



Eastern Multi-Academy Trust

Empower - Motivate - Aspire - Transform

Eastern Multi-Academy Trust

QUALIFYING QUESTIONNAIRE

Find a Tender Service (FTS)

V1.0

Managed Service Procurement

**To be completed and returned with supporting documents by
Midday on the 1st December 2021**

To: Mr Paul Shanks

E-mail to: paul.shanks@eastern-mat.co.uk

To: Mr Geoff Chandler

E-mail to Geoff.chandler@moxton-education.com

Electronic Submission will be acceptable at this Stage

BASIS AND CRITERIA FOR ACCEPTANCE

Managed Service **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 Trust's requirements to be considered for inviting to tender. Any items where the Trust 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 Trust and a minimum of the top 5 companies shall form the basis of the shortlist of companies invited to tender for a 5-year Trust-wide Managed 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 paul.shanks@eastern-mat.co.uk or by telephone 07970 661087. The closing date for applicants to submit questions is Midday on the 17th November 2021. The Trust will provide an electronic response to any questions and to all applicants who have expressed an interest by 5pm on the 22nd November 2021 **or before.**

Completed Qualification Questionnaires, with all relevant additional information, must be submitted to the Trust by **Midday on the 1st December 2021**. 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 from Eastern MAT

Background

The Eastern Multi-Academy Trust (E-MAT) is a Trust of 14 Academies in Norfolk.

The Trust Website is <https://www.eastern-mat.co.uk>

The current schools are as follows.

	Academy	Designation
1	Queensway Academy	Infant & Nursery
2	Raleigh Academy	Infant
3	Admirals Academy	Junior
4	Diamond Academy	Junior
5	Eastgate Academy	Primary
6	Emneth Academy	Primary
7	Glade Academy	Primary
8	Nelson Academy	Primary
9	North Wootton Academy	Primary
10	Norwich Road Academy	Primary
11	Southery Academy	Primary
12	Upwell Academy	Primary
13	West Row Academy	Primary
14	King's Lynn Academy	Secondary

The E-MAT Trust was established in 2010 under the name of CWA Trust. This evolved into Eastern MAT in 2017. The Trust is a family of inclusive and aspirational schools working together across the East of England.

The Trust currently encompasses 13 Primary and 1 secondary school but in addition to this the Trust is planning on growing and bidders should make the assumption that this would be on the basis of at least one school per annum.

The ICT Support at the trust is an in house team encompassing 4 staff but with the support of 2 external contractors from a 3rd party company.

- 1 x ICT Manager – (Trust Employee)
- 2 x ICT Support Technicians – (3rd Party Contractors)
- 1 x Apprentice (Apprenticeship finishes February 2023)

Going forward - This procurement

This procurement encompasses the items noted below. In essence, this procurement is all about identifying a single supplier to provide a fully outsourced managed service. At the sole discretion of the Trust any future schools that the Trust may incorporate into the Trust will also be added to the ICT contract. Any additional schools will co-terminate to the end same end date of the initial contract.

Further details regarding timescales are noted below but in summary this is advertised as a 66 month contract with a maximum 5 year managed service with start and end dates as follows:

- Contract Start Date – 1st February 2022
- Service start date – 1st August 2022
- Service end date – 31st July 2027

The new Managed service provider will also deliver a range of technology and change management projects to go ahead as soon as possible. The main focus of these projects is to address technology issues in schools and 'join up' the schools into a single network provision. It is envisaged the main part of this will be complete by the end of the Summer of 2022, subject to funding. To enable both planning and any preliminary works to take place the contract will start from the 1st February with the responsibility for the full managed service starting from the 1st August 2022.

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;

- strategic advice and direction to the Trust regarding ICT
- a core 50 week service
- service desk
- local staffing that bidders deem necessary to deliver the SLA
- responsibility for design, specification, installation and management of all ICT infrastructure
- supply of goods and services based on an agreed Best Value (BV) approach
- 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
- collective partnership targets aligned to the Trusts objectives
- probable integration and upgrade of the communications and security infrastructure

Bidders should note the following;

- The Trust will provide a standard contract as part of the ITT Pack
- There will be a requirement for TUPE – from both the Trust and an existing supplier

Further details about the solution requirements will be provided to those bidders who are shortlisted to receive the ITT pack.

The value of this procurement has been set with an upper limit of **£2.5m** over a maximum 66 month period.

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 Trust 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 SQ questions on the following criteria.

Technical capacity

1. Evidence of at least 5 years' experience in the provision of Managed 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, Employer's 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 Trust reserves the right not to select a potential contractor who has been assessed as having material weaknesses in one particular area covered by these Initial selection questions, notwithstanding acceptable or even strong responses in all other areas.

