



Hull Collaborative Academy Trust

QUALIFYING QUESTIONNAIRE

V4.0

ICT Managed Service

**To be completed and returned with supporting documents by
Midday on the 17th February 2020**

To: Mrs Vanessa Nolan

E-mail to vnolan@themarvellcollege.com

To: Mr Geoff Chandler

E-mail to Geoff.chandler@moxton-education.com

Electronic Submission will be acceptable at this Stage

BASIS AND CRITERIA FOR ACCEPTANCE
ICT Managed Service Tender
SHORT- LISTING PROCESS

This qualification questionnaire is divided into three sections.

Section A requires you to provide background information about your company.

Section B requires you to provide evidence that you satisfy the Trust's requirements to be considered for inviting to tender. Any items where the Trust at its sole discretion considers that you do not meet its requirements will preclude your company from being invited to tender.

Section C requires you to provide references that match as closely as possible the services to be provided under this contract. Referees will be asked to provide information about your performance and your delivery of the service to the contract standard.

These responses will be ranked by the Trust and a minimum of the top 5 companies shall form the basis of the shortlist of companies invited to tender for a 5-year ICT Service, provided that they continue to express an interest to do so.

Should applicants have any questions regarding this pre-qualification process or the information provided please submit them to Mr Geoff Chandler via e-mail, Geoff.chandler@moxton-education.com CC vnolan@themarvellcollege.com or by telephone 07970 661087. The closing date for applicants to submit questions is 5pm on the 10th February 2020. The Trust will provide an electronic response to all questions and to all applicants who have expressed an interest by 5pm on the 12th February 2020 **or before.**

Completed Qualification Questionnaires, with all relevant additional information, must be submitted to the Trust by **Midday on the 17th February 2020**. Submissions received after this date and time may not be accepted.

Companies are advised that failure to respond to all the questions within the Qualification Questionnaire and / or failure to submit the necessary supporting documents and / or failure of referees to respond to reference requests may render their submission non-compliant and as such they may not be invited to receive the ITT for the Hull Collaborative Academy Trust

Background

The Hull Collaborative Academy Trust (HCAT) is a Trust of 15 Academies around Hull and the East Riding of Yorkshire. All of the Academies are Primary settings except The Marvell College which is a Secondary setting for 11-16 year olds.

The Trust Website is www.hcat.org.uk.

Academy	Pupil Numbers
Thoreseby	540
Dorchester	339
Bellfield	253
Collingwood	329
Wansbeck	252
Westcott	280
Sutton Park	393
Pearson	225
Wheeler	438
Gilberdyke	254
Longhill	402
Eastfield	628
Stockwell	372
Withernsea	561
The Marvell College	1131

The Trust has a mixed approach to its support for ICT. The Marvell College was a new build PFI school opened in 2013 and became an Academy in 2016 when it also renamed itself from the Andrew Marvell College to [The Marvell College](#). During this time, it has had a fully managed out-sourced ICT service from RM but this contract comes to an end at the end of August 2020. The other Academies are supported by local providers and have a range of end dates for their support.

Going forward

Going forward the Trust needs to undertake a procurement process for The Marvell College and this is the main focus of this procurement. This said, given the complexities, time and effort needed to undertake what will need to be an EU procurement process it is obviously worthwhile encompassing the remaining Academies, as an option for goods and services, into this procurement.

In addition to the provision at The Marvell College this procurement will therefore enable the Trust, at its sole discretion to;

- include managed service provision for other Academies (current and for schools/Academies that may join the Trust in future)
- purchase goods and/or services for Academies other than The Marvell College that are part of the Trust

This procurement

However, for the avoidance of doubt, this is a procurement process focussing on The Marvell College but with other options to purchase goods and services on behalf of the Trust's other Academies at the Trust's sole discretion throughout the lifetime of the contract. Any new service contracts that could be entered into during the lifetime of the contract period would co-terminate with the end of the service for The Marvell College.

