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The Diocese of Coventry Multi-Academy Trust Invitation to Tender

ITT Award Questionnaire

Lot 11: WAN provision

Ref No: EN-COV-ICTL11-1022

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# General Information

## Introduction

The ITT Award Questionnaire is an output-based set of requirements where the Contracting Authority identifies the outputs they want, and the bidders propose technical solutions, costs, and benefits, and will include the requirement for a fully populated Cost Matrix (**EN-COV-ICTL11-1022 CovMAT Cost Matrix – Final.xlsx**).

Evaluation for this lot will be based on competence and the evaluation panel’s confidence in the Bidder being able to accurately deliver these services based on the Authority’s requirements. Evaluators will be looking for evidence of previous delivery, technical competence, successful supply chain relationships, and a deep understanding of the requirements within the education sector.

## Evaluation Criteria

The evaluation criteria will include a **Combined Quality Score + Cost Score** to determine the most **Economically Advantageous** tender submission, according to the following weighting:

|  |  |
| --- | --- |
| **Evaluation Aspect** | **Weighting** |
| Quality Score | 50% |
| Cost Score | 50% |

The quality evaluation will be marked in accordance with the table below. Each individual question will be evaluated on a scale of 0-5 and the table shows the Maximum Marks available by question.

**Quality Evaluation Criteria table**

|  |  |  |
| --- | --- | --- |
| **Question** | **Evaluation Scale** | **Maximum Marks Available** |
| AQ1: Connectivity | 0-5 | 25 |
| AQ2: Hosted Services | 0-5 | 25 |
| AQ3: Delivery Services | 0-5 | 20 |
| AQ4: Safeguarding and Security | 0-5 | 20 |
| AQ5: Social Value | 0-5 | 10 |
| **Totals** | **0-25** | **100** |

The tender response will be evaluated using the scoring method described in the ICT Framework ITT documentation for the relevant lot.

## Notes for completion

1. The ITT Award Questionnaire has been designed to assess the suitability of a supplier to deliver the Authority’s contract requirements.
2. Bidders are requested to read through the **Award Questionnaire** questions (AQs)and submit a response to each question as directed in the **Required Response** section. You must write your response in the **Bidders Response** section for each AQ in this document. Your answers may include tables, diagrams, and pictures as required.
3. Please take note of the page limits and ensure that you comply with them. Any submissions longer than the page count will be evaluated up to the page count limit and any additional information provided beyond the page limit count will not be evaluated. Tables, diagrams, pictures, and screenshots are not included in the page count.
4. Please ensure that all questions are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’.
5. If you have provided supplementary information as a separate document, you **MUST** reference the document in the text of your answer and the file names must include the AQ number that they refer to if they are to be considered for evaluation.
6. Please complete and sign the Declaration of Compliance and the Declaration of Conflict / No Conflict of Interest before returning. Electronic signatures will be accepted.
7. Please provide 3 references where you have or are providing a similar service. The Contracting Authority will contact these suppliers.
8. Please submit this document in its original Word format and not as a PDF file.

# Contracting Authority’s Current Solution

The trust currently has broadband connectivity with two suppliers: Warwickshire Education Services, and Praestantia. All contracts have been put in place to terminate on 31st March 2023 when this new service will commence.

There is a mix of connectivity, but 8 schools have received FFIB funding to improve broadband connectivity which has now been completed and these schools will need to use this line for a minimum of 1 year from 31st March next year – this is detailed in the requirements below.

The trust wishes to replace all current contracts with one single contract to run from 31st March 2023 for 3 years, with an option to extend if necessary.