The Trust 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 Initial selection questions. These timeframes are provided as indication only to support bidder planning and cannot be guaranteed.

SQ available	3rd November
SQ Clarifications open	3rd November
SQ Clarifications close	17th November
Latest date for last clarification responses	22nd November
SQ Submission date	1st December
Indicative Timescales	
SQ Shortlisting announced to bidders	3rd December
ITT Stage meeting for shortlisted bidders	10th December
Issue of ITT	10th December
Clarifications open	10th December
Christmas / New Yr Break	
Clarifications close	3 rd January
Latest date for last clarification responses	7th January
ITT Submission	11th January
Bidder presentations	17th January
(All bidders will be invited to present)	
Trust Authorisation Process	By End January
Award decision notice sent to bidders	End January
Alcatel Period	10 days
Contract starts - Project and joining activities	Spring / Summer Term
Transition period begins Inc TUPE Consultations etc	Summer Term
Managed Service Starts	1st August 2022

Note: The Trust reserves the right to award the contract following ITT stage presentations and full review if it deems that no negotiation phase is needed.

Managed Service Partner
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 - Supplier details		
Question	Response	
1.1 (a) Full name of the potential supplier submitting the information	Mandatory Response	
1.1 (b) - (i) Registered office address <i>(if applicable)</i>	Mandatory Response	
1.1 (b) - (ii) Registered website address <i>(if applicable)</i>		
1.1 (c) Please check the relevant box to indicate your trading status	i) a public limited company	<input type="checkbox"/> Yes
	ii) a limited company	<input type="checkbox"/> Yes
	iii) a limited liability partnership	<input type="checkbox"/> Yes
	iv) other partnership	<input type="checkbox"/> Yes
	v) sole trader	<input type="checkbox"/> Yes
	vi) third sector	<input type="checkbox"/> Yes
	vii) other (please specify) 	<input type="checkbox"/> Yes

1.1 (d) Date of registration in country of origin	Mandatory Response	
1.1 (e) Company registration number (if applicable)	Mandatory Response	
1.1 (f) Charity registration number (if applicable)	Mandatory Response	
1.1 (g) Head office DUNS number (if applicable)	[Redacted]	
1.1 (h) Registered VAT number	[Redacted]	
1.1 (i) - (i) If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable	
1.1 (i) - (ii) If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	[Redacted]	
1.1 (j) - (i) Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
1.1 (j) - (ii) If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	[Redacted]	
1.1 (k) Trading name(s) that will be used if successful in this procurement	[Redacted]	
1.1 (l) Please check the relevant boxes to indicate whether you fall within any of these classifications	i) Voluntary, Community and Social Enterprise (VCSE)	<input type="checkbox"/> Yes
	ii) Sheltered workshop	<input type="checkbox"/> Yes
	iii) Public service mutual	<input type="checkbox"/> Yes
1.1 (m) Are you a Small, Medium or Micro Enterprise (SME) ¹ ?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
1.1 (n) Details of Persons of Significant Control (PSC), where appropriate ² :	[Redacted]	

<ul style="list-style-type: none"> - Name; - Date of birth; - Nationality; - Country, state or province where the PSC usually lives; - Service address; - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); - Which conditions for being a PSC are met; <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more³. 	<input type="checkbox"/> Not Applicable
<p>1.1 (o) Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (<i>if applicable</i>) - Registration number (<i>if applicable</i>) - Head office DUNS number (<i>if applicable</i>) - Head office VAT number (<i>if applicable</i>) 	<input type="checkbox"/> Not Applicable
<p>1.1 (p) Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the ultimate parent company - Registered office address (<i>if applicable</i>) - Registration number (<i>if applicable</i>) - Head office DUNS number (<i>if applicable</i>) - Head office VAT number (<i>if applicable</i>) 	<input type="checkbox"/> Not Applicable
<p>Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.</p>	

Section A - Bidding model

Please check the relevant box to indicate whether you are;	
1.2 (a) - (i) Are you bidding as the lead contact for a group of economic operators?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide details listed in questions 1.2 (a) (ii), (a) (iii) and to 1.2 (b) (i), (b) (ii), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2 (a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.
1.2 (a) - (ii) Name of group of economic operators <i>(if applicable)</i>	<input type="text"/>
1.2 (a) - (iii) 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.	<input type="text"/>
1.2(b) - (i) Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2 (b) - (ii) If you responded "Yes" in 1.2 (b) – (i), please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.	
Name <input type="text"/>	
Registered Address <input type="text"/>	
Trading status <input type="text"/>	
Company registration number <input type="text"/>	
Head Office DUNS number <i>(if applicable)</i> <input type="text"/>	
Registered VAT number <input type="text"/>	
Type of organisation <input type="text"/>	
SME <input type="checkbox"/> Yes <input type="checkbox"/> No	
The role each sub-contractor will take in providing the supplies e.g. key deliverables <input type="text"/>	



The approximate % of contractual obligations assigned to each sub-contractor

Exclusion Grounds (Self-certification)

Please answer the following questions in full.

