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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

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

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=tdbr8ak2r19q30izkr111vtsh>

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

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

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.

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

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

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

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

Telephone

+44 3450103503

Country

United Kingdom

Internet address

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