

Request for quotation



Request for Quotation

RFQ161

**G Suite Digital
Transformation Partner**

Issued 9th December 2020

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CONFIDENTIALITY STATEMENT

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Thank you for your consideration, City College Plymouth.

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OPEN PROCEDURE

The College fully adheres to the requirements of the Public Contracts Regulations 2015, including for opportunities which are under threshold amounts.

Any Contractor who directly or indirectly canvasses any Member or Officer of the Institution, or advisor concerning the award of the contract for the provision of the services, or who directly or indirectly obtains or attempts to obtain information from any such member or Officer concerning any Tender or proposed Tender for the service will be disqualified from having his/her Tender considered.

SUBMISSION DETAILS

SUBMISSION DEADLINES

All submissions for responding to this Request for Quote must be submitted via email as stated below, no later than:

17th December 2020

12:00 Noon

Any submissions received after this date will not be considered.

SUBMISSION QUESTIONS AND CLARIFICATIONS

You may contact the following person if you have any questions or require clarification on any topics covered in this Request for Quotation: 14th December 2020

Carol Williams

Procurement Officer

Email: tenders@cityplym.ac.uk

All correspondence during the Tender should be channeled via the Procurement Officer using the above details only. Bidders found to have gained an unfair advantage shall be disqualified from the current opportunity and future opportunities with the College for a minimum of four (4) years.

ELECTRONIC SUBMISSIONS

Electronic submissions in response to this Request for Quotation are required and must meet the following criteria:

Sent via email to: tenders@cityplym.ac.uk quoting RFQ161

Document standards:

- Text must be in Microsoft Word format;
- Price tables must be in Microsoft Excel format (using pricing schedule in Appendix A);
- Supportive evidence may additionally be submitted in PDF format;
- Images, Designs, and other supporting evidence may be in either JPEG or PDF format
- Completed Appendix C Suitability Assessment & Selection Questionnaire (Including Mandatory & Discretionary Exclusions) Parts 1, 2 and 3. - *Please*

note this suitability assessment will not be viewed unless you are the winning tenderer. Failure at this stage may prevent the contract from being awarded.

- Signed Agreement Acceptance and Declaration.

Please note that the College is able to accept submissions sent in a compressed or “.zip” file format, so long as the files contained meet the standards described above.

WARRANTY:

By submitting your tender bid, you are guaranteeing to the College that you have not breached our canvassing or soliciting clause.

If any successful tenderer awarded a contract is found to have provided an inaccurate warranty, then the College reserves the right to terminate the awarded contract with immediate effect and re-tender the contract from which the successful tenderer will be excluded from re-bidding and shall be disqualified from any future opportunities for a period of four years.

INTRODUCTION AND EXECUTIVE SUMMARY

The college is seeking to appoint an experienced digital transformation specialist with a demonstrable track record of supporting colleges leading on Google G-Suite technology. The support is split into key strategic priority areas as follows:

- **Technology.**
- **Training and development.**
- **Strategic advisory.**
- **Legacy and sustainability.**

City College Plymouth is looking for the partnership to run from 1st February to the end of the next academic year July 2022 with a view to extending for an additional year.

The anticipated value of the supply contract will exceed £25,000. Therefore, as per the Public contracts Regulations 2015 the opportunity will be advertised on the government portal ‘Contracts Finder’.

BUSINESS OVERVIEW & BACKGROUND

The College operates on two sites within the city, serving 12,449 students and employing over 600 staff. The College operates year round, with opening times from 0800-2100 on some days.

OUR VISION

To be the learning destination of choice.

OUR CORE VALUES

Respect, ownership, integrity for all.

OUR CULTURE

Nurturing a passion for teaching and learning.

Enriching our community through knowledge, experience and skills.

Enabling every student to be the best that they can be.

BACKGROUND

City College Plymouth is one of the largest providers of innovative, technical and professional, education in the South West with a national reputation for promoting enterprise, employability and science, technology, engineering and mathematics (STEM). The College plays a central role in the educational, cultural and economic life of the region and works with strategic partners to facilitate growth, raise aspirations and foster wealth creation.

