

ICT Support Services Invitation to Tender

The Directors of Vision Learning Trust (the Trust) are inviting you to tender for a contract for the provision of ICT support services and broadband to Hill View Infant Academy and Hill View Junior Academy in accordance with the specification and requirements as described in this tender.

Contractors must provide details of the service they propose to carry out in their Tender submission. Contractors can present their information in whatever format they choose.

Tender proposals should be sent to Mrs Lauren Reeves.

All correspondence is to be sent to:

Lauren Reeves

Vision Learning Trust

Helvellyn Road

Sunderland, SR2 9JJ

Tel: 0191 5947962

Email: Lauren.Reeves@visionlearningtrust.co.uk

Tender Procedure

The indicative timetable for the procurement process is set out below:

Action	Date
Advert and contract notices placed	15 th March 2021
Deadline for the submission of tenders	23 rd April 2021
Board meeting to discuss tenders	18 th May 2021
Start Date	June 2021 – to be confirmed

The Trust will not consider requests for extension of the closing date and time, however they may at its own discretion extend the closing date and time.

Contract Commencement

The contract will commence in June 2021. The exact date will be confirmed with the successful contractor.

Contract Period

The contract is to be for an initial period of three years with an option to extend the contract by up to two years reviewed annually following the initial period of three years at the discretion of Vision Learning Trust.

Site Visits

Contractors can visit the academies and undertake visits during the bidding stage if required. Visits can only be arranged by strict appointment only. To arrange an appointment the contractor must contact Lauren Reeves at the Trust on 0191 5947962. Any further questions or clarifications following the visit must be raised via email to Lauren Reeves at Lauren.Reeves@visionlearningtrust.co.uk.

Preparation of Tender

Any tender submission must include:

- The pricing structure for an initial 3-year period along with subsequent years should the contract be extended including a detailed payment schedule.
- Detailed company information to include examples of recent experience in the provision of ICT services to education.
- A summary of the proposed ICT managed service solution including how the proposal would meet the demands of Vision Learning Trust
- A high-level project plan of how a transfer to the contractor from the previous supplier would be achieved.
- A demonstration of the ability to provide full live service from two months of being appointed during specified period to start in mid-June 2021.
- Contact details of at least two reference sites who are either current customers or have been customers within the last year.
- A proposal for a service level agreement.
- Details of the support & maintenance process and demonstrable evidence of how requests for support are managed.
- A self-assessment of the specification detailing the ability to meet the requirements.
- Any additional supporting information deemed relevant

It is the responsibility of contractors to obtain at their own expense all information necessary for the preparation of their tenders.

Information supplied by the Trust (whether in this document or otherwise) is supplied for general guidance in the preparation of the tenders. Contractors must satisfy themselves by their own investigations with regard to the accuracy of any such information and no responsibility is accepted by the Trust for any inaccurate information obtained by contractors. The Trust will not accept any liability or authorise any modification to the specification made necessary by the contractor's failure to obtain the required information prior to submitting their tender.

All information supplied by the Trust in connection with this invitation to tender shall be regarded as confidential by the contractor except that such information may be disclosed for the purpose of obtaining sureties and quotations necessary for the preparation of the tender.

The Tender Documents submitted by the Contractor are and shall remain the property of the Trust.

Selection of Tender

The tender documentation should clearly demonstrate to the Trust how the contractor will provide ICT support services, including the provision of broadband as outlined in the specification.

Tenders will be evaluated on the following basis:

- Demonstrable Experience of Providing Managed ICT Services to Education Pass/Fail
- The ability to provide live service from the middle of August 2021 Pass/Fail
- Price

Best Price - Based on the number of submissions and best price received on a sliding scale – 220 Points Maximum

- Quality

Satisfactory Tender Submission – 20 Points Maximum

Service Specification – 315 Points Maximum

The supplier's self-assessment of their ability to meet the service specification. The supplier must score themselves based on their ability to meet each specification item using the following rating:

Fully meets the requirement 2 Points

Partially meets the requirement 1 Points

Does not meet the requirement 0 Points

Vision Learning Trust will weight the scoring based on the schedule of the specification item as follows:

Mandatory - Weighting of 3

Highly Desirable - Weighting of 2

Desirable – Weighting of 1

Tenders will be examined by the Board of Directors. The Trust is not bound to accept the lowest price of any tender.

