

14/09/2023

R.E. IT Brokered Services SLA 2023

To whom it may concern,

Waterton Academy Trust (WAT) are inviting companies to tender for the brokered IT support role managed by the Trusts ITSM.

The contract awards will last for 3 years with options to extend to year 4 and year 5.

Scope Overview

To provide day-to-day support for Waterton Academy Trusts IT estate including its primary schools, pre-schools services and central operational sites.

The appointed company will report directly for the Trust ITSM.

Core service features will include helpdesk access, x2 5-day per week onsite engineers, co-author a 5-year tech refresh program, account management and planned review points throughout the contract duration.

Company certification Criteria

ISO 27001 and Cyber Essentials plus certification

Active CCS Framework and or GCloud membership. Other high level framework memberships will be considered.

Technical onsite staff

Due to the nature of the role, all assigned staff will require a valid working at Height Certification, enhanced DBS (Note for privacy purposes, we will only require the DBS number to be provided), Asbestos awareness training, First aid training and confirmation of the right to work in the UK.

Staff will also be included in our Trust wide CPD programme to ensure awareness of safeguarding responsibilities and working with children and young people.

Please note: The above would be expected upon contract start. Trust CPD will commence as part of induction to the Trust.

Contact details

Mr Ian Burns
IT Services Manager
Centre For Excellence, Walton Primary Academy
The Grove
Wakefield
WF2 6LD

Telephone: 01924 903350 (**not** to be used for clarifications or expression of interest for this tender)
Email: itsm@watertonacademytrust.org (**to** be used for all **clarifications** and return of **expression of interest** during the tender)

Tender timetable

Activity	Date Range	Month
Invite to tender released (Expression of interest)	14.09.2023	September 2023
Return of Expression of interest by the supplier	22.09.2023	September 2023
Trust to issue full statement of requirements to suppliers	25.09.2023	September 2023
Opportunity to discuss the tender with the IT Services Manager	27.09.2023 – 04.10.2023	September/October 2023
Clarification responses from the Trust	09.10.2023	October 2023
Supplier tender submission last date	18.10.2023	October 2023
Shortlist and Company checks	23.10.2023 – 24.10.2023	October 2023
Shortlisted companies selected and notified	27.10.2023	October 2023
Shortlisted company interviews – meet and great, service presentation and walk through – 2 hours max	09.11.2023 – 13.11.2023	November 2023
Supplier Chosen and notified	23.11.2023	November 2023
Unsuccessful tender notifications provided	24.11.2023	November 2023
Standstill period (7 days)	24.11.2023 – 30.11.2023 (midnight)	November 2023
Supplier contract and technical specification agreed, and contract awarded to	01.12.2023	December 2023
Contract start - services shall begin no later than the 1st of March 2024 . If there is a change of incumbent, a 3-calendar month notice will be given. It is expected that a thorough handover will be completed well in advance of the 1st of March 2024 .	01.03.2024	March 2024

Yours sincerely

Mr I Burns
IT Services Manager

Waterton Academy Trust