The Marvell College is also the head office of the Trust. The College has 1131 Students on a rising role and 120 members of staff and was rated by OFSTED as Good in all categories when it was inspected in June 2019. The Academy Website is www.themarvellcollege.com

In terms of this procurement, the companies identified from these shortlisting questions to receive the ITT will then receive a detailed set of requirements. For the purposes of this shortlisting stage bidders should assume that the ITT will include, but not be limited to;

- a core 40-week service with options for additional days and weeks
- service desk and service desk software
- any additional staffing that bidders deem necessary to deliver the SLA
- responsibility for design, specification, installation and management of all ICT infrastructure
- supply of goods and services based on an agreed Best Value (BV) approach
- management of all ICT against an agreed SLA
- management of 3rd parties
- relevant monitoring, management, patching and reporting
- training – technical and curriculum as necessary
- expectation that the provider will drive innovation
- risk registers and inventory management
- strategic direction of ICT advice to the Trust
- collective partnership targets regarding support for employability of students
- technical interface to the PFI FM provider for the passive infrastructure and security systems

Bidders should note the following;

- There will be no requirement to TUPE staff from the College
- There will be a requirement to TUPE one member of staff from the incumbent supplier

At a high level the estate of devices and other technology at The Marvell College encompasses the following.

		Warranty End Date	
56	IWB		
56	Projectors		
150	Staff Laptops	2017 - 2022	
34	Admin Desktops		
51	Macbook Pro	2017	
126	Tablets (ipad)	Various	
21	Library Desktop	2005	
55	Pupil Desktops	2017	
98	Pupils Desktop	2020	
276	Pupil Laptops	2017	On Trolleys
15	Pupil Laptops	2022	On Trolleys
642	Pupil Devices		
826	Total User Devices		

Further details and more detailed information about the network solution will be provided to those bidders who are shortlisted to receive the ITT but the key additional project planned for the Summer holidays of 2020 is a Networking refresh.

The managed service will not include the provision of the primary Academies in the first instance. These maybe added in the future and a methodology and indicative pricing against a set of scenario requirements will be set out further in the ITT.

The value of this procurement has been set with an upper limit of **£2.0m** over a 5-year period.

This includes the following:

MANDATORY: The Marvell College

- Managed Service - Opex
- Refresh of hardware and software as necessary and affordable throughout the lifetime of the contract – Capex
- Maintenance of any refreshed equipment as replaced throughout the lifetime of the contract – Opex

OPTIONAL:

Other HCAT Academies

- Managed Service for up to 20 Primary Settings
- Refresh of hardware and software as necessary and affordable throughout the lifetime of the contract – Capex
- Maintenance of any refreshed equipment as replaced throughout the lifetime of the contract – Opex
- Addition of new academies

Selection Criteria

The objective of the evaluation process is to assess the responses to this questionnaire and select potential contractors to proceed to the next stage of the procurement. Shortlisting will be based on the matters set out below.

- a. Economic and Financial Standing – contractors must be in a sound financial position and able to demonstrate appropriate financial viability to perform the service to participate in a procurement of this size. (Please answer questions as the bidding company, but if the bidding company is part of a Group please provide 3 years of Group accounts in addition).
- b. Contractor Track Record - contractors must be able to demonstrate a successful track record of providing similar works to those envisaged
- c. Supplier technical capacity and capability – assessment of the technical ability and core competences of contractors.

Stage 1

The information supplied by applicants will first be checked for completeness and compliance with eligibility requirements before responses are evaluated. The Trust reserves the right to reject/disqualify any application that is incomplete or non-compliant.

Stage 2

Selection for inclusion within the tender list will be based on evaluation of the PQQ/SQ questions on the following criteria.

Technical capacity

1. Evidence of at least 5 years' experience in the provision of ICT Services to the Education sector along with appropriate in-house systems, technical capability and key personnel with good technical knowledge. This includes evidence of ability to deliver to contract standards drawn from references.

Economic and financial standing

2. Evidence of economic and financial standing in respect of viability to perform the services including the submission and evaluation of three year's detailed financial accounts, the latest not more than 18 months old. **Pass/Fail**
3. Suitable insurance cover. Public Liability to a minimum of £5,000,000 per occurrence, Employer's Liability to a minimum of £10,000,000 (or statements that these will be obtained if awarded the relevant contract(s)). **Pass/Fail**
4. A sound record of and clear policies of quality standards including, health & safety, e-safety, GDPR and equality. **Pass/Fail**

The Trust reserves the right not to select a potential contractor who has been assessed as having material weaknesses in one particular area covered by these PQQ/Initial selection questions, notwithstanding acceptable or even strong responses in all other areas.

The Trust gives no guarantee of the volume of work to be awarded under the contract and reserves the right to carry out work in-house.

Timescales

We expect the following timeframes to be adhered to following the submission of the PQQ/Initial selection questions. These timeframes are provided as indication only to support bidder planning and cannot be guaranteed.

Activity	Indicative Dates
Procurement published in European Journal	15 th January
PQQ available	15 th January
PQQ Clarifications open	15 th January
PQQ Clarifications close	10 th February
Latest date for last clarification responses	12 th February
PQQ Submission date	17 th February
Indicative Timescales	
PQQ Shortlisting announced to bidders	24 th February
ITT Stage meeting for shortlisted bidders	28 th February
Issue of ITT	28 th February
Clarifications open	28 th February
Clarifications close	16 th March
Latest date for last clarification responses	20 th March
ITT Submission	30 th March - Midday
Bidder presentations – ICT Management team all day	14 th April
Requirement for Best & Final Offers issued (Final 2 bidders – If needed)	15 th April
Clarifications Open	15 th April
Clarifications Close	24 th April
Best and Final Offers received	29 th April
Award decision notice sent to bidders	1 st May
Standstill period ends	15 th May – 5pm
Moxton – Contract finalisation with preferred bidder	Mid June
Contract award notice published	Late June
Chosen bidder enablement	Summer Term
TUPE Process completed	Summer Term
Contract starts	1 st September 2020

Note: The Trust reserves the right to award the contract following ITT stage presentations and full review if it deems that no negotiation phase is needed. I.e the phases from the 14th April to the 29th April may not be used and subsequent dates will be adjusted as necessary.

Hull Collaborative Academies Trust

ICT Service
Initial Selection QUESTIONNAIRE

Questions should be answered in the name of the applying company, not a parent or holding company (unless indicated to do so in the questions).

Supporting documents should be included where applicable.

SECTION A – BACKGROUND INFORMATION ABOUT YOUR COMPANY

1. Name of company making application:

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2. Name of person dealing with this application.

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3. Address and telephone number and email address for correspondence:

ADDRESS;
Telephone
Mobile Phone
Email:
Company Web Site Address:
DUNS Number
Registered VAT Number
Name, Date of Birth, Nationality of those persons with PSC (Person of Significant Control) – Please note that criminal records checks for relevant convictions maybe undertaken for the PSC of the preferred supplier.

4. Registered Office (if different from above):

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5. Does the company operate as a sole trader, partnership, private limited company, public limited company or other? Please specify:

6. Company Registration Number and date of Registration (if applicable)

7. Details of the Ultimate Parent Company

- a. Full name
- b. Registered Address
- c. Company registration number
- d. DUNS Number

8. A brief history and outline of your company, including details of the management structure and the current number of employees. Larger companies should provide details of the regional or local structure (including a structure chart) that might be involved with this contract (please use separate sheet as necessary):