The Trust reserves the right to seek further clarification on any tender prior to making a selection.

The Trust reserves the right to downgrade the supplier specification score where following the submission following further clarification.

The Trust is under no obligation to award following the tender submission process.

Successful Contractor

The successful Contractor will be informed in writing and the Trust's written acceptance will form a binding agreement between Vision Learning Trust and the successful provider.

Our Trust

Vision Learning Trust is a multi-academy trust consisting of two academies; Hill View Infant Academy and Hill View Junior Academy. We are a charitable company limited by guarantee in England and Wales (Registered No 10292875) whose registered office is Hill View Infant Academy, Helvellyn Road, Sunderland, SR2 9JJ.

Values Statement

To promote a co-operative working relationship between all staff, pupils, parents, directors and the wider community that results in a shared vision of excellence and high expectations of behavior and academic standards.

Aims

- To provide a secure, caring and stimulating environment where everyone is valued and has the opportunity to achieve their potential
- To provide an education which will equip children to become responsible citizens and lifelong learners
- To have high expectations of each other and all of our children both inside and outside of the school
- To create a school community where trust, collaboration and respect results in academic excellence
- To ensure inspiring and innovative teaching that is delivered through a broad, rich and challenging curriculum

Staff and Pupil Numbers

As at September 2020 there is 436 pupils at Hill View Infant Academy and 464 at Hill View Junior Academy. There are currently 110 members of staff employed at both sites of which 87 staff members currently access ICT systems.

The Service

The purpose of the contract is to provide management, support, and maintenance of ICT services to the staff and pupils of Vision Learning Trust.

Vision Learning Trust is seeking to embed technology and embrace new technologies that support the needs of the Trust whilst achieving value for money. The trust would like to partner with an ICT service provider that shares the same vision and will proactively support, maintain and enhance the trust's existing ICT equipment and infrastructure but also provide advice and guidance on new and emerging technologies.

The trust is keen to move to technologies that support remote working such as the Microsoft 365 platform and maintain a level of control of the administration of systems.

Service Specification

Please respond to each item and score your ability to meet the specification item as follows:

Fully meets the requirement 2 Points

Partially meets the requirement 1 Points

Does not meet the requirement 0 Points

	Specification Item	Schedule	Supplier Response	Supplier Score
Service Management & Support	A dedicated account manager will be assigned to the customer to hold regular account meetings at a minimum of every three months to monitor the supplier performance throughout the contract.	M		
	Service Level Agreements will be provided to the customer for the purposes of issue logging with the supplier ranging from a priority one where there is a complete loss of service or a loss of service to a core system to higher priorities where the issue is less severe. Priorities will have clearly defined timescales.	M		
	Priority One issues will be resolved within one working day.	M		
	The customer will have the facility to request a change to the priority level if they deem it as being inappropriate to the issue raised within the defined Service Level Agreements.	M		
	The supplier will provide access to an online service desk to manage issues and requests for change in line with the agreed service level agreements.	M		
	The supplier will provide telephone, email and remote support to the customer between the hours of 8:30 am and 16:30 pm Monday to Friday as a minimum.	M		
	The supplier will provide out of hours support between 16:30pm and 8:30 am Monday to Friday, at weekends and during national holidays to the customer for	D		

	Specification Item	Schedule	Supplier Response	Supplier Score
	incidents that are raised at the highest priority level.			
	In the event of a complete loss of service where the customer cannot access their current site. The supplier will provide access to a pre-defined set of core systems allowing the customer to function as a business within 1 day of the loss of service being reported to the supplier.	M		
	The logging of incidents, problems and requests for support including advice and guidance will be unlimited.	M		
	Where possible the supplier will carry out desktop support remotely using secure remote desktop support tools that are only connected with the end-user's prior consent.	HD		
	Where possible the supplier will carry out server and network support remotely or in person at the customer's site when necessary.	M		
	The supplier will utilise existing software purchased by the customer wherever possible.	HD		
	The supplier will be responsible for the rollout of new hardware on the customers behalf.	M		
	The licensing of software purchased by the customer will remain the responsibility of the customer.	M		

	Specification Item	Schedule	Supplier Response	Supplier Score
	The licensing of software provided by the supplier will remain the responsibility of the supplier on behalf of the customer in the customer's name.	HD		
	The supplier will provide 12 days of dedicated on-site support at the customers site per annum which can be agreed with the supplier account manager.	HD		
	In addition to the 12 days on site per annum the supplier will provide another 4 days on site per annum which can be agreed in advance by the customer.	HD		
	If the supplier is responding to a request for support and a visit to site is required, the supplier will look to utilise the customers staff to resolve the issue in the first instance.	HD		
	The supplier will have detailed knowledge of the Capita SIMS software and provide dedicated SIMS support to the customer to include Upgrades, Installations, Training, and the facilitation of year end processes.	M		
	The supplier will hold accredited Capita SIMS support certifications.	D		
	The supplier will provide support to the customers current ICT infrastructure, software and hardware (See Current ICT Asset Register).	M		
	External access to systems will be secured by the supplier using SSL certificates to encrypt traffic as a minimum.	M		
Security	External access to systems will be secured using a secure VPN tunnel as a minimum.	M		

	Specification Item	Schedule	Supplier Response	Supplier Score
	The supplier will assist in the procurement of SSL certificates.	HD		
	SSL certificates will remain the property of the customer but the renewal and install of the certificates will be maintained by the supplier.	M		
	External access to systems will be secured using two-factor authentication as a minimum.	M		
	The supplier will assist in the procurement of two-factor authentication.	HD		
	Software to enable two-factor authentication will remain the property of the customer.	M		
	Anti-virus and threat protection will be provided by the supplier to all endpoints including servers, workstations and mobile devices and managed by the supplier.	M		
	Anti-virus and threat protection will be managed by a centralised software management solution so that multiple devices can be controlled by the same policies.	HD		
	The customer will have the ability to enrol devices onto the anti-virus and threat protection management software on behalf of the supplier where it sees fit.	HD		
	Web filtering software will be provided and will be managed by the supplier.	M		

	Specification Item	Schedule	Supplier Response	Supplier Score
	Web filtering and access to web content will be managed by a centralised software management solution so that multiple accounts can be controlled by a number of policies agreed by the customer.	HD		
	Web filtering and access to web content including but not limited to whitelists and blacklists will be amended at the customer' request where the customer deems it necessary.	HD		
	Email filtering will be managed by a centralised software management solution so that multiple accounts can be controlled by a number of policies agreed by the customer.	HD		
	Email filtering will be provided and managed by the supplier.	M		
	Email filtering will be managed by a centralised software management solution so that multiple email accounts can be controlled by the same policies.	HD		
	Email filtering including but not limited to whitelists and blacklists will be amended at the customer' request where the customer feels that it is necessary.	HD		
	Where applicable, it will be possible to host the customer's core systems servers and access to run these systems will be managed by the supplier.	M		
Infrastructure, Hardware & Systems	Support of the customers core systems will be provided by the supplier to include Upgrades, Installations, Training and the facilitation of year end processes.	M		
	Where core systems servers are stored in a shared datacentre, the customer's servers will be separated completely at the network and storage level from any of the supplier's other customers servers.	M		

	Specification Item	Schedule	Supplier Response	Supplier Score
	Where the customer's data is stored in a shared datacentre, the customer's data will be separated completely at the network and storage level from any of the supplier's other customers data.	M		
	Where the customer's systems and information is stored in cloud-based datacentres, the data will only be transferred between datacentres within the UK.	M		
	Infrastructure and Core System backups will be managed by the supplier.	HD		
	Infrastructure and Core System restores will be managed by the supplier.	HD		
	Where backups are taken for core systems, the supplier will be able to restore to a point within one hour of when the last backup was taken as a minimum.	HD		
	Backups will be stored for an agreed period of time before they are overwritten in line with the customers responsibilities.	M		
	Where server hardware and systems are in place at the customers' site, these systems will be replicated off-site for the purposes of backup and restore.	D		
	The supplier will utilise and support any existing server hardware that is already in place at the customers site or provided by the customer in the future within a pre-defined number of servers.	HD		
	The supplier will support and maintain workstations and mobile devices that are already in use by the customer along with any additional workstations and mobile devices purchased.	M		

	Specification Item	Schedule	Supplier Response	Supplier Score
	The supplier will support and maintain networking equipment that is already in use by the customer along with any additional networking equipment purchased by the supplier on behalf of the customer. (See Current ICT Asset Register).	M		
	The supplier will utilise the current broadband provision in place at the customers sites.	M		
	The supplier will provide hardware support to any servers which are currently in use by the customer as long as the hardware and software are within warranty.	M		
	The supplier will provide support for the customers' existing networking hardware and software.	M		
	The supplier will provide hardware support to any mobile devices and workstations used by the customer. (See Current ICT Asset Register).	M		
	The supplier will provide hardware and software support for the customers wireless network to include internal customer and external guest access.	M		
	The supplier will provide hardware and software support for the customers audio visual equipment.	HD		
	Core systems' user accounts and access security will be managed by the supplier however the customer will authorise access to these systems and retain administrator level security where necessary.	M		
	The supplier will provide access to the Microsoft 365 platform along with support, assistance and guidance for a suite of applications within the Microsoft 365 platform	M		

	Specification Item	Schedule	Supplier Response	Supplier Score
	to include but not limited to Microsoft Teams.			
	The supplier will provide an Active Directory domain for the customer to facilitate centralised control of Microsoft windows Accounts and Computers	M		
	The customers Active Directory domain will remain the property of the customer but will be managed by the supplier.	M		
	The customer will reserve the right to purchase their own hardware and software directly with external providers.	M		
	The supplier will carry out server, workstation and mobile device security patching in line with recommendations by the software manufacturer or at the request of the customer.	M		
	The supplier will maintain any warranties relating to hardware or software on behalf of the customer.	M		

Current ICT Asset Register

Academy	Asset Description - Hardware	Number on site
Hill View Infant Academy	Network cabling – minimum Cat5 or above	N/A
	Network cabinets	4
	Network switches:	
	8 port D-Link DGS-1210	1
	24 port D-Link DGS-1210	4
	48 port D-Link DGS-1210	2
	Wireless Network – Aruba 205 AC system with 17 access points	1
	Dell Poweredge T430 Server (warranty until April 2021) Hosting 4 Virtual servers. (SIMS, Application Server, File Server & AD Domain Controller)	1
	Promethean ActivPanel V3 65"	12
	Promethean proactive Interactive Board with Benq projector	2
	Administration Workstations	7
	Whiteboard Workstations	16
	Staff Laptops	20
	ICT Suite	15
	Breakout Areas	7
	Classroom Laptops	50
	iPads	67
Hill View Junior Academy	Network cabling – minimum Cat5 or above	N/A
	Network cabinets	4
	Network switches:	
	8 port D-Link DGS-1210	1
	10 port Netgear PoE	1
	24 port D-Link DGS-1210	5
	48 port D-Link DGS-1210	2
	Wireless Network – Aruba 205 AC system with 16 access points	1
	Dell Poweredge T440 Server (warranty until March 2024) Hosting 4 Virtual servers. (SIMS, Application Server, File Server & AD Domain Controller)	1
	Promethean Activ Panel i-Series 65"	16
	Promethean proactive Interactive whiteboard with Benq MP626 projector	1
	65" uTouch Interactive touch screen	1
	Administration Workstations	9
	Whiteboard Workstations	20
	Staff Laptops / Pupil Laptops	64
	ICT Suite	31
	Breakout Areas	2
iPads	526	

Provider	Asset Description - Software	Description
2Simple	Purple Mash	Cloud Based Remote Learning Application
Hoge100	Dimensions FMS and portal	Cloud Based Finance System
Showbie	Showbie Pro Subscription	Cloud Based Remote Learning Application
CPOMS	CPOMS	Cloud Based Safeguarding System
Capita	SIMS	On-Premise School Management System
EduSpot	School Money System	Cloud System
Zoom	Zoom	Cloud Based Video Communications Application
Survey Monkey	Survey Monkey	Cloud Based Survey Application
One IT	Zulu Desk	Cloud Based IPad Management Application

****Further detailed Asset information can be provided on request***