



Dartford Science & Technology College

QUALIFYING QUESTIONNAIRE

V1.0

ICT Managed Service

**To be completed and returned with supporting documents by
Midday on the 7th December 2020**

to: Mrs Lesley McIntosh
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Dartford
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Cc'd to: Geoff.chandler@moxton-education.com

BASIS AND CRITERIA FOR ACCEPTANCE ON THE COLLEGE

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 College's requirements to be considered for inviting to tender. Any items where the College 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 College 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 Lesley.mcintosh@dstc.kent.sch.uk or by telephone 07970 661087 The closing date for applicants to submit questions is 5pm on the 27th November 2020. The College will provide an electronic response to all questions and to all applicants who have expressed an interest by 5pm on the 2nd December **or before**.

Completed Qualification Questionnaires, with all relevant additional information, must be submitted to the College electronically by Midday on the 7th December 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 Dartford Science & Technology College

Background

Dartford College of Science & Technology (DCST) is a secondary school in Kent. It has 820 pupils inc Post 16 and 98 staff.

www.dstc.kent.sch.uk

Following a long period of employing ICT support staff itself in 2019 the College the College outsourced its ICT support following a competitive tendering exercise. Given the timescales involved this was not an EU procurement and so was for a two year contract which comes to an end on the 31st July 2021. The College is now confident that outsourcing of ICT is the direction it wishes to continue with so is now coming to the market through a full EU procurement for a period of 5 years.

There has been a range of projects completed in the last 18 months including the upgrading of the core network, wireless and servers. The College is now looking to develop its ICT strategically and also focus on end user devices.

This procurement

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 50 week service with options for additional weekends
- service desk and service desk software
- staffing that bidders deem necessary to deliver the SLA
- responsibility for design, specification, installation and management of all ICT infrastructure
- 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 College
- collective partnership targets regarding support for employability skills of students

Bidders should note the following;

- There will be a requirement to TUPE staff

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

The College 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	Dates
Procurement published in European Journal	9 th November
PQQ/SQ available	9 th November
PQQ/SQ Clarifications open	9 th November
PQQ Clarifications close	27 th November
Latest date for last clarification responses	2 nd December
PQQ/SQ Submission date	7th December
Indicative Timescales	
PQQ Shortlisting announced to bidders	14 th December
ITT Stage meeting for shortlisted bidders at DSTC	16 th December
Issue of ITT	16th December
Clarifications open	16 th December
Christmas Break	
Clarifications close	13 th January 2021
Latest date for last clarification responses	15 th January
ITT Submission	22nd January
Best & Final Offers round – (If needed)	1 st – 12 th February
Updated evaluation	15 th February
Award decision notice sent to bidders	17 th February
Standstill period ends	1 st March – Midday
Contract Conclusion	31 st March
Contract award notice published & End of Term	31 st March
Transition Term	Summer Term

Note: The College 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 in **blue** will not be used and the following dates will be adjusted as necessary.

Dartford Science & Technology College

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					

11. Is your organisation defined an SME ? Yes / No

See EU definition of SME https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

**SECTION B – COLLEGE REQUIREMENTS FOR CONSIDERATION FOR INCLUSION
ON THE SHORTLIST**

1 – Mandatory Exclusion

Grounds for Mandatory Exclusion	
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 offences listed below.	
Participation in a criminal organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details below:
Corruption.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details below:
Fraud.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details below:
Terrorist offences or offences linked to terrorist activities	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details below:
Money laundering or terrorist financing	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details below:
Child labour and other forms of trafficking in human beings	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details below:
If you have answered yes to questions above 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 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 <input type="checkbox"/> No <input type="checkbox"/>

<p>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?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>If you have answered yes 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.</p>	

2. 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:

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

4. 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.

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

6. 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

7. 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 College 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 College Business Manager

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

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

8. 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.

9. INSURANCE

The College 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.

10. 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

11. 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

12. ENVIRONMENTAL POLICY

Please enclose a copy of your environmental policy

Enclosed? YES NO

13. BUSINESS / TECHNICAL CAPABILITIES

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

Does your company hold;

a. ISO 9001 certification? YES NO

b. ISO 14001 certification? YES NO

c. ISO 27001 certification? YES NO

14. OTHER REQUIRED POLICIES

Please enclose a copy of your policies for:

- (a) Data Protection Policy/GDPR
- (b) E-safety

15. 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 College 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 DSTC 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 Colleges 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 Company	Contact name	Nature of contract	Postal & E-mail address	Telephone number

Referee 2

Name of Company	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 serious 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	