

Keystone Academy Trust

QUALIFYING QUESTIONNAIRE

V2.0

ICT Managed Service

To be completed and returned with supporting documents by Midday on the 1st July 2021

To: Mrs Tracey Roscher

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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_tracey.roscher@longsutton.lincs.sch.uk or by telephone 07970 661087. The closing date for applicants to submit questions is 5pm on the 18th June 2021. The Trust will provide an electronic response to all questions and to all applicants who have expressed an interest by 5pm on the 22nd June 2021 or before.

Completed Qualification Questionnaires, with all relevant additional information, must be submitted to the Trust by **Midday on the 1**st **July 2021**. 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 Keystone Academy Trust

Background

The Keystone Academy Trust (KAT) is a Trust of 7 Lincolnshire Primary schools.

The Trust is characterised by the fact that at this stage of the Trust's development all schools are in broadly rural market towns, north of Peterborough but south of Lincoln.

The Keystone Academy Trust Website is https://www.keystoneacademytrust.org.uk

	Academy Name	Pupils	Designation
1	Long Sutton County Primary School	413	Primary
2	Tower Road Academy	609	Primary
3	Bourne Westfield Primary Academy	680	Primary
4	Surfleet Primary School	87	Primary
5	Lutton St Nicholas Academy	100	Primary
6	Gedney Church End Academy	75	Primary
7	Thurlby Community Primary Academy	199	Primary

The existing KAT schools are currently supported by a single outsourced ICT provider. This contract has been in existence for some years but has now drawn to a conclusion and will finish on the last day of the Autumn Term 2021.

Going forward - This Procurement

This procurement encompasses a full outsource of the ICT service for the Trust schools and Head Office (currently based at Bourne Westfield School) to a single supplier. At the sole discretion of the Trust any future schools that the Trust may incorporate into the Trust will also be added to the ICT contract. Any additional schools will co-terminate to the same end date of the initial contract.

Further details regarding timescales are noted below but in summary this is advertised as a maximum 5 year service with start and end dates as follows:

- Service start date 20th December 2021
- Service end date 19th December 2026

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 all equipment and service regarding ICT, including but not be limited to:

- strategic advice and direction to the Trust regarding ICT
- 24hrs a day 365 days per year monitoring and management service
- a core 42 week onsite service with pro-active and re-active visits
- service desk
- local 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 management, patching and reporting
- training technical and curriculum as necessary
- expectation that the provider will drive innovation
- risk registers and inventory management
- collective partnership targets matched to the objectives of the Trust

The ITT will also require the Strategic ICT partner to provide an education complaint filtering service to the schools. This will be detailed further in the ITT but bidders should assume that compliance with e-safety / PREVENT duty and IWF standards will be required, as will filtering at both school level and remote mobile users with a school / Trust owned device.

Bidders should note the following;

We expect TUPE not to apply from any party.

At a high level the KAT estate of devices and other technology across the Trust encompasses the following. Bidders should not assume that the detail in the table below is accurate. It has been summarised from various sources and is provided for indicative purposes only. The data does not include any devices supplied by the DfE from COVID 19 allocations.

				Summar	ry - Assets			
	Long Sutton	Tower Road	Bourne Westfield	Surfleet	Lutton	Gedney	Thurlby	Total
Admin Desktop	4	6	15	24	1	2	2	54
Admin Laptop	1		20		1	4		26
IWB	13	21	24	4	4	4		70
Laptop Trolley	3		3		1	2		9
Projector	15	3	12		1	1	6	38
Staff Ipad	20				3	3		26
Staff Mobile Device	8	3					14	25
Student Laptop/Chromebooks	109	23	73	27	15	15	23	285
Student Mobile Device	31	36	101	10			30	208
Teacher Laptop	22	21	36	5		3	14	101
Student Desktop		41					7	48
Visulisers			11		4	3		18
Total	226	154	295	70	37	96	96	908
Student Devices	140	100	174	37	15	15	60	541
Teacher / Admin Devices		30	71	29	5	12	30	232
reacher / Aumin Devices	33	30	/1	29	3	12	30	232
Students on Roll	413	609	680	87	100	75	199	
								Averag
Pupil Device Ratio	3.0	6.1	3.9	2.4	6.7	5.0	3.3	4.3

Please note:

- 1] The above figures are currently being refined to also include the DfE COVID supplied equipment. These numbers will be available to those bidders who are shortlisted to receive the ITT.
- 2] Further details and more detailed information about the network solution will also be provided to those bidders who are shortlisted to receive the ITT based on a review that was undertaken in early 2020 and updated in 2021.

The value of this procurement has been set with an upper limit of £1.5m over a 5-year period.

This includes the following:

- Cost of Service for 5 years
- Refresh of equipment at each of the existing schools

Assumption that the Trust will double the number of schools in the later phases of the contract

- New Schools added to the Trust Service
- New Schools added to the Trust Equipment

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 SQ questions on the following criteria.

Economic and financial standing

 Evidence of economic and financial standing in respect of viability to perform the services including the submission and evaluation of three years of detailed financial accounts, the latest not more than 18 months old. Pass/Fail

- 2. 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**
- 3. A sound record of and clear policies of quality standards including health & safety, e-safety, safeguarding & GDPR and equality. **Pass/Fail**

Technical capacity

4. Evidence of at least 5 years of 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.

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 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 Initial selection questions. These timeframes are provided as indication only to support bidder planning and cannot be guaranteed.

Activity	Dates	
SQ/PQQ available	1 st June	
SQ/PQQ Clarifications open	1 st June	
SQ/PQQ Clarifications close	18 th June	
Latest date for last clarification responses	22 nd June	
PQQ Submission date	1 st July	
Indicative Timescales		
SQ/PQQ Shortlisting announced to bidders	8 th July	
ITT Stage meeting for shortlisted bidders	12 th July	
Issue of ITT	12 th July	
Clarifications open	12 th July	
School Summer Break		
Therefore extended period for submis		
Clarifications close	12 th August	
Latest date for last clarification responses	13 th August	
ITT Submission	1 st September	
Bidder presentations	10 th September	
(All bidders will be invited to present)	10th 0	
Award decision notice sent to bidders	13 th September	
Contract Conclusion	End of September	
Transition Period	Remainder of Autumn Term	
Contract starts	Last day of Autumn Term 2021	

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. If this phase is needed, dates will be adjusted from the 10th September 2021.

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 - Supplier details	
Question	Response
1.1 (a) Full name of the potential supplier submitting the information	Mandatory Response
1.1 (b) - (i) Registered office address (if applicable)	Mandatory Response
1.1 (b) - (ii) Registered website address (if applicable)	
1.1 (c) Please check the relevant box to indicate your trading status	i) a public limited company Yes
	ii) a limited company Yes
	iii) a limited liability partnership
	iv) other partnership
	v) sole trader Yes
	vi) third sector Yes
	vii) other (please specify)
1.1 (d) Date of registration in country of origin	Mandatory Response
1.1 (e) Company registration number (if applicable)	Mandatory Response
1.1 (f) Charity registration number (if applicable)	Mandatory Response
1.1 (g) Head office DUNS number (if applicable)	
1.1 (h) Registered VAT number	
1.1 (i) - (i) If applicable, is your organisation registered with the	Yes
appropriate professional or trade	No

register(s) in the member state where it is established?	Not Applicable	
1.1 (i) - (ii) If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).		
1.1 (j) - (i) Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	☐ Yes ☐ No	
1.1 (j) - (ii) If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.		
1.1 (k) Trading name(s) that will be used if successful in this procurement		
1.1 (I) Please check the relevant boxes to indicate whether you fall within any of these classifications		Yes Yes
	iii) Public service mutual	Yes
1.1 (m) Are you a Small, Medium or Micro Enterprise (SME) ¹ ?	☐ Yes☐ No	
 1.1 (n) Details of Persons of Significant Control (PSC), where appropriate²: Name; Date of birth; Nationality; Country, state or province where the PSC usually lives; 	■ Not Applicable	
- Service address; - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); - Which conditions for being a PSC are KAT; - Over 25% up to (and including)		

 $^{^1\,}See\,EU\,definition\,of\,SME\,\,https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en$

50%, - More than 50% and less than 75%, - 75% or more ³ .	
1.1 (o) Details of immediate parent company:	☐ Not Applicable
 Full name of the immediate parent company Registered office address (if 	
applicable)Registration number (if applicable)Head office DUNS number (if applicable)	
- Head office VAT number (if applicable)	
1.1 (p) Details of ultimate parent company:	Not Applicable
- Full name of the ultimate parent	- Not Applicable
company	
- Registered office address (if applicable)	
Registration number (if applicable)Head office DUNS number (if	
applicable) - Head office VAT number (if applicable)	

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

Section A - Bidding model	
Please check the relevant box to indic	cate whether you are;
1.2 (a) - (i) Are you bidding as the lead contact for a group of economic	Yes
operators?	No
	If yes, please provide details listed in questions 1.2 (a) (ii), (a) (iii) and to 1.2 (b) (i), (b) (ii), 1.3, Section 2 and 3.
	If no, and you are a supporting bidder please provide the name of your group at 1.2 (a) (ii)

	for reference purposes, and complete 1.3, Section 2 and 3.
1.2 (a) - (ii) Name of group of economic operators (if applicable)	
1.2 (a) - (iii) 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.	
1.2(b) - (i) Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	☐ Yes☐ No
	2 (b) – (i), please provide additional details for e: we may ask them to complete this form as
Name	
Registered Address	
Trading status	
Company registration number	
Head Office DUNS number (if applicable	e)
Registered VAT number	
Type of organisation	
SME Yes No	
The role each sub-contractor will take in	providing the supplies e.g. key deliverables
The approximate % of contractual obligation	tions assigned to each sub-contractor

Exclusion Grounds (Self-certification)

Please answer the following questions in full.

