

Ysgol Uwchradd Teilo Sant yr Eglwys yng Nghymru
St Teilo's Church in Wales High School

Prifathro/Headteacher: Mr I Loynd

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Procurement Documentation
Including Specification for

**ICT Managed Services for Support and
Maintenance of School ICT and
Telecommunication Infrastructure
*at St Teilo's School***

January 2021

www.stteilos.com

Cyngor Sir Dinas a Sir Caerdydd/The County Council of the City and County of Cardiff
Esgobaeth Llandaf/Diocese of Llandaff

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SPECIFICATION FOR ICT MANAGED SERVICES FOR SUPPORT AND MAINTENANCE OF SCHOOL ICT AND TELECOMMUNICATIONS INFRASTRUCTURE

Thank you for taking interest in St Teilo's procurement of ICT Managed Services for support and maintenance of the school's ICT and telecommunication infrastructure. St Teilo's CIW High School is an Anglican High School based in East Cardiff with a student population of about 1500, 11 to 18 year olds, and a staff of 150 plus. The school attracts pupils with a breadth of ability, socio-economic background and from various districts in the Eastern half of the city. Places are awarded on a faith basis (Foundation) and community basis (Open) in line with the Admissions Policy. The current premises are a purpose built new site to which the school moved in September 2013. The premises are also let to the local community and on a commercial basis out of school hours.

In your tender, please outline clearly how you would address the following:

SECTION A: ICT & TELECOMMUNICATIONS REQUIREMENTS

Please outline your proposed service in detail to ensure that the school ICT infrastructure is managed to an excellent standard. How would it address the following key requirements? Currently the ICT Technician post is vacant. Please submit two solutions to the school in your tender, one based on the two positions in place (both Network Consultant and ICT Technician) and the other based on the Network Consultant only, but with any additional other appropriate provision to ensure the same standard of service delivery. For the purposes of this section please outline how each solution would meet the needs of the school and ensure that the ICT infrastructure is managed to an excellent standard. Please address the costs under Section B 2 Costs below.

Onsite Support

- onsite staffing structure; currently full-time Network Consultant and a full-time ICT Technician under current ICT managed service. As above please note that currently the ICT Technician post is vacant.
- provision for individual cover on site for long term individual absence (greater than 10 working days). Please prescribe the arrangements you would put in place.

Third Line or Remote Support

- unlimited "third line" or remote Support via managed ICT services support structure or team. This should be available Monday to Friday, 8am to 6pm, excluding Public and Bank Holidays.
- support to be provided by telephone and remote access.
- this support to be provided to cover illness and contingency, and where unexpected and more complex issues arise.

Network Monitoring & Preventative Maintenance (Security) & Business Continuity

- provision for 24/7 network monitoring, alerting and preventative maintenance, to ensure the ICT infrastructure is protected from viruses, malware and third party attacks (and such like). Describe the anti-virus solutions you have in place for the systems you will be providing.
- provision of appropriate systems support for core ICT infrastructure (servers, storage and backup, firewall, router, switches, etc.) The monitoring of school devices. Describe the anti-virus solutions you would put in place for the systems you will be providing.
- provision of business continuity arrangements giving details of how you would ensure continuous service, including time it would take to restore services and plans to provide reads at critical time
- provision of disaster recovery procedures and methodology that would be used, including: backup, the recovery procedure for the system provided, restoration times, testing that would be required, regular testing that would be carried out.

Service & Contract Maintenance

- Please see Section B subsection 4 below “Service & Contract Maintenance including Effective & Quality Communication with the school and Key Performance Indicators (KPIs).”

Helpdesk

- Use of Connectwise Helpdesk Package Analyst License (Per Individual) or similar package with unlimited end user licenses. Includes updates and service changes for Connectwise or similar package (Monday to Friday, 08:00 to 18:00).

Asset Management System

- Use of an appropriate asset management system such as AuditWizard Asset Management System with annual maintenance, updates and new versions services.
- To be audited every term.
- To be promptly updated with new arrivals and disposals according to school financial regulations and practises.

SECTION B: SUPPLIER REQUIREMENTS

1 Quality Service and Experience

Please outline your company's experience of ICT Management Services in the education sector. Explain how you would effectively ensure high standards of ICT managed services at St Teilo's CIW High.

