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Tender

## **ArtsXchange\_and\_Mikardo High School\_ICT\_Tender\_2022**

Procurement for Schools Ltd

F02: Contract notice

Notice identifier: 2022/S 000-032459

Procurement identifier (OCID): ocds-h6vhtk-0384d3

Published 16 November 2022, 9:35am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Procurement for Schools Ltd

63 Grimthorpe House, Agdon Street

London (Greater)

EC1V 0BP

#### **Email**

[mnewell@procurementforschools.com](mailto:mnewell@procurementforschools.com)

#### **Telephone**

+44 7557977839

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.procurementforschools.com>

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA42687](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA42687)

**I.3) Communication**

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

<https://www.dropbox.com/scl/fo/ejfl7kvilcgsngjplpxv3/h?dl=0&rlkey=tdbr8ak2r19q30izkr1l1vtsh>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.dropbox.com/request/PyUX2Bkwxf0Ljvk5QLHw>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

Education

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

ArtsXchange\_and\_Mikardo High School\_ICT\_Tender\_2022

#### **II.1.2) Main CPV code**

- 72600000 - Computer support and consultancy services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This tender opportunity is to provide a fully managed ICT support service to 2 sites within the T4 Academy Trust.

Helpdesk Support & Ticket System

Provide the T4 Education Settings (London) with full access to a helpdesk for support requests. This will allow for the logging of support tickets plus escalation of support requests. Any subsequent request or follow up is allocated to the appropriate ticket ensuring a continuous string of information. Open and closed tickets can be checked and reported on as required to ensure that service levels are being adhered to the T4 Education Settings (London) can log critical issues for immediate attention (such as network failure, server failure, wireless failure) which will trigger support escalation for emergency response.

Please view full Spec within the tender pack.

Contact Mike Newell (Managing Director at Procurement for schools) for further information regarding this tender at [mnewell@procurementforschools.com](mailto:mnewell@procurementforschools.com)

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72610000 - Computer support services
- 72600000 - Computer support and consultancy services
- 72611000 - Technical computer support services
- 72700000 - Computer network services

### **II.2.3) Place of performance**

NUTS codes

- UKI43 - Haringey and Islington

Main site or place of performance

Islington borough of London

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

This tender opportunity is to provide a fully managed ICT support service to 2 sites within the T4 Academy Trust.

Helpdesk Support & Ticket System

Provide the T4 Education Settings (London) with full access to a helpdesk for support requests. This will allow for the logging of support tickets plus escalation of support requests. Any subsequent request or follow up is allocated to the appropriate ticket ensuring a continuous string of information. Open and closed tickets can be checked and reported on as required to ensure that service levels are being adhered to the T4 Education Settings (London) can log critical issues for immediate attention (such as network failure, server failure, wireless failure) which will trigger support escalation for emergency response.

Please view full Spec within the tender pack.

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### **II.2.5) Award criteria**

Quality criterion - Name: Method Statement / Weighting: 50

Cost criterion - Name: Price / Weighting: 50

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 January 2023

End date

31 December 2026

This contract is subject to renewal

Yes

Description of renewals

2 year extension (1+1) options available.

#### **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 IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

Accelerated procedure

Justification:

The academy has no extension options to use within their existing contract and there is not enough time for an 'open' standard tender procedure.

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

The procurement is covered by the Government Procurement Agreement: No

#### **IV.2) Administrative information**

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

Date

30 November 2022

Local time

5:00pm

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

English

##### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

##### **IV.2.7) Conditions for opening of tenders**

Date

30 November 2022

Local time

5:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

(MT Ref:227987)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto: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>