# Appendices

The contracting authority has included the following supporting documentation with the further competition ITT pack.

|  |  |
| --- | --- |
| **File Name** | **Description** |
| EN-COV-ICTL11-1022 CovMAT Appendix A Trust broadband contracts.xlsx | List of broadband contracts at all academies in the trust including contract expiry dates. |

# ITT Award Questionnaire

## 

## Technical Capability

Requirements are defined below under two key categories:

* **Core Requirements (CR):** Requirements that will be implemented by the Supplier from contract commencement for the duration of the contract.
* **Optional Requirements (OR):** Requirements that may be required from time to time during the contract and procured on a project basis or added to the core service through change control.

|  |
| --- |
| **AQ1**: Connectivity |
| Customer Requirements |
| The Authority will require the following broadband and connectivity services to commence at the end of the current contracted period – 31st March 2023 (CR):   * Broadband connectivity for all primary schools in the trust as listed in **Appendix A** detailing current contractual arrangements. (CR) This connectivity should include:   + A minimum of 100Mb leased line (up/down) where available, if not available then a 100Mb (100Mb guaranteed) FTTP/FTTC minimum which must utilise the upgraded connections put in place recently in Warwickshire (the details of which are also included in **Appendix A** under the FFIB on a minimum 1-year term) and for clarity this includes:     - St James CofE Academy (CR).     - Queens Academy (CR).     - St Oswalds CofE Academy (CR).     - Southam St James CofE Academy (CR).     - Long Itchington CofE Academy (CR).     - St Michaels CofE Academy (CR).     - St Nicolas CofE Academy (CR).     - All Saints Bedworth CofE Academy (CR).   + Bearer as available with potential for expansion up to 300Mb (CR).   + Option to utilise a trust DrayTek (or equivalent) router owned and managed by the trust and separate firewall (supplier to choose) as opposed to a service provided router. The trust will require configuration information for this device (CR). * Broadband connectivity for Harris Academy (CR) to include:   + Minimum of 1000Mb leased line (up/down). The Authority wishes to procure the fastest possible connection up to 1000Mb dependent on availability and line capacity without incurring additional capital infrastructure charges. (CR).   + Option to utilise a Trust DrayTek (or equivalent) router owned by the trust and separate firewall (supplier to choose) as opposed to a service provided router. The Authority will require configuration information for this device (CR). * Option for a wholesale or direct connection, excluding filtering & firewalling; and the option for inclusive filtering and firewalling either upstream/cloud, on premise, or hosted; and options for redundancy:   + The trust will require pricing and a proposed solution for filtering and firewalling which can be on premise, or upstream, or hosted at the secondary/another location and should be expressed as a solution for the whole trust (CR).   + The option for a backup connection for each site of a specification appropriate for connectivity required to enable business continuity. The preference is for a 4G/5G connection due to the remote location of the schools. If a cable solution is proposed, then it must be a separate backbone provider for redundancy. The solution could also be point to point wireless if it is available for some or all schools. Any provided hardware must be compatible with a failover solution (CR).   + The option for safeguarding monitoring – Digital safeguarding and monitoring/alerting to report to the schools’ safeguarding team (OR). |
| Required Response |
| Bidders should describe their solutions to the requirements specified in this AQ. They should:   * Offer a range of solutions and specifications, including their recommended solution and any relevant advantages or disadvantages to particular solutions. * Provide details of their expertise in providing these solutions to demonstrate capacity, capability, and experience with customer examples, case studies or testimonials. * Provide details of their processes and procedures, systems, and interfaces for these solutions. Bidders may choose to provide example project plans, processes, design documentation, flow charts or other evidence as appendices. * State if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. * Describe their relationship with third parties involved in the delivery of these products and services and any associated agreements, qualifications, certifications, or partnership statuses. * Detail examples where they have provided these solutions in an educational context, and the rationale for those choices. * Add costs for the required services in **EN-COV-ICTL11-1022 CovMAT Cost Matrix – Final.xlsx.**   Answers should be no more than **5 pages** (excluding charts and images in your answer). You may submit additional information such as specifications, case studies etc. but they **MUST** be clearly referenced in the text of your answer if they are to be considered for evaluation. |

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| **AQ1:** Connectivity  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.

