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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

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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

II.2.2) Additional CPV code(s)

- 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

II.2.3) Place of performance

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

II.2.2) Additional CPV code(s)

- 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

II.2.3) Place of performance

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

II.2.2) Additional CPV code(s)

- 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

II.2.3) Place of performance

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

II.2.2) Additional CPV code(s)

- 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

II.2.3) Place of performance

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

II.2.2) Additional CPV code(s)

- 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

II.2.3) Place of performance

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

II.2.2) Additional CPV code(s)

- 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

II.2.3) Place of performance

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

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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

Place

Cambridgeshire

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 https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

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

https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit