

United Kingdom-London: IT services: consulting, software development, Internet and support

OJ S 14/2017 20/01/2017

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: ARK

Postal address: 65 Kingsway

Town: London

Postal code: WC2B

Country: United Kingdom

For the attention of: Jason Baldaro

E-mail: jason.baldaro@arkonline.org

Telephone: +44 2074308882

Internet address(es):

General address of the contracting authority: www.arkonline.org

Address of the buyer profile: www.arkonline.org

Electronic access to information: <https://in-tendhost.co.uk/arkonline>

Electronic submission of tenders and requests to participate: <https://in-tendhost.co.uk/arkonline>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Other: multi academy trust

I.3. Main activity

Education

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

IT Support Services Tender ARK Schools.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

Main site or place of performance: UK.

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

The IT Management Team at Ark School wish to tender their IT Support Services for Ark Central Head Office and all schools within the Ark Multi Academy Trust Network, with a view to signing an MOU for the contract on the 3.5.2017.

The successful company or companies should be prepared to mobilise themselves to provide the services ready for official commencement no later than 1.9.2017, ready for new academic year September 2017.

The service will be broken down into 4 lots as follows:

Lot 1 IT Networking Services Contract;

Lot 2 IT Server Infrastructure Service Contract;

Lot 3 Service Desk Tool;

Lot 4 Managed IT Service Desk including Tool.

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Estimated value excluding VAT: 4 125 000 GBP

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Duration in months: 60 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: IT Networking Services Contract

1) Short description

This contract is split into 2 parts. Firstly, the design, supply, and installation of wireless at 13 schools and the design supply and installation of new switching at 7 schools. Secondly for the ongoing maintenance and support of the network infrastructure across all 35 Ark schools and Ark's Head Office.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support

3) Quantity or scope

As per SQ.

Estimated value excluding VAT: 1 300 000 GBP

4) Indication about different time frame or duration

Duration in months: 60 (from the award of the contract)

5) Additional information about lots

Lot No: 2

Lot title: IT Server Infrastructure Services Contract

1) Short description

This contract is split into 2 parts. Firstly, the design, supply, and installation of new server equipment at 21 schools; Including the migration of domain services from existing domains to a pre-existing central domain. Secondly for the ongoing maintenance and support of the server infrastructure across all 35 schools network and Ark's Head Office. Including day to day management and fault resolution of on premise servers in schools, the centrally delivered services from the head office and growing Azure environment.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support

3) Quantity or scope

As per SQ.

Estimated value excluding VAT: 2 125 000 GBP

4) Indication about different time frame or duration

Duration in months: 60 (from the award of the contract)

5) Additional information about lots

Lot No: 3

Lot title: Service Desk Tool

1) Short description

Provide a ITIL Service Desk tool as SaaS for Ark Schools including Head Office and 35 academies, allowing access and management by Ark IT partners. The functionality needs to include but not limited to:

Service requests; incident, problem, and change; reporting; resource booking; delegated levels of access; knowledge base; operations management/recurring tasks and resource management.

Future development works will potentially include the addition of other Ark services i.e. HR, Facilities and Recruitment.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support

3) Quantity or scope

As per SQ.

Estimated value excluding VAT: 180 000 GBP

4) Indication about different time frame or duration

Duration in months: 36 (from the award of the contract)

5) Additional information about lots

Lot No: 4

Lot title: Managed IT Service Desk including tool

1) Short description

Provide a Managed ITIL Service Desk including a SaaS tool for Ark Schools including Head Office and 35 academies, allowing access and management by Ark IT partners. The managed service needs to include but not limited to:

Service requests; incident, problem and change; reporting; resource booking; delegated levels of access; knowledge base; operations management/recurring tasks and resource management.

Future development works will potentially include the addition of other Ark services i.e. HR, Facilities and Recruitment.

2) CPV code(s)

72000000 IT services: consulting, software development, Internet and support

3) Quantity or scope

As per SQ.

Estimated value excluding VAT: 500 000 GBP

4) Indication about different time frame or duration

Duration in months: 60 (from the award of the contract)

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: As per SQ documentation.

III.2.2. Economic and financial ability

List and brief description of conditions: As per SQ documentation.

Minimum level(s) of standards possibly required: As per SQ documentation.

III.2.3. Technical and professional ability

List and brief description of conditions:

As per SQ documentation.
Minimum level(s) of standards possibly required:
As per SQ documentation.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged minimum number 5: and Maximum number 20

Objective criteria for choosing the limited number of candidates: As per SQ documentation.

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

ArkProc0007.01

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 26.2.2017 - 09:00

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

27.2.2017 - 15:00

IV.3.5.

Estimated date of dispatch of invitations to tender or to participate to selected candidates

2.3.2017

IV.3.6. Languages in which tenders or requests to participate may be submitted
English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: EFA

Country: United Kingdom

Body responsible for mediation procedures

Official name: EFA

Country: United Kingdom

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Appeals to be lodged to
procurement@arkonline.org

VI.4.3. Service from which information about the review procedure may be obtained

Official name: Ark

Country: United Kingdom

VI.5. Date of dispatch of this notice

18.1.2017