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| --- |
| **AQ2:** Hosted Services |
| Customer Requirements |
| The Authority may require some hosted services which may include (but not be limited to):   * An option for upstream filtering and firewalling as per AQ1 rather than on premise or hosted (OR). * The trust would be interested in service providers proposals for a trust-wide WAN (such as MPLS or SDWAN) for consideration by the trust as an options appraisal and whether this approach would potentially save money or provide a greater degree of resilience/flexibility (OR). |
| Required Response |
| Bidders should describe their solutions to the requirements specified in this AQ. They should:   * Offer a range of solutions and specifications, including their recommended solution and any relevant advantages or disadvantages to particular solutions. * Provide details of their expertise in providing these solutions to demonstrate capacity, capability, and experience with customer examples, case studies or testimonials. * Provide details of their processes and procedures, systems, and interfaces for these solutions. Bidders may choose to provide example project plans, processes, design documentation, flow charts or other evidence as appendices. * State if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. * Describe their relationship with third parties involved in the delivery of these products and services and any associated agreements, qualifications, certifications, or partnership statuses. * Detail examples where they have provided these solutions in an educational context, and the rationale for those choices. * Add costs for the required services in **EN-COV-ICTL11-1022 CovMAT Cost Matrix – Final.xlsx.**   Answers should be no more than **5 pages** (excluding charts and images in your answer). You may submit additional information such as specifications, case studies etc. but they **MUST** be clearly referenced in the text of your answer if they are to be considered for evaluation. |

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| **AQ2:** **Hosted Services**  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ3**: Delivery Services |
| Customer Requirements |
| The trust will require a range of delivery services. As a minimum, these services will include:   * Support services – Including provision of helpdesk, escalation, and incident management to ITIL standards (CR). * An implementation plan that minimises the risk of any downtime during switch over to the new service and considers all risk factors and mitigates against them. * Implementation management – Including management of third-party communications providers, and other parties required to complete implementation up to the point of handover (CR). * Interface support with current managed service provider for the trust (CR). * Documentation and configuration information for all internet connections to enable the managed service provider to configure local and remote services as necessary (CR). |
| Required Response |
| Bidders are required to demonstrate their competence in providing a range of services to the requirements specified in this AQ. They should:   * Describe their approach to the services specified in this AQ. * Provide details of their expertise in providing these services to demonstrate capacity, capability, and experience with customer examples, case studies or testimonials. * Provide details of their processes and procedures, systems, and interfaces for these services. Bidders may choose to provide example project plans, processes, design documentation, flow charts or other evidence as appendices. * Refer to solutions for the requirements in AQ1 and AQ2 where appropriate. * State if they are supplying these services directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. * Describe their relationship with third parties involved in the delivery of these services and any associated agreements, qualifications, certifications, or partnership statuses. * Detail examples where they have provided these services in an educational context, and the rationale for those choices.   Bidders are not required to include costs for this AQ in the Cost Matrix.  Answers should be no more than **5 pages** (excluding charts and images in your answer). You may submit additional information such as specifications, case studies etc. but they **MUST** be clearly referenced in the text of your answer if they are to be considered for evaluation. |