Please check the relevant box to indicate a “Yes” or a “No” response.

Section B - Grounds for Mandatory Exclusion		
<p>2.1 (a) Regulations 57(1) and (2)</p> <p>The detailed grounds for mandatory exclusion of an organisation are set out on this web page, which should be referred to before completing these questions.</p> <p>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 within the summary below and listed on the webpage.</p>	Please indicate your selection:	
<p>(i) Participation in a criminal organisation.</p> <p>If Yes, please provide details at 2.1(b)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>(ii) Corruption.</p> <p>If Yes, please provide details at 2.1(b)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>(iii) Fraud.</p> <p>If Yes, please provide details at 2.1(b)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>(iv) Terrorist offences or offences linked to terrorist activities</p> <p>If Yes, please provide details at 2.1(b)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>(v) Money laundering or terrorist financing</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If Yes, please provide details at 2.1(b)		
(vi) Child labour and other forms of trafficking in human beings If Yes, please provide details at 2.1(b)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>2.1 (b) If you have answered yes to question 2.1(a), please provide further details.</p> <p>Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,</p> <p>Identity of who has been convicted</p> <p>If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p> <p></p>		
2.2 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)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>2.3 (a) Regulation 57(3)</p> <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>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>2.3 (b) If you have answered yes to question 2.3(a), 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> <p></p>		
<p>Please Note: The Trust reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>		

Section 3 - Information about the Wider Group

If you have indicated in this Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:

Name of organisation [REDACTED]

Relationship to the Supplier completing these questions [REDACTED]

3.1 Are you able to provide parent company accounts if requested to at a later stage?

Yes

No

3.2 If yes, would the parent company be willing to provide a guarantee if necessary?

Yes

No

3.3 If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?

Yes

No

Data Protection

Requirements under the General Data Protection Regulation and Data Protection Act 2018

4.1 Are you registered with the UK Information Commissioners Office?

If yes, please provide your registration number –

Yes

No

4.2 Please state your overall approach towards the EU General Data Protection Regulation and UK Data Protection Act 2018

[REDACTED]

4.3 What is your data retention policy and rules

[REDACTED]

4.4 Access controls and information – what is your policy on access controls? Can you provide evidence of certification or adopting codes of practice?

■■■■

4.5 Do you use any subcontractors to deliver the service? If so, how do you select them and obtain assurances on the data protection and information security practices?

■■■■

4.6 What contractual measures do you have in place to ensure personal data is processed compliantly and securely by sub-contractors?

■■■■

4.7 Do you have an incident management process that includes effective management of data security incidents? What is the process for managing personal data security incidents?

■■■■

4.8 Training and awareness for staff and contractors – what data protection and information security training and awareness raising is in place?

■■■■

Section C - Trust Specific Questions / Evidence

5.1 Key Personnel

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

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5.2 Accounts

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,

The Trust will apply its financial tests to your accounts including the requirement that turnover should be at least four times the annual value of the advertised contract.

5.3 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.

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5.4 Insurance

The Trust 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.

5.5 Health & 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**

5.6 Eligibility to Work

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
- (c) requirement for employees to undertake an Enhanced DBS Check

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

5.7 Environmental Policy

Please enclose a copy of your environmental policy

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

5.8 Other Policies

Please enclose a copy of your policies for the following

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

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

5.8 Your Company

Please provide an overview of your company including any relevant partnerships and associations

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**INFORMATION ABOUT CURRENT OR RECENT SIMILAR CONTRACTS PERFORMED
BY YOUR COMPANY AND REFERENCES**

OUTLINE OF COMPANY'S EXPERIENCE

Please provide details of your company's experience in the last three years of providing ***Schools focussed Managed Services to the Education sector relating, where possible, to the sort of environment that E-MAT is tendering for.***

Please use and add extra sheets if required.

REFERENCES

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 Trust's 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 Organisation	Contact name	Nature of contract	Postal & E-mail address	Telephone number

Referee 2

Name of Organisation	Contact name	Nature of contract	Postal & E-mail address	Telephone number

Contact details and Declaration

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.

1.3 (a) Contact Name	Mandatory Response
1.3 (b) Name of Organisation	Mandatory Response
1.3 (c) Role in Organisation	Mandatory Response
1.3 (d) Phone Number	Mandatory Response
1.3 (e) E-mail Address	Mandatory Response
1.3 (f) Postal Address	Mandatory Response
1.3 (g) Signature (electronic is acceptable)	Mandatory Response
1.3 (h) Date	Mandatory Response