

QUALIFYING QUESTIONNAIRE

Find a Tender Service (FTS)

<u>v1.0</u>

Connectivity & Communications Service Procurement

To be completed and returned with supporting documents by Midday on the 18th of August 2023

To: Mr David Cousins

E-mail to david.cousins@eastern-mat.co.uk

To: Mr Graham Thorpe

E-mail to graham.thorpe@moxton-education.com

Electronic Submission will be acceptable at this stage

BASIS AND CRITERIA FOR ACCEPTANCE

Connectivity & Communications 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. Preference will be given to companies who can provide references from organisations of a similar context and size to the Trust, i.e. One Secondary and several primary schools.

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 Connectivity & Communications 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 Graham Thorpe via e-mail, graham.thorpe@moxton-education.com and cc david.cousins@eastern-mat.co.uk or by telephone on 07540594557. The closing date for applicants to submit questions is Midday on the Friday 11th August 2023. The Trust will provide an electronic response to any questions and to all applicants who have expressed an interest by 5pm on the Wednesday 16th August 2023 or before.

Completed Qualification Questionnaires, with all relevant additional information, must be submitted to the Trust by **Midday on Friday 18th August**. 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 considered to be included in the shortlist to receive the ITT from EMAT.

Background

The Eastern Multi-Academy Trust (E-MAT) is a Trust of 11 Academies in Norfolk.

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

The current schools are as follows.

School	Phase
Kings Lynn Academy	Secondary
Nelson Academy	Primary
Eastgate Academy	Primary
Southery Academy	Primary
Upwell Academy	Primary
North Wooton Academy	Primary
Emneth Academy	Primary
Admirals Academy	Primary
Norwich Road Academy	Primary
Glade Academy	Primary
Raleigh Infant Academy	Primary
Trust Central Office (Based at KLA)	-

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 10 Primary and 1 secondary school with an additional primary likely to join before this contract commences. 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.

In terms of technology relating to this procurement, there are currently multiple broadband providers, with divergent bandwidths, technologies and contract end dates in all schools.

Similarly, telephony is provided by multiple providers and is a mix of hosted and on-premises solutions across different brands with varying contract end dates.

The strategy going forward is to combine all broadband connectivity, firewall services, and telephony into one single outsourced package for all existing schools and any new schools that join the Trust during the lifetime of the contract.

EMAT recently completed a procurement to consolidate their ICT Support into a single outsourced Managed Service across all their sites. Internet filtering was part of the scope for that procurement and therefore will **not** form part of this procurement.

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 package of services relating to connectivity and communication. At the sole discretion of the Trust any future schools that the Trust may incorporate into the Trust will also be added to the contract. Any additional schools will coterminate 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 maximum 5-year service with start and end dates as follows:

- Service start date No later than the 11th of March 2024, with the 5 years starting from the first installation.
- Service end date 5 years after the first installation (of any part of the solution) is completed

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 managed connectivity service to connect schools anywhere in England
- A broadband service for each school based on synchronous connectivity
- A 'failover' line
- A firewalled service
- A managed VoIP telephony service for each school to an agreed number of handsets each
- Support and maintenance service
- Full end to end single SLA approach
- Management of any 3rd parties required to provide the service
- Relevant monitoring, management, and reporting
- Full installation and transition service
- Value added services
- Technical interface into the Trusts outsourced support provision

Bidders should note the following:

- The Trust will provide a standard contract as part of the ITT Pack
- There will be no requirement for TUPE
- 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 £700,000 over a maximum 5-year period.

To be clear, the upper limit noted above includes headroom for an additional 5 schools that may or may not join the Trust during the lifetime of the Contract, it is not a budgetary figure.

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.

- 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).
- Contractor Track Record contractors must be able to demonstrate a successful track record of providing similar works to those required by this procurement.
- 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.

It is common to get a large number of suppliers expressing interest by submitting an SQ. As such, completeness and compliance **will** be strictly enforced, and suppliers may not be contacted for missing information.

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 Connectivity and Communications 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 **including turnover and profit before tax**, the latest not more than 18 months old.

Failure to provide this information will result in automatic exclusion from the shortlist.

3. Suitable insurance cover. Public Liability to a minimum of £5,000,000 per occurrence, Employer's Liability to a minimum of £5,000,000 (or statements that these will be obtained if awarded the relevant contract(s).

Failure to provide evidence/assurance of this cover will result in automatic exclusion from the shortlist.

4. A sound record of and clear policies of quality standards including, health & safety, esafety, GDPR and equality.

Failure to provide this information will result in automatic exclusion from the shortlist.

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.

Step	Date
SQ Published	Fri 21 July 23
SQ clarifications open	Fri 21 July 23
SQ questions cutoff	Fri 11 August 23
Last date for Clarification responses	Wed 16 August 23
SQ Submission deadline	Fri 18 August 23
Bidder's Questions meeting for shortlisted bidders	Fri 1 September 23
Issue of ITT	Mon 4 September 23
ITT clarification open	Mon 4 September 23
ITT Clarification Close	Mon 25 September 23
Last Date for clarification responses	Mon 2 October 23
ITT Submission deadline	Mon 9 October 23
Bidders Presentations	Mon 23 October 23
Award Decision - bidders notified	Tue 24 October 23
Stand Still Start	Tue 24 October 23
Stand Still End	Tue 7 November 23
Contract preparation start	Tue 7 November 23
Contract Pack Issued	Tue 28 November 23
Contract Signing complete by	Tue 12 December 23

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.