9. Please list the relevant Associations your company is currently a member of

10. Please provide the following information about your approach to this procurement

Bidding model					
Question		Response			
Are you bidding as the lead contact for a group of economic operators?		Yes <input type="checkbox"/> No <input type="checkbox"/>			
Name of group of economic operators (if applicable)					
Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.					
Are you or, if applicable, the group of economic operators proposing to use sub-contractors?		Yes <input type="checkbox"/> No <input type="checkbox"/>			
If you responded yes to the use of sub-contractors, please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.					
Name					
Registered address					
Trading status					
Company registration number					
Head Office DUNS number (if applicable)					
Registered VAT number					
Type of organisation					
SME (Yes/No)					
The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables					
The approximate % of contractual obligations assigned to each sub-contractor					

SECTION B – TRUST REQUIREMENTS FOR CONSIDERATION FOR INCLUSION ON THE SHORTLIST

1. Give details of any partner, director or associate who, in the last five years, has been involved in a firm that has been liquidated or gone into receivership:

2. Has any employee who might deliver this service been convicted by a court of an offence concerning his/her professional conduct?

3. Has your company had a contract terminated or failed to receive a contract renewal, other than as a result of competition? If yes, please provide brief details.

4. Please state the details of any outstanding claims or litigation against the company.

5. Please name the key personnel who would be involved in this contract if your company were to be awarded the contract, and outline their technical qualifications and length of relevant experience

6. ACCOUNTS / FINANCIAL INFORMATION

- (a) Please submit copies of audited or approved accounts (including group consolidated accounts if the company is part of a group) for the last three financial years,

Enclosed? **YES** **NO**

- (b) The Trust will apply its financial tests to your accounts including the requirement that turnover should be at least four times the annual value of the contract or at another level as specified solely at the Trust Business Manager

(c) Please submit the names and addresses of your bankers.

Enclosed? YES NO

7. CONFLICTS OF INTEREST

Please detail what measures are in place to avoid any conflict of interest that could prejudice independence and objectivity during the tendering process and performance of the contract.

8. INSURANCE

The Trust requires all of its contractors to maintain;

(a) Employer's Liability insurance to a minimum value of £10,000,000;

Proof of insurance Enclosed? YES NO If not, explain why?

(b) Public Liability insurance to a minimum of £5,000,000 per claim;

Proof of insurance Enclosed? YES NO If not, explain why?

Please submit copies of cover notes showing that such insurance policies are in place or provide a statement confirming that your company would take out such insurance cover if awarded the contract.

9. HEALTH AND SAFETY

(a) Please enclose a copy of your Health and Safety Policy (covering General Policy, Organisation and Arrangements) and any codes of safe work practices issued to employees.

Enclosed? YES NO

(b) Please enclose details of prosecutions or notices served on your firm by the Health and Safety Executive (or otherwise) in the last three years

Enclosed? YES NO N/A

10. EMPLOYMENT PROCEDURES

Please enclose a copy of your procedures which should include:-

- (a) assurance of checks on the eligibility of prospective employees to work in the UK;
- (b) requirements for employees to disclose criminal convictions; and

Enclosed? **YES** **NO**

11. ENVIRONMENTAL POLICY

Please enclose a copy of your environmental policy

Enclosed? **YES** **NO**

12. BUSINESS / TECHNICAL CAPABILITIES

Please provide details of membership of any appropriate trade associations / federations.

Does your company hold;

- ISO 9001 certification? **YES** **NO**
- ISO 14001 certification? **YES** **NO**
- ISO 27001 certification? **YES** **NO**

13. OTHER REQUIRED POLICIES & STATEMENTS

Please enclose a copy of your policies for:

- (a) Data Protection Policy/GDPR
- (b) E-safety
- (c) Modern Slavery Statements

14. EQUAL OPPORTUNITIES QUESTIONNAIRE

Background

Your firm will be evaluated for equality in employment and service delivery on the basis of your answers to these questions. Please ensure that you answer every question and you provide sufficient information to enable the Trust to make a fair and accurate assessment of how you have dealt with equality issues. Please supply evidence to support your answers.

