrently with the other framework lots, but suppliers will only be considered for this lot if they have been successfully awarded a place on Lot 1: Strategic Partnering Services.

#### 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** 

48

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: 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

## II.2) Description

## II.2.1) Title

Lot 2: Support Services (Overarching lot)

Lot No

2

- 22121000 Technical publications
- 22470000 Manuals
- 22471000 Computer manuals
- 22472000 Instruction manuals
- 22473000 Technical manuals
- 30237000 Parts, accessories and supplies for computers
- 30237100 Parts of computers
- 48218000 License management software package

- 48219000 Miscellaneous networking software package
- 50000000 Repair and maintenance services
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50312000 Maintenance and repair of computer equipment
- 50312600 Maintenance and repair of information technology equipment
- 50312610 Maintenance of information technology equipment
- 50312620 Repair of information technology equipment
- 50320000 Repair and maintenance services of personal computers
- 50321000 Repair services of personal computers
- 50322000 Maintenance services of personal computers
- 50323000 Maintenance and repair of computer peripherals
- 50323100 Maintenance of computer peripherals
- 50324000 Support services of personal computers
- 50324100 System maintenance services
- 50324200 Preventive maintenance services
- 71621000 Technical analysis or consultancy services
- 72000000 IT services: consulting, software development, Internet and support
- 72100000 Hardware consultancy services
- 72120000 Hardware disaster-recovery consultancy services
- 72150000 Computer audit consultancy and hardware consultancy services
- 72212190 Educational software development services
- 72212200 Networking, Internet and intranet software development services
- 72212210 Networking software development services
- 72212214 Network operating system software development services
- 72212215 Networking developers software development services

- 72212218 License management software development services
- 72212219 Miscellaneous networking software development services
- 72212220 Internet and intranet software development services
- 72212221 Internet browsing software development services
- 72212222 Web server software development services
- 72212223 Electronic mail software development services
- 72212900 Miscellaneous software development services and computer systems
- 72220000 Systems and technical consultancy services
- 72222000 Information systems or technology strategic review and planning services
- 72222100 Information systems or technology strategic review services
- 72222200 Information systems or technology planning services
- 72222300 Information technology services
- 72224000 Project management consultancy services
- 72224100 System implementation planning services
- 72225000 System quality assurance assessment and review services
- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services
- 72246000 Systems consultancy services
- 72250000 System and support services
- 72251000 Disaster recovery services
- 72253000 Helpdesk and support services
- 72253100 Helpdesk services
- 72253200 Systems support services
- 72260000 Software-related services
- 72261000 Software support services
- 72263000 Software implementation services

- 72265000 Software configuration services
- 72266000 Software consultancy services
- 72267000 Software maintenance and repair services
- 72267100 Maintenance of information technology software
- 72268000 Software supply services
- 72300000 Data services
- 72310000 Data-processing services
- 72312100 Data preparation services
- 72313000 Data capture services
- 72314000 Data collection and collation services
- 72315000 Data network management and support services
- 72315100 Data network support services
- 72315200 Data network management services
- 72317000 Data storage services
- 72322000 Data management services
- 72412000 Electronic mail service provider
- 72413000 World wide web (www) site design services
- 72500000 Computer-related services
- 72510000 Computer-related management services
- 72511000 Network management software services
- 72540000 Computer upgrade services
- 72541000 Computer expansion services
- 72541100 Memory expansion services
- 72590000 Computer-related professional services
- 72591000 Development of service level agreements
- 72600000 Computer support and consultancy services

- 72610000 Computer support services
- 72611000 Technical computer support services
- 72700000 Computer network services
- 72710000 Local area network services
- 72720000 Wide area network services

**NUTS** codes

• UK - United Kingdom

#### II.2.4) Description of the procurement

#### Lot 2: Support Services

Support Services is the overarching lot that includes the Support Services and Managed Service sub-lots, which includes managed services, service desk, problem management, asset management and third-party management.

To be successfully awarded a place on the overarching lot, Suppliers must provide responses to, and be successfully awarded a place on each sub-lot under that lot. Suppliers successfully awarded a place on this lot will be invited to tender for all Further Competitions for this lot and all its sub-lots but will not be invited to bid for the corresponding product or service in Lot 1 unless they bid on Lot 1.

There are 2 sub-lots:

#### Sub-lot 1: Support Services

Support Services is a sub-lot that will enable Contracting Authorities to procure a range of Support Services including Helpdesk Services, Remote Support and Monitoring, Onsite Support Services, and Ancillary Services.

Support Services is a sub-lot of Lot 2: Support Services. Contracting Authorities wishing to procure support services through Further Competition may choose to procure using Sub-lot 1: Support Services, the overarching Lot 2: Support Services, or Lot 1: Strategic services (the overarching lot that includes several other lots (depending on their other requirements). More information is available in EN-ICT-1021 ITT Vol 1 - Instruction and Guidance for Tenderers Phase 1 - Final.docx and EN-ICT-1021 ITT App 2 – Framework Lots - Final.xlsx.

Suppliers can be awarded a place on an individual sub-lot, the overarching lot, multiple lots, and sub-lots and/or all lots and sub-lots. If a supplier has been awarded a place on the overarching lot, they will be invited to tender for all Further Competitions for that lot and all its sub-lots. If a supplier has been awarded a place on a sub-lot, they will only be invited to tender for Further Competitions for that sub-lot.