2 Costs

Please outline clearly the costs that you will charge, giving a final annual total amount for the services you would deliver. You should give a clear itemised breakdown of how you would arrive at this calculation.

You should specify/include

- if fixed cost or not
- RPI converted
- all staff hours worked a week
- all staff pay rates and NI and any other on-cost rates including pension rates conforming to TUPE requirements and the requirements of the Welsh Government regulations for the Revised Code of Practice on Workforce Matters including pensions – please see

<https://gov.wales/transferring-public-sector-staff-tupe-code-practice> and documents listed.

- holidays
- material allowances and any VAT to be charged
- admin and insurances and any VAT to be charged

As referred to in Section A: Onsite Support above, currently the ICT Technician post is vacant. Please submit two quotes to the school in your tender, one based on the two positions (both Network Consultant and ICT Technician) and the other based on the Network Consultant only, but with any additional other appropriate provision costed in to ensure the same standard of service delivery. For the purposes of this section please outline costs of the two alternatives.

You should clearly state these costs for a fixed 3 year contract with an option of 1 additional year at the school's discretion.

If **additional ICT services** were required in relation to any school events or requirements additional to the normal running of the school, explain how you would be able to provide this and provide exact breakdown of costs involved as above including hourly rates.

Please note that company holidays should be taken outside of term time and in school holidays except in exceptional circumstances.

Please note that the minimum wage to be paid at all times is the current non-London rate of the Real Living Wage as calculated by the Living Wage Foundation currently £9.30 (as of January 2021) and with further increases for 2020/21 and 2021/22 to be announced, please see:

<https://www.livingwage.org.uk/what-real-living-wage>

This is non-negotiable and must be paid at all times at its current level, with any increases to be made exactly in line with the Real Living Wage Foundation at the time that those increases come into effect. This must also be reflected in the contract and is required to be priced accordingly in any tender submitted.

3 Contract

Details of contract model to be used. Please provide a copy of the contract setting out your terms and conditions for all services. The contract will be for a fixed 3 year period with an option of 1 additional year at the discretion of the school's Governing Body.

4 Service & Contract Maintenance including *Effective & Quality Communication with the school and Key Performance Indicators (KPIs)*

Explain how you would propose to manage and administer the contract to ensure effective communication with the school and customer satisfaction. Please include details of

- method of service delivery management for service, contractual, operational and performance management
- how you would monitor service level and produce monthly (periodic) reporting from appropriate monitoring and tracking / audit systems
- attendance at monthly service review meetings with school management
- how would you monitor and ensure that identified KPIs are met, such as minimal complaints from staff, and meeting targets for customer satisfaction including that of students, staff and governors

Outline how your company would use a support line for matters raised by the school.

5 Implementation Mobilisation and Absorption of current work force

Please provide details of your implementation/continuation plan to support the delivery of the managed service solution.

The current workforce would be subject to TUPE including all Welsh Government requirements for employment and pension terms and conditions. We require pension rights to be transferred on same or equivalent terms as currently enjoyed

in line with Welsh Government guidelines. Explain the process and manner in which you would absorb the existing workforce into your organisation, ensuring their goodwill, wellbeing and motivation, whilst upholding high standards and productivity and efficient work practices. How would you guarantee a satisfactory negotiation and agreement with the current workforce?

6 Ethos

How would you build and maintain good relations with the school, and support the ethos of the school and its mission, its Anglican faith and the local community.

7 Training including Health & Safety Training

Explain how you would ensure that all ICT Managed Service staff on site would undertake appropriate and suitable basic Health and Safety training when working around the school's ICT equipment.

8 Safeguarding & Child Protection

You should outline the process by which you will guarantee that all members of staff working at the St Teilo's site or who have access to school systems are vetted under the DBS, Disclosure and Barring System, to the enhanced level of disclosure, and that these records are carefully monitored and updated and any changes are communicated post haste to the school. You should outline how you would ensure all members receive initial safeguarding and child protection training and how you would ensure all members of staff on site can update their safeguarding and child protection training as required.

9 Health & Safety and Environment

Please outline how you would ensure that your business and all the members of your staff in connection with St Teilos conform strictly to the highest standards of health and safety practice, and conformity to compliance and regulations at all times.

Please provide the Health and Safety statement and policy as required below. You should explain in conjunction with this how you would ensure any Health and Safety issues that would concern schools users are communicated effectively in the school. Please submit Health and Safety Policy for area of work.