1. Is it your policy as an employer to comply with your statutory obligations under the Race Relations (Amendment) Act 2000, Disability Discrimination Act 2005, the Employment Equality (Age) Regulations 2006, the Equality Act 2006 and the Equality Act 2010 or any statutory modification or re-enactment thereof or any other statutory provision relating to discrimination in employment or the provision of services? Accordingly, is it your practice not to discriminate directly or indirectly on the grounds of colour, race, nationality, ethnic or national origins, sex, marital status, gender reassignment, disability, sexual orientation, religion, belief or age (“unlawful discrimination”) in relation to your decisions to recruit, select, remunerate, train, transfer and promote employees and in the provision of education, housing, goods, facilities or services, or other public functions (‘provision of services’) to the public?

YES **NO**

2. In the last three years, has any finding of unlawful discrimination in the employment field been made against your company by an employment tribunal, the employment appeal tribunal or any court, or in comparable proceedings in any other jurisdiction?

YES **NO** If yes, please provide details including what steps your company has taken in consequence of that finding?

3. In the last three years, has your company been the subject of formal investigation by the Equal Opportunities Commission, Disability Rights Commission or Commission for Equality and Human Rights, Commission for Racial Equality, or any comparable body, on the grounds of alleged unlawful discrimination in the employment field?

YES **NO** If yes, please provide details including what steps your company has taken in consequence of that finding?

4. Are your policies on equal opportunities in employment and service delivery set out in;
- (a) instructions to those concerned with recruitment, selection, remuneration, training, promotion and provision of services;
 - (b) documents available to employees, recognised trade unions, or other representative groups of employees;
 - (c) recruitment advertisements or other literature available to staff/the public;
 - (d) instructions to managers
 - (e) instructions to staff
 - (f) a staff conduct or disciplinary code; and
 - (g) leaflets or other literature available to the public:

YES **NO**

5. If your answer to either (a), (b), (c), (d), (e), (f) or (g) in question 5 is 'No', can you provide other evidence to show how you promote equal opportunities in employment and the provision of services?

6. If you are not currently subject to UK legislation, please supply details of your experience in complying with equivalent legislation that is designed to eliminate discrimination and to promote equality of opportunity?

7. In the last three years, has any contract with your company been terminated on grounds of your failure to comply with:

(a) legislation prohibiting discrimination; or

(b) contract conditions relating to equal opportunities in the provision of services?

YES **NO**

8. If the answer to question 7 is yes, what steps have you taken as a result of that finding?

**SECTION C – INFORMATION ABOUT CURRENT OR RECENT SIMILAR CONTRACTS
PERFORMED BY YOUR COMPANY AND REFERENCES**

1. OUTLINE OF COMPANY'S EXPERIENCE

Please provide details of your company's experience in the last three years of providing *ICT Managed Services and the implementation of ICT Projects as part of the managed service to the Education sector relating, where possible, to the sort of environment that HCAT is tendering for.*

Please use and add extra sheets if required.

2. REFERENCES

2.1 Referring to the information provided above, please provide the names, full addresses and telephone numbers of two organisations, , for which your company is or have within the last 3 years provided services relevant to the Trust's requirements and to whom reference can be made as to the standards provided by, and the performance of, your company.

Be aware that it is your company responsibility to ensure that referees respond in a timely fashion as the responses to reference questions will form a material element in the evaluation at this stage

Referee 1

Name of Organisation	Contact name	Nature of contract	Postal & E-mail address	Telephone number

Referee 2

Name of Organisation	Contact name	Nature of contract	Postal & E-mail address	Telephone number

CERTIFICATE

I declare that to the best of my knowledge the answers submitted, and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of fraudulent misrepresentation.

Contact details and declaration	
Question	Response
Contact name	
Name of organisation	
Role in organisation	
Phone number	
E-mail address	
Postal address	
Signature (electronic is acceptable)	
Date	