

Request for quotation

Request for Quotation

RFQ104

External IT Support

Issued 26/11/2018

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CONFIDENTIALITY STATEMENT

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Thank you for your consideration, City College Plymouth.

Where no notice is given, all information contained herein is Copyright 2018 City College Plymouth.

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:

Monday 17th December 2018

12:00 Noon

Any submissions received after this date will not be considered.

SUBMISSION DELIVERY ADDRESS

All submissions should be submitted electronically as below

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: Friday 7th December 2018

Carol Williams

Procurement Officer

Phone: 01752 856 809

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 as follows:

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

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 warranting 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 IT department supports the College IT infrastructure for some 9000 students and 700 staff. It is made up some 2400 PCs, laptops, tablets, Chromebooks and other devices. The underlying infrastructure is based around Windows (AD, DNS, Server etc), WMWare/VEEAM as well as a number of Linux systems (Redhat/Centos) and DevOp tools (Gitlab/Vagrant/apache etc). In addition to the Windows element, the college is currently migrating all email to GMail (students have been using this for two years), and to Google storage.

The team of 10 is made up of departmental head, six Frontline engineers including a Frontline Manager and Configuration Engineer plus four engineers, as well as three systems engineers. The latter administer all the systems such as VMWare, Linux (RedHat and Centos) and Devops. (note: the support in the use of Devop tools is excluded from this contract as it is likely to be too specialised. However, should you be able to offer such services, please let us know. Hence it is included as optional below)

The College IT team has decreased in size in recent months due to efficiency savings at the college and, at times, is no longer able to support all the systems at times of sickness, leave or when the team is overloaded.

The College is therefore looking for a local company to (a) provide a 4th level support for remote break-fix type activities and (b) provide onsite support to backfill as needed. The significance of the 1 hour timeframe is to allow for someone to get onto the site should be they needed in an emergency.

The College is looking at an initial one year contract.

The anticipated value of the contract is unlikely to exceed £25,000, however in the interest of transparency the opportunity will be advertised on the government portal 'Contracts Finder'.

BUSINESS OVERVIEW & BACKGROUND

The College operates on two sites within the city, serving 12,897 students and employing 622 staff. The College operates year round, with opening times from 0800-2100 on some days.

OUR VISION ... IS WHERE OUR FUTURE LIES

We are a College with a national reputation for promoting enterprise, employability and science, technology, engineering and mathematics (STEM).

OUR MISSION ... IS WHAT WE FOCUS ON EACH AND EVERY DAY

To be the South West's leading provider of innovative, technical, professional education and training by supporting partnerships for growth, raising aspirations and fostering wealth creation

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 12,533, comprising of 3,569 full-time students, including 765 higher education students and 179 non EU students; 8,964 part-time students; and 1,599 apprentices. The College also employs over 500 staff.

SPECIFIC REQUIREMENT

The value of this opportunity is not expected to exceed £8,000 per annum.

The College is looking for a local company to support some or all of the following technologies:

- Microsoft Infrastructure eg AD, DNS, DHCP, NPS, Server 2008,2012,2016
- VMWare 6.5 or later, VEEAM 9.5 or later
- Exchange 2010/16 (although the college is migrating all staff email accounts to Gmail - the students already use Gmail)
- Network - HP/Aruba based switches and wifi
- Linux - RedHat/Centos
- Databases - SQL - various flavours eg MySQL, MariaDB, MS-SQL, Oracle
- Citrix - remote access usage
- Optional: Devop Tools eg Ansible, Gitlab, CI Runner, Jenkins, Docker

Appendix E provides more detailed information in support of each requirement.

Support assistance is needed:

- 1) Reactive support will be to fix systems which have crashed or won't respond.
This is either to supplement onsite teams or to undertake all the work

- 2) Proactive support - system upgrades, firmware upgrades, patches (critical/urgent). This service to be used in agreement with the departmental head

Note: A method allowing secure remote access will have to be agreed as part of any contract moving forward, along with password control.

Service Level Agreement:

- 1) Reactive Support:

For college critical business systems, the supplier must respond within 1 hour and fix 1 hour. This can be addressed remotely but the supplier must also be able to have someone on site should the remote access solution be also affected.

- 2) Proactive Support:

The supplier must agree to have someone on site the next business day.

Supplier must offer ways of addressing the need as well as providing best value for money for the college. For example, buying in a limited number of bank days to cover onsite times; discounted days etc

It is expected that the contract would commence on 2 January 2019 and will run for 1 year.

A visit to the College is strongly recommended and the dates available on a first come, first served basis are 12th and 13th December.

TIMESCALES

Action	Date
Tender Issued	26/11/2018
Deadline for Queries	07/12/2018
Site Visit	12&13 /12/2018
Tender Response Date	17/12/2018
Award Date	19/12/2018

Contract Start Date	02/01/2019
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WRITTEN SUBMISSION

You are required to submit a written document which details your company offer outlining how you will meet our requirements outlined above, with particular interest to the following:

- Price,
- Ability to respond on time to SLA
- Ability to satisfy the technical requirements
- Overall support solution submitted
- Optional services
- Ticket/service operation for non-urgent, phone for urgent
- Your contribution to Sustainability, the Environment and Corporate Social Responsibility including Modern Slavery

The submitted document will be scored as per the table on page 12.

PRICING

Pricing should be specified using Appendix A.

The College is looking for prices for a one year period, with preference for an annual invoice payable in monthly instalments. Payment by standing order can be discussed.

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

The data provided in Appendix A **should not** be considered a commitment to purchase, services will only be ordered on award of contract.

TERMS AND CONDITIONS

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. The College reserves the right to request a formal contract for all contracts over 1 year duration in supplement to the terms and conditions and contract acceptance documents.

The College's normal business terms are 1-2 months from the date of invoice. For larger invoices, the College would prefer monthly payments where possible. Payment will become due subject to the above upon the College's full acceptance of the goods/services.

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 follows:

Category	Weight
Price	50%
Fitness of Solution	50%
<ul style="list-style-type: none">Ability to satisfy the technical requirement 17%	
<ul style="list-style-type: none">Ability to respond on time to SLA 10%	
<ul style="list-style-type: none">Overall support solution submitted 10%	
<ul style="list-style-type: none">Optional services 5%	
<ul style="list-style-type: none">Ticket/Service operation for non-urgent; phone for urgent 5%	
<ul style="list-style-type: none">Your contribution to Sustainability, the Environment and Corporate Social Responsibility including Modern Slavery 3%	

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

AWARD PRICE

Lowest quote price divided by quote price multiplied by 100

WRITTEN SUBMISSION

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. 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

Appendix E: Detailed information in support of requirement