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| **AQ3: Delivery Services**  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ4**: Safeguarding and Security |
| Customer Requirements |
| The Authority will require a range of security and safeguarding solutions appropriate to the education sector and other public sector services including, but not limited to:   * Security services such as firewalling to control traffic to and from the attached local network which may be on premise, upstream, or hosted (managed or unmanaged) at a different site (CR). * Safeguarding systems such as filtering, content restrictions, alerting, monitoring etc. to prevent users from accessing certain restricted services and resources where required, which may be on premise, or upstream, or hosted at a different site but should be configurable by the authority either by change request or by interface (manually) (CR). * Safeguarding systems capable of monitoring keystroke activity and other user activity (a digital safeguarding style of service) which may automatically alert a safeguarding team or may involve human interaction to filter alerts to pass on to a safeguarding team (OR). |
| Required Response |
| Bidders should demonstrate their competence in providing a range of services to the requirements specified in this AQ. They should:   * Describe their solutions to the requirements specified in this AQ where they have a solution. A solution for firewalling is mandatory, and the safeguarding solutions are optional where the supplier has this capability or can provide a third-party partner to deliver this capability. * Provide details of their expertise in providing these solutions to demonstrate capacity, capability, and experience with customer examples, case studies or testimonials. * Provide details of their processes and procedures, systems, and interfaces for these solutions. Bidders may choose to provide example project plans, processes, design documentation, flow charts or other evidence as appendices. * State if they are supplying these solutions directly, or if they are acting as a distributor or supplier and/or using any third parties for delivery. * Describe their relationship with third parties involved in the delivery of these products and services and any associated agreements, qualifications, certifications, or partnership statuses. * Detail examples where they have provided these solutions in an educational context, and the rationale for those choices. * Add costs for the required services in **EN-COV-ICTL11-1022 CovMAT Cost Matrix – Final.xlsx.**   Answers should be no more than **5 pages** (excluding charts and images in your answer). You may submit additional information such as specifications, case studies etc. but they **MUST** be clearly referenced in the text of your answer if they are to be considered for evaluation. |

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| AQ4: Safeguarding and Security  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

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| **AQ5:** Social Value |
| Customer Requirements |
| **Statement from the Diocese of Coventry Multi Academy Trust about modern slavery, corporate social responsibility and Net Zero:**  *“We are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business and expectations will be set during the procurement process with our direct supply chain where that is both appropriate and practical.*    *Where possible, procurement activities should seek to understand any additional Social Value and Corporate Social Responsibility benefits and look to measure any potential supplier’s ability to deliver additional Social Value. Suppliers with established Apprentice schemes, work placements and the potential to benefit the wider Trust community should be favoured.*  *Where possible, procurement activities should consider the Net Zero ambitions of the Trust and detail the sustainability of proposed solutions. Suppliers must be committed to helping the Trust achieve Net Zero and all proposed solutions should minimise the carbon footprint generated. In addition, suppliers who can demonstrate a commitment to Net Zero themselves and, in their supply-chain should be favoured.*  *The Authority must fulfil obligations under current legislation to consider the Social Value inherent in any tendered proposition. As such, the Authority requires providers to demonstrate a level of additional social value that they bring to the contract.”*  As such, The Authority wishes to consider:   * How suppliers can assist the trust in planning and delivering a low energy Net Zero Strategy for ICT (OR). * What measures the supplier is taking to tackle the carbon footprint in its supply chain (OR). * How the supplier is addressing Carbon Neutrality and Net Zero as a business (OR). * Whether the supplier can offer additional value add to the trust in terms of carbon neutrality and Net Zero (OR). * Any partnerships, sponsors, associates, or other parties that the supplier may have which may bring additional value to the trust in terms of Carbon Neutrality and Net Zero (OR). |
| Required Response |
| Bidders should describe their solutions to the requirements specified. There is no cost or pricing requirement for this AQ.  Bidders may use this as an opportunity to describe their overall approach to Social Value, and in addition may choose to describe the following:   * Any value-added services the bidder can offer the trust to help them achieve their Net Zero target and reduce their carbon footprint. * Their experience of working with similar trusts to reduce their carbon footprint and or energy efficiency, and how this experience will be of benefit to the Authority. * Their approach to Social Value and any sponsored or other activities that they can bring to the partnership. * Their approach to Net Zero and how they may be able to assist the trust in lowering the energy consumption of ICT and achieving a lower carbon output. * Their internal Net Zero targets, and the business processes and projects they have in place or are planning to implement to reduce their carbon footprint and achieve Net Zero.   This requirement will be evaluated on the appropriateness of responses, the credibility of the supplier’s response and their ability to evidence social value through references and previous case studies.  Answers should be no more than **2 pages** (excluding the additional information you have been asked to submit like specifications, case studies, processes etc. |

|  |
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| **AQ5:** Social Value  Bidders Response |

[Bidder to answer here. Please provide your answer to the AQ in this document. Additional information that you have been asked to provide like specifications, case studies, processes etc. can be submitted as appendices.]