Please check the relevant box to indicate a "Yes" or a "No" response.

Section B - Grounds for Mandatory Exclusion		
2.1 (a) Regulations 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this web page, which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the		e ate tion:
offences within the summary below and listed on the webpage. (i) Participation in a criminal organisation. If Yes, please provide details at 2.1(b)	Yes	No
(ii) Corruption. If Yes, please provide details at 2.1(b)	Yes	No
(iii) Fraud. If Yes, please provide details at 2.1(b)	Yes	No
(iv) Terrorist offences or offences linked to terrorist activities If Yes, please provide details at 2.1(b)	Yes	No
(v) Money laundering or terrorist financing If Yes, please provide details at 2.1(b)	Yes	No
(vi) Child labour and other forms of trafficking in human beings If Yes, please provide details at 2.1(b)	Yes	No
2.1 (b) If you have answered yes to question 2.1(a), please provide further details.Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,Identity of who has been convicted		
If the relevant documentation is available electronically please provide the w	eb add	Iress,

issuing authority, precise reference of the documents.		
2.2 If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)	Yes	No
2.3 (a) Regulation 57(3) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Yes	No

2.3 (b) If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.

Please Note: The Trust reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3 - Information about the Wider Group If you have indicated in this Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below: Name of organisation Relationship to the Supplier completing these questions 3.1 Are you able to provide parent company accounts if requested to at a later stage? No Yes 3.2 If yes, would the parent company be willing to provide a guarantee if necessary? Yes No 3.3 If no, would you be able to obtain a guarantee elsewhere (e.g. from a No bank)? Yes

Data Protection		
Requirements under the General Data Protection Regulation and Data P Act 2018	rotect	ion
4.1 Are you registered with the UK Information Commissioners Office? If yes, please provide your registration number –	Yes	No
4.2 Please state your overall approach towards the EU General Data Protection Regulation and UK Data Protection Act 2018	ion	
4.3 What is your data retention policy and rules		
4.4 Access controls and information – what is your policy on access controls' provide evidence of certification or adopting codes of practice?	? Can y	/ou
4.5 Do you use any subcontractors to deliver the service? If so, how do you sand obtain assurances on the data protection and information security practice.		hem

4.6 What contractual measures do you have in place to ensure personal data is processed compliantly and securely by sub-contractors?



4.7 Do you have an incident management process that includes effective management of data security incidents? What is the process for managing personal data security incidents?



4.8 Training and awareness for staff and contractors – what data protection and information security training and awareness raising is in place?



Section C - Trust Specific Questions / Evidence

5.1 Key Personnel

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



5.2 Accounts

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,

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 advertised contract.

5.3 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.



5.4 In	surance
The T	rust 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?
provid	e submit copies of cover notes showing that such insurance policies are in place or le a statement confirming that your company would take out such insurance cover rded the contract.
5.5 H	ealth & 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
5.6 EI	igibility to Work
Pleas	e 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
(c)	requirement for employees to undertake an Enhanced DBS Check
	Enclosed? YES NO
5.7 Eı	nvironmental Policy
Pleas	e enclose a copy of your environmental policy
	Enclosed? YES NO
5.8 O	ther Policies

Please enclose a copy of your policies for the following

- (a) Data Protection Policy/GDPR
- (b) E-safety & Safeguarding
- (c) Requirement to undertake Enhanced DBS check for staff attending school sites

Enclosed? YES NO

5.8 Your Company

Please provide an overview of your company including any relevant partnerships and associations



INFORMATION ABOUT CURRENT OR RECENT SIMILAR CONTRACTS PERFORMED BY YOUR COMPANY AND REFERENCES

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 KAT is tendering for.

Please use and add extra sheets if required.

REFERENCES

Referring to the information provided above, please provide the <u>names</u>, <u>full addresses and telephone numbers</u> 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

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

Referee 2

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

Contact details and Declaration

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 serious misrepresentation.

1.3 (a) Contact Name	Mandatory Response
1.3 (b) Name of	Mandatory Response
Organisation	
1.3 (c) Role in Organisation	Mandatory Response
1.3 (d) Phone Number	Mandatory Response
1.3 (e) E-mail Address	Mandatory Response
1.3 (f) Postal Address	Mandatory Response
1.3 (g) Signature (electronic is acceptable)	Mandatory Response
1.3 (h) Date	Mandatory Response