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Tender

Academies for Character and Excellence - ICT Managed Service

Academies for Character and Excellence

F02: Contract notice

Notice identifier: 2023/S 000-033384

Procurement identifier (OCID): ocds-h6vhtk-041794

Published 13 November 2023, 8:50am

The closing date and time has been changed to:

12 December 2023, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Academies for Character and Excellence

Totnes

Devon

TQ9 5TZ

Contact

Josie Medforth

Email

josie.medforth@phplaw.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.acexcellence.co.uk>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA43212

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

Academies for Character and Excellence - ICT Managed Service

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

1.2.2 ACE wishes to engage a single contractor to supply an ICT Managed Service and associated project implementation and training services across all sites within the Trust.

This procurement involves the delivery of ICT across all the schools as part of a joined up programme of work, whilst at the same time being able to be flexible to deal with ad-hoc purchases and small projects that individual schools may need from time to time – all to a set of standards. At the same time a high quality managed service needs to be consistently delivered.

II.1.5) Estimated total value

Value excluding VAT: £2,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services
- 72222200 - Information systems or technology planning services
- 72224100 - System implementation planning services
- 72253000 - Helpdesk and support services

- 72253100 - Helpdesk services
- 72253200 - Systems support services
- 72261000 - Software support services
- 72267200 - Repair of information technology software
- 72315200 - Data network management services
- 72500000 - Computer-related services
- 72510000 - Computer-related management services
- 72540000 - Computer upgrade services
- 72541000 - Computer 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

II.2.3) Place of performance

NUTS codes

- UKK41 - Plymouth

Main site or place of performance

Academies for Character and Excellence,

Pathfields,

Totnes

TQ9 5TZ

II.2.4) Description of the procurement

Given the value involved and the critical nature of ICT to support teaching learning and management it is vital the Trust and whoever it chooses to work with to deliver both an ICT Managed Service and associated projects establishes an operating model that not

only works for both parties but also delivers both to time and understanding the nuances of working in an educational environment.

As bidders will see from the information provided it is absolutely clear that this procurement is all about delivery of ICT across all the schools as part of a joined up programme of work, whilst at the same time being able to be flexible to deal with ad-hoc purchases and small projects that individual schools may need from time to time – all to a set of standards. At the same time a high quality managed service needs to be consistently delivered. It is therefore critical that all parties know what is going on when and whilst formal monthly reporting is clearly a key necessity so is establishing an effective operating model that is resourced at the right times with the right people who can interface with both staff at Trust and school level.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60.8

Price - Weighting: 39.2

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend for a period of up to a further twelve (12) months.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5

Objective criteria for choosing the limited number of candidates:

As per the information contained within the procurement documents.

All compliant bids from companies who are deemed to also be financially stable will be invited to the second stage of the tendering process.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Trust has an expectation to procure all the hardware and software it needs through the chosen bidder so long as a satisfactory method to show value for money can be agreed so as to assure the Trust that it is securing best value and is a compliant procurement process. Although for large volume and/or high value requirements the Trust reserves the right to procure separately and potentially through established public sector buying organisation frameworks

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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As per the information contained in the Selection Questionnaire

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

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

ICT Managed Service Provider with the following

the following accreditations:

Cyber Essentials (CE)

III.2.2) Contract performance conditions

As per the Service Level Agreement Table in the Award Questionnaire

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

11 December 2023

Local time

12:00pm

Changed to:

Date

12 December 2023

Local time

12:00pm

See the [change notice](#).

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

15 December 2023

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: 3 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

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=230681.

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:230681)

VI.4) Procedures for review

VI.4.1) Review body

Academies for Character and Excellence

Totnes

TQ9 5TZ

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Academies for Character and Excellence

Totnes

TQ9 5TZ

Country

United Kingdom