# References

Please can you provide three references of customers you have provided a similar service to in the last 5 years. (In the education sector. If not then the public sector, or lastly the private sector.)

**Reference 1**

|  |  |
| --- | --- |
| Name of customer organisation: |  |
| Contact Person: |  |
| Position in the organisation: |  |
| E-mail address: |  |
| Phone / Mobile number: |  |
| Contract start and (expected) end date: |  |
| Estimated contract value: |  |
| Description of service: |  |

**Reference 2**

|  |  |
| --- | --- |
| Name of customer organisation: |  |
| Contact Person: |  |
| Position in the organisation: |  |
| E-mail address: |  |
| Phone / Mobile number: |  |
| Contract start and (expected) end date: |  |
| Estimated contract value: |  |
| Description of service: |  |

**Reference 3**

|  |  |
| --- | --- |
| Name of customer organisation: |  |
| Contact Person: |  |
| Position in the organisation: |  |
| E-mail address: |  |
| Phone / Mobile number: |  |
| Contract start and (expected) end date: |  |
| Estimated contract value: |  |
| Description of service: |  |

# Declaration of Compliance

I declare that to the best of my knowledge the answers submitted to these questions are correct. 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, and I am signing on behalf of:

|  |
| --- |
| [Insert name of Supplier] |

I understand that the Authority may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information. I also declare that there is no conflict of interest in relation to the Authority’s requirement. I also declare that there is no conflict of interest in relation to the Authority’s requirement.

**Certificate as to Bona Fide Tender / Collusive Tendering**

The essence of selective competition is that the Authority shall receive bona fide competitive offers from all persons biding for the contract. In recognition of this principle:

Suppliers certify that this is a bona fide bid, intended to be competitive and that they have not fixed or adjusted the amount of the bid, or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

I also certify that I have not done and undertake that I will not do at any time any of the following acts

1. Communicate to a person other than the Authority the amount or approximate amount of my proposed tender (other than in confidence to obtain quotations necessary for the preparation of the tender for insurance),
2. enter into any agreement or arrangement with any other person that he shall refrain from bidding or as to the amount of any bid to be submitted, or
3. offer or agree to pay or give any sum of money, inducement, or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the service any act or omission.

I have provided a full list of any appendices used to provide additional information in response to questions. The following appendices form part of our submission:

|  |  |  |
| --- | --- | --- |
| **AQ Number** | **Appendix Number** | **File Name** |
|  |  |  |
|  |  |  |
|  |  |  |

**Note**: For clarity, if Tenderers have not completed and signed this declaration, their bid submissions will not be considered for this Further Competition.

|  |  |
| --- | --- |
| **Name:** |  |
| **Role in organisation:** |  |
| **Date:** |  |
| **Signature:** |  |

# Declaration of Conflict/No Conflict of Interest

Please complete and sign one of these statements.

I / We warrant that:

1. There would be no conflict or perceived conflict of interest in relation to the personnel or type of work involved in this contract.

|  |  |
| --- | --- |
| **Name:** |  |
| **Role in organisation:** |  |
| **Date:** |  |
| **Signature:** |  |

I / We warrant that:

1. There could be a possible conflict or perceived conflict of interest in relation to the personnel or type of work involved in this contract.

|  |
| --- |
| Please explain what the possible conflict or perceived conflict of interest may be and who it relates to and how it could have an adverse effect on this contract. |
|  |

|  |  |
| --- | --- |
| **Name:** |  |
| **Role in organisation:** |  |
| **Date:** |  |
| **Signature:** |  |