The College was awarded the Teaching Excellence Framework Gold award for its university-level provision and its most recent Ofsted inspection confirmed that the College continues to be 'Good' with outstanding features. The College was rated first in the South West and second nationally for student satisfaction in the latest FE Choices student satisfaction survey.

City College supports the region's employers with their award-winning Apprenticeship provision, as well as providing a range of courses and bespoke training programmes which enable employees to upskill or retrain to better support their business' requirements. Their successful partnership working with the local business community resulted in a 99.5% satisfaction rate in the Government's national 'FE Choices employer satisfaction survey 2016 to 2017' - placing them first in the country for general further education colleges.

City College Plymouth offers a wide range of academic and vocational courses in a variety of subjects. The total number of students supported by the College is 12,449 – comprising of: 4,024 full-time students, including 604 higher education students and 145 non EU students; 8,425 part-time students; and 1,594 apprentices. The College also employs over 600 staff.

DETAILED REQUIREMENT

City College Plymouth's digital transformation will deliver a state of perpetual agility, collaboration and creativity. Our staff will have an outstanding track record in providing the best services and experiences whilst our students will be the most employable, sought after graduates of any learning provider.

As part of our initial journey it is essential that we achieve Google Reference status within two years.

The college is embarking on an ambitious digital transformation and has recently subscribed to Google Enterprise for Education technology to harness world leading productivity technologies for learning.

To ensure our ambitious plans are executed to timeline, budget and impact we are seeking a digital transformation specialist partner to support our journey.

We have split our priority workstreams into the areas outlined below and we expect submissions to demonstrate distinctive competencies in each.

It should be noted that the college is not bound by accepting the lowest tender response or any tender response at all.

The three priority areas are technology, training and development and strategic advisory with specific requirements detailed below. The College has already undertaken some training on Google L1 (completed) and Google L2 (limited) and this should be taken into account in your project planning and costs.

Our aim is to be more independent and self supporting with our use of Google Enterprise by developing our staff and culture of digital first. We anticipate that this particular work stream will be front loaded and will reduce as we grow and develop.

We are seeking the following experience and characteristics to support our digital transformation with Google G Suite.

Technology.

- Google Premier Education Partner with a demonstrable track record of supporting UK colleges with Google G Suite. Client references to at least three large UK college G Suite transformation programmes is preferred.
- Our preferred partner in addition to being a Google for Education Premier Partner will also have Google for Education Technology Build Partner Specialist status with a team of certified Google Deployment Specialists and Cloud Engineers. This is an important measure on the tender as we are seeking specific capabilities to optimise and harmonise existing workflows into the G-Suite ecosystem and we anticipate advanced G-Suite application development

expertise will be a co-requisite for success. To include an appropriate amount of support to the college's systems team.

- Our preferred partner will support the college in exploiting the full features and benefits of the Google Enterprise offer.

Training and development.

- Demonstrable experience of leading large scale G-Suite training and support programmes within the college sector and within the last 24 months.
- A resource of G Suite Certified Trainers and G-Suite Certified Innovators is required to ensure our impact with G-Suite technologies is informed by leading Google practice. Submissions must evidence how the capabilities of the organisation align to this requirement.
- The ability to supply Google G-Suite exam codes.
- Evidence of having run Google Level 1 and 2 exam bootcamps and Google Trainer bootcamps.
- Ability to produce a detailed time bound training and development plan for Google G Suite Enterprise for Education.

Strategic advisory.

- Ability to connect senior leaders at City College Plymouth with wider senior executives in further education who have undertaken comparable transformation programmes.
- Distinctive capabilities to advise and guide the work of the senior college team in regard to current and emergent education technology trends shaping education with specific expertise at senior executive level in further education.
- Provision of a digital leadership coaching function.

Legacy and sustainability.

- To optimise and make sustainable our services and functions by supporting the college to have less dependence on external costs and input as we master our systems.
- To support our full exploitation and benefit from Google Enterprise.

WORK TIMESCALES

We anticipate appointing a preferred supplier in January 2021 with a contract to run until the end of our academic year July 2022.

WRITTEN DOCUMENT

You are required to submit a written document which outlines how you can support the college on its google journey as outlined above. You should include any additional benefits you are able to provide to the college should you be selected as our preferred partner. This submitted document will be scored as per the table on page 11.

- Contract management – how you will build a partnership with us and work with us to meet our deadlines in a cost effective manner.
- Technical specification- You should demonstrate proven experience of working in partnership with organisations to deliver similar requirements and outline the qualifications of the project team and main contacts and provide staff CV's.
- Legacy and sustainability – You should demonstrate how you will assist us to become less dependent on external costs as we master our systems. This should include an indication of timescales.
- Value added/additional benefits – what can you offer to us as a college over and above the basic requirements.

PRICING

Bidders should provide their pricing in Appendix A. Year 1 pricing should be pro-rata until 1st August to fall in our financial year and then an annual price for the following year.

Prices should be firm and valid for at least the initial contract period (12 months) and not subject to increase or escalation of any kind throughout the contract.

There should be no additional cost incurred

TIMESCALES

Action	Date
Tender Issued	09/12/2020
Deadline for Queries	14/12/2020
Tender Response Date	17/12/2020
Presentations	TBC If required
Award Date	January 2021
Implementation Date	01/02/2021

TERMS AND CONDITIONS

The College's normal business terms are 1-2 months from the date of invoice. Payment will become due subject to the above upon the College's full acceptance of the goods/services. This Request for Quotation and any resulting purchase order will be subject to the College's General Terms and Conditions of Purchase of Goods/Services – see Appendix B.

VALIDITY

Bidder's offers should be open and valid for acceptance for a period of no less than ninety [90] days from the date of submission.

SELECTION CRITERIA

The successful supplier will have provided the Most Economically Advantageous Tender (MEAT) to the college. It should be noted that the bidder with the lowest submitted prices will not necessarily be down-selected. All bidders will be notified via email of the results of the outcome no later than 90 days from the date of submission. The date of contract award will be provided within that email.

The marking criteria is as follows:

Category	Weight
Price	30%
Contract management	20%
Technical Expertise	30%
Legacy and Sustainability	10%
Value added	10%

Please see table overleaf for more details on the scoring method.

AWARD PRICE

Lowest quote price divided by quote price multiplied by 100

WRITTEN SUBMISSION SCORING

Assessment	Score	Interpretation
Excellent	4	<i>Comprehensive response supported by examples Description fully supported by details that demonstrate the applicant's ability to provide the required services.</i>
Good	3	<i>Broad response supported by relevant examples. Description well supported by details that demonstrate the applicant's ability to provide the required services.</i>
Satisfactory	2	<i>Reasonable response supported by some evidence. Description adequately supported by details that demonstrate the applicant's ability to provide the required services.</i>
Poor	1	<i>Limited response not well supported by evidence.</i>

		<i>Description inadequately supported by details that demonstrate the applicant's ability to provide the required services.</i>
Unacceptable	0	<i>No response or insufficient information provided.</i>

ASSESSMENT OF QUOTATIONS

Bidders must ensure that their quotation fully addresses all information requested within this RFQ document. Bidders must ensure that any quotation fully meets the specification required. The College reserves the right to discount any quotation which does not fully meet the specification.

The College reserves the right to seek clarification with bidders upon receipt of quotations.

FREEDOM OF INFORMATION ACT 2000

Under the Freedom of Information Act 2000 the College cannot guarantee that information provided by bidders during the course of this RFQ procedure or any resulting contract will be held a confidential. The College will not routinely release information to interested parties unless required to do so in order to meet our statutory obligations.

GENERAL DATA PROTECTION REGULATION (GDPR) 2018

All bidders must comply with the General Data Protection Regulation (GDPR) 2018 in respect of using and processing personal information. Bidders must have in place technical and organisational safeguards to protect personal data from unauthorised use, disclosure or loss.

The College reserves the right to request a copy of your privacy statement if you are the successful bidder.

AGREEMENT CONDITIONS ACCEPTANCE AND DECLARATION

Bidders are required to sign and return the attached Agreement Conditions Acceptance and Declaration. Appendix D

SUPPORTING DOCUMENTATION

Appendix A: Pricing Schedule

Appendix B: City College Plymouth Standard Terms & Conditions

Appendix C: Suitability Assessment & Selection Questionnaire

Appendix D: Agreement Conditions Acceptance and Declaration