

# Tender Template for Response: **ICT Managed Services for Support and Maintenance of ICT and Telecommunication Infrastructure Services at St Teilo's School**

**Company Name:** \_\_\_\_\_

***Please Note***

*Tenders will need to be submitted in 2 separate sections*

*1 – Part A: Commercial & Price (Sections B1 & 2 of Main Procurement Document) to be submitted to Karen Evans at [K.Evans@stteilos.com](mailto:K.Evans@stteilos.com) in a separate email.*

*2 – Part B: Technical Solution and Service (Section A and Sections B3 – 9 of Main Procurement Document) to be submitted to Karen Evans at [K.Evans@stteilos.com](mailto:K.Evans@stteilos.com) in a separate email.*

## Part A: Commercial & Price (to be submitted separately)

### 1: Contract Terms and Conditions

Please outline ....

*For continuation please expand box or add on separate sheet*

#### Note (and this is not an exhaustive list)

*Details of contract model to be used. Please provide a copy of the contract setting out your terms and conditions for all services. These should conform 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/sites/default/files/publications/2019-09/revised-code-of-practice-on-workforce-matters.pdf> and documents listed.

*Contract terms are reasonable and acceptable. Please provide details of an appropriate contract, similar to the scope detailed in this specification, managed by your Company. Please include an overview of the services provided and an indication of length of contract and value.*

### 2: Price

Please outline ....

*For continuation please expand box or add on separate sheet*

## **Note (and this is not an exhaustive list)**

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 the Mina Procurement Document Section A: Onsite Support and Section B 2 Costs , 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 part of the tender 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.

## **Part B: Technical Solution and Service (to be submitted separately)**

### **Technical Solution**

<b>1: ICT and Telecommunications Requirements</b>
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<p><b>Please outline ....</b></p>
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<p><i>For continuation please expand box or add on separate sheet</i></p>
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#### **Note (and this is not an exhaustive list)**

*Currently the ICT Technician post is vacant. Please submit two solutions 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 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 Part A 2 Price above.*

*Please outline clearly how you would meet the requirements of the school with regard to the schools specification, including:*

#### *Onsite Support*

- onsite staffing structure; currently full-time Network Consultant and a full-time ICT Technician under current ICT managed service. 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.*

*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.*

*Details of processes, personnel and equipment involved should be included.*

## **Service & Quality**

<b>1: Quality Service and Experience</b>
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<b>Please outline ....</b>
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*For continuation please expand box or add on separate sheet*

**Note (and this is not an exhaustive list)**

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

**Please outline ....**

*For continuation please expand box or add on separate sheet*

**Note (and this is not an exhaustive list)**

*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.*

### 3: Implementation Mobilisation & Absorption of Current Workforce

Please outline ....

*For continuation please expand box or add on separate sheet*

#### **Note (and this is not an exhaustive list)**

*Provide detail 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?*

### 4: Ethos

Please outline ....

*For continuation please expand box or add on separate sheet*

#### **Note (and this is not an exhaustive list)**

*Please provide details of 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.*

## 5: Training including Health & Safety Training

Please outline ....

*For continuation please expand box or add on separate sheet*

### **Note (and this is not an exhaustive list)**

*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.*

## 6: Safeguarding

Please outline ....

*For continuation please expand box or add on separate sheet*

### **Note (and this is not an exhaustive list)**

*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.*



## 7: Health & Safety and Environment

Please outline ....

*For continuation please expand box or add on separate sheet*

### **Note (and this is not an exhaustive list)**

*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 & 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 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 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?*

### **Documents attached**

- Health and Safety Statement and Policy
- Method Statement
- Copy of your Liability Statement – insurances and indemnities including Public Liability (minimum of £10million), Product Liability, Third Party Liability and Professional Indemnity
- Risk Assessments
- Any other relevant document requested