State how you would ensure high standards of environmental control and compliance with regard to disposal of ICT equipment in accordance with applicable regulations and ISO14001 environmental standards.

How would you notify the school's Estates department of any equipment that is not labelled as PAT tested/or has not been PAT tested?

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SECTION C: KEY DOCUMENTS

In addition to any documentation required by the Pre-Qualification Questionnaire

Please provide the following documentation in addition.

1. Health and Safety Statement and Policy
2. Method Statement
3. Copy of your Liability Statement – insurances and indemnities including Public Liability (minimum of £10million), Product Liability, Third Party Liability and Professional Indemnity
4. Risk Assessments

SECTION D: PROCESS

Restricted Process

Contact

Main point of contact at the school is Mr. A. Lewis Business Manager

Email a.lewis@stteilos.com

Telephone - +442920547180

No fax

Address: St. Teilo's CIW High School, Circle Way East, Llanedeyrn, Cardiff, CF23 9PD

Communication

All by email to contact person above unless agreed otherwise.

Procurement documentation

This will be available on the school website at: www.stteilos.com under the 'About Us' section.

The documents will comprise

A – This specification document you are reading

B – PQQ Pre-Qualification Documentation

C – Scoring Criteria for Tenders

D – Template for Tender Response

E – Sell2Wales Notice

Should you require any other information, please contact Mr. A. Lewis Business Manager as above.

Pre-Qualification Questionnaire PQQ

This must be returned by email below with a Letter of Request to Participate.

Period 1 – 13th January to 15th February – Pre Qualification Information Period

Period 2 – 19th February 22nd March – Period for submission of tenders by those invited

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Tender Submissions

Tenders will need to be submitted in 2 separate sections

1 – Part A: Commercial & Price (Sections B1 & 2) to be submitted to Karen Evans at K.Evans@stteilos.com in a separate email.

This part of the overall tender to be submitted separately and to be opened by the Chair of Finance Committee and Head (to be scored separately from Part B Technical Solution and Service).

2 – Part B: Technical Solution and Service (Section A and Sections B3 – 9) to be submitted to Karen Evans at K.Evans@stteilos.com in a separate email.

This part of the overall tender to be opened by the Chair of Premises Health and Safety Committee and the Business manager (to be scored separately from Part A: Commercial and Price).

Nobody who may be called upon to assess Part A Commercial and Price will take part in the assessment of Part B Technical Solution and Service, and vice versa, before completion of assessment for both Part A and Part B. No assessor during their assessment may share any information with any other assessors, before completion of all assessments in Parts A and B.

Timeline

13th January: Request to Participate 30 days PIN Notice on Sell2Wales and Find a Tender (FTS) UK. Applicants must complete and return the PQQ along with a Letter of Request to Participate.

15th February: Closure of Request to Participate 14.00 (2.00 PM)

w/c 15th February: Governors Pre-Qualification Questionnaire evaluation as submitted by applicants.

19th February: Parties notified of result of Request to Participate and opening of time period for submission of Tenders

2nd March: Visit of Tendering Parties to site (subject to current COVID 19 Health & Safety restrictions, risk assessment and advice). Time to be arranged.

22nd March: Closure for Tenders 12.00 pm

22nd March: pm Tenders submission deadline has passed and tenders to be received and opened by procedure stated in Tender Submissions above. Individual members of Commercial and Price Panel and Technical Solution and Service Panel to receive tenders for individual scoring assessments

Individual scoring assessments to take place before 9th April 2020.

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w/c 12th April 2020: Panels to meet individually to identify and raise any queries

w/c 12th April 2020: Start of any queries being raised with Tendering Parties
deadline 23rd April 2020 10.00 am for response

w/c 26th April 2020 Panels to meet individually to share individual and complete
overall scoring and raise any final queries.

6th May: Panels to report to Premises and Finance & Staffing Committees, and
committees to make final evaluations for recommendation to Full Governing Body
and also for financial scrutiny and due diligence for recommendation to and
reassurance for the Full Governing Body.

13th May: Full Governing Body decision with regard to awarding winning tender

14th May: Award Decision notice drawn up, "Alcatel" Letter issued and period of
standstill commences - 10 days

31st May: Any period of notice given and contract concluded

1st September: New Contract comes into place