Connectivity & Communications 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 provided where applicable. Please do NOT embed documents in this response – if we cannot open an embedded document where a document is requested, the questions will be deemed incomplete.

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 (if applicable)	Mandatory Response	
1.1 (b) - (ii) Registered website address (if applicable)		
1.1 (c) Please check the relevant box to indicate your trading status	i) a public limited company Yes	
, .	ii) a limited company Yes	
	iii) a limited liability partnership Yes	
	iv) other partnership Yes	
	v) sole trader Yes	
	vi) third sector	
	vii) other (please specify) 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)		
1.1 (h) Registered VAT number		

	T == -
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?	YesNoNot Applicable
it is established:	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).	
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?	☐ Yes ☐ 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.	
1.1 (k) Trading name(s) that will be used if successful in this procurement	
1.1 (I) Please check the relevant boxes to indicate whether you fall within any of these classifications	i) Voluntary, Community and Social Enterprise (VCSE) ii) Sheltered workshop iii) Public service mutual
1.1 (m) Are you a Small, Medium or Micro Enterprise (SME)?	☐ Yes ☐ No
1.1 (n) Details of Persons of Significant Control (PSC), where appropriate - Name;	Not Applicable
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;	

- Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more ¹ .	
1.1 (o) Details of immediate parent company:	Not Applicable
 Full name of the immediate parent company Registered office address (if applicable) Registration number (if applicable) Head office DUNS number (if applicable) Head office VAT number (if applicable) 	
1.1 (p) Details of ultimate parent company:	■ Not Applicable
 Full name of the ultimate parent company Registered office address (if applicable) Registration number (if applicable) Head office DUNS number (if applicable) Head office VAT number (if applicable) 	
	,

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.

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	Yes	
operators?	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 (if applicable)			
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.			
1.2(b) - (i) Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	☐ Yes ☐ 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			
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 supplies e.g., key deliverables			
The approximate % of contractual obliga	tions 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			
2.1 (a) Regulations 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this <u>web page</u> , which should be referred to before completing these questions.		Please indicate your selection:	
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.			
(i) Participation in a criminal organisation. If Yes, please provide details at 2.1(b)	Yes	No	
(ii) Corruption. If Yes, please provide details at 2.1(b)	Yes	No	
(iii) Fraud.	Yes	No	
lf Yes, please provide details at 2.1(b) (iv) Terrorist offences or offences linked to terrorist activities	Yes	No	
If Yes, please provide details at 2.1(b) (v) Money laundering or terrorist financing	Yes	No	
If Yes, please provide details at 2.1(b) (vi) Child labour and other forms of trafficking in human beings	Yes	No	
If Yes, please provide details at 2.1(b)			
2.1 (b) If you have answered yes to question 2.1(a), 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 the relevant documentation is available electronically, please provide the wissuing authority, precise reference of the documents.	reb add	dress,	
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)	Yes	No	
2.3 (a) Regulation 57(3) 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?	Yes	No	
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.			

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.

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			
Relationship to the Supplier completing these questions			
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 (Please note that we expect to see summary answers in this section – while we expect policy documents to be submitted, and are comfortable with being referred to a specific place in an attached document, please do not direct us to a document for the entire answer) 4.1 Are you registered with the UK Information Commissioners Office? No Yes If yes, please provide your registration number – 4.2 Please state your overall approach towards the EU General Data Protection Regulation and UK Data Protection Act 2018 4.3 What is your data retention policy and rules 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

Add key personnel here

relevant experience

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 most recent three financial years, showing turnover and profit before tax and provide a summary of this information below

Financial Year	Turnover	Profit before Tax

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.

(Please note that this question is not asking *if* there are any existing conflicts of interest, it is asking what measures you have/will put in place to avoid conflict of interest)

Add measures here.

5.4Insurance						
The Trust requires all of its contractors to maintain;						
(a) Employer's Liability insurance to a minimum value of £5,000,000;						
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; Enclosed? YES NO						
(b) requirements for employees to disclose criminal convictions; and						
Enclosed? YES NO						
(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						

E 0 0	ther Delicies					
5.8 Other Policies						
Pleas	Please enclose a copy of your policies for the following					
(a)	Data Protection Policy					
(b)	GDPR					
(c)	E-safety					
	Enclosed? YES NO					
5.9 M	lodern Slavery Act 2015					
Are you a relevant commercial organisation as defined by section 54 (Transparency in supply chains etc) of the Modern Slavery At 2015						
YES	N/A					
E 40	If you have an average upon to E.O. in your arganization compliant with the annual					
	If you have answered yes to 5.9 is your organisation compliant with the annual ting requirements contained within Section 54 of the Modern Slavery Act of 2015					
	3 - 1					
VEC	(Disease preside UDI) No (Disease symlein heless)					
YES	(Please provide URL) No (Please explain below)					
6.0 Y	our Company					
	Please provide a brief history & overview of your company including any relevant partnerships and associations.					
[Your answer should be no longer than 1000 words – please add the word count at the end]						

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 connectivity & communications services to the Education sector relating, where possible, to the sort of environment that EMAT is tendering for.

[Your answer should be no longer than 1000 words – please add the word count at the end]

REFERENCES

Referring to the information provided above, please provide the <u>names</u>, <u>full addresses and telephone numbers</u> 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.

Preference will be given to companies who can provide references from organisations of a similar context and size to the Trust.

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

Please note all correspondence regarding this Questionnaire and the subsequent ITT process will be sent to the person described in 1.3 above