## Sub-lot 2: Managed Service

Managed Service is a sub-lot that will enable Contracting Authorities to procure a Managed Service including Helpdesk Services, Remote Support and Monitoring, Onsite Support Services, Ancillary Services, and Strategic Services including ICT strategy, Account Management, Contract Management services, and strategic advice, guidance, and support.

Managed Service is a sub-lot of Lot 2 Support Services. Contracting Authorities wishing to procure managed services through Further Competition may choose to procure using Sub-lot 2: Managed Service, the overarching Lot 2: Support Services, or Lot 1: Strategic services (the overarching lot that includes several other lots and sub-lots (depending on their other requirements). More information is available in EN-ICT-1021 ITT Vol 1 - Instruction and Guidance for Tenderers Phase 1 - Final.docx and EN-ICT-1021 ITT App 2 - Framework Lots - Final.xlsx.

Suppliers can be awarded a place on an individual sub-lot, the overarching lot, multiple lots, and sub-lots and/or all lots and sub-lots. If a supplier has been awarded a place on the overarching lot, they will be invited to tender for all Further Competitions for that lot and all its sub-lots. If a supplier has been awarded a place on a sub-lot, they will only be invited to tender for Further Competitions for that sub-lot.

#### 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** 

48

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: 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

## II.2) Description

## II.2.1) Title

Lot 1.2: The Elliot Foundation Trust (TEFAT) Further Competition

Lot No

17

- 72000000 IT services: consulting, software development, Internet and support
- 22121000 Technical publications
- 22470000 Manuals
- 22473000 Technical manuals
- 30237000 Parts, accessories and supplies for computers
- 30237100 Parts of computers
- 48219000 Miscellaneous networking software package
- 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50312000 Maintenance and repair of computer equipment
- 50312600 Maintenance and repair of information technology equipment
- 50312610 Maintenance of information technology equipment
- 50312620 Repair of information technology equipment

- 50320000 Repair and maintenance services of personal computers
- 50321000 Repair services of personal computers
- 50322000 Maintenance services of personal computers
- 50323000 Maintenance and repair of computer peripherals
- 50323100 Maintenance of computer peripherals
- 50324000 Support services of personal computers
- 50324100 System maintenance services
- 50324200 Preventive maintenance services
- 71621000 Technical analysis or consultancy services
- 72100000 Hardware consultancy services
- 72120000 Hardware disaster-recovery consultancy services
- 72150000 Computer audit consultancy and hardware consultancy services
- 72220000 Systems and technical consultancy services
- 72222000 Information systems or technology strategic review and planning services
- 72222100 Information systems or technology strategic review services
- 72222200 Information systems or technology planning services
- 72222300 Information technology services
- 72224000 Project management consultancy services
- 72224100 System implementation planning services
- 72225000 System quality assurance assessment and review services
- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services
- 72246000 Systems consultancy services
- 72250000 System and support services
- 72251000 Disaster recovery services
- 72253000 Helpdesk and support services

- 72253100 Helpdesk services
- 72253200 Systems support services
- 72260000 Software-related services
- 72261000 Software support services
- 72263000 Software implementation services
- 72265000 Software configuration services
- 72266000 Software consultancy services
- 72267000 Software maintenance and repair services
- 72267100 Maintenance of information technology software
- 72268000 Software supply services
- 72314000 Data collection and collation services
- 72315000 Data network management and support services
- 72315100 Data network support services
- 72315200 Data network management services
- 72317000 Data storage services
- 72322000 Data management services
- 72500000 Computer-related services
- 72510000 Computer-related management services
- 72540000 Computer upgrade services
- 72541000 Computer expansion services
- 72541100 Memory expansion services
- 72590000 Computer-related professional services
- 72591000 Development of service level agreements
- 72600000 Computer support and consultancy services
- 72610000 Computer support services
- 72611000 Technical computer support services

- 72700000 Computer network services
- 72710000 Local area network services
- 72720000 Wide area network services

**NUTS** codes

• UK - United Kingdom

## II.2.4) Description of the procurement

#### Lot 1.2: TEFAT Further Competition

This is the Further competition for The Elliot Foundation Trust (TEFAT) based on Lot 1: Strategic Partnering Services and trust specific requirements to procure a Strategic Partner. This Further Competition will be run concurrently with the other framework lots, but suppliers will only be considered for this lot if they have been successfully awarded a place on Lot 1: Strategic Partnering Services.

#### 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

48

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: 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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 100

#### 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

Originally published as:

Date

20 December 2021
Local time
5:00pm
Changed to:
Date
11 January 2022
Local time
1:30pm
See the change notice.
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: 6 (from the date stated for receipt of tender)
IV.2.7) Conditions for opening of tenders
Date
20 December 2021
Local time
5:00pm
5:00pm Place

# **Section VI. Complementary information**

## VI.1) Information about recurrence

This is a recurrent procurement: No

## VI.3) Additional information

The marked up versions of EN-ICT-1021 ITT Vol 6.1 Managed Services Contract and Guidance Notes - Final.docx for TEFAT and AET will be uploaded in a few days.

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search\_Switch.aspx?ID=224259.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at <a href="https://www.mytenders.co.uk/sitehelp/help\_guides.aspx.">https://www.mytenders.co.uk/sitehelp/help\_guides.aspx.</a>

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:224259)

## VI.4) Procedures for review

#### VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

# United Kingdom

Internet address

 $\underline{https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit}\\$