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Tender

IT Support services

CONSORTIUM TRUST

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-06128b

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Scope

Description

IT Support Services Tender Document (RFP)

1. Introduction

This Request for Proposal (RFP) invites qualified IT service providers to submit proposals for the provision of comprehensive IT Support Services for Consortium Trust. The objective is to appoint a reliable partner to ensure secure, efficient, and continuous IT operations in alignment with the Trust's statutory duties, governance framework, and responsibilities to its academies, pupils, and staff.

2. Organization Overview

- Organisation Name: Consortium Trust
- Legal Status: Multi-Academy Trust (MAT)
- Governance Structure: Board of Trustees, Accounting Officer, and Executive Leadership Team
- Industry / Purpose: Education

- Location(s): Suffolk and Norfolk (see list at the end of this document)
- Number of Settings: 12 Primary schools, 2 Special schools, 1 private nursery plus the Central Office
- Current IT Environment Summary: Microsoft 365 and multiple cloud-based systems. Only two schools have servers which are being phased out.

3. Scope of Services

The selected provider will be responsible for providing the following services in a manner that supports the Trust's governance requirements, Department for Education (DfE) accountability standards, and a multi-academy operating environment.

Current provision consists of an annual bank of hours used remotely or onsite as required.

3.1 Helpdesk & User Support

- Year round technical support
- Year round remote and on-site support
- Incident and service request management
- Defined response and resolution times

3.2 Infrastructure & Systems Support

- Server (physical/virtual) management (only two being phased out)
- Network monitoring and maintenance
- Backup and disaster recovery planning and support
- Cloud services support (e.g., Microsoft 365)
- Ad-hoc advice, planning and installation of capital projects (to be invoiced separately)
- On-going support to integrate external applications

3.3 Endpoint & Device Management

- Desktop, laptop, and mobile device support

- Operating system and software installation
- Patch management and updates

3.4 Cybersecurity Services

- Antivirus and endpoint protection
- Firewall and network security management
- Security monitoring and incident response
- User security awareness support

3.5 Maintenance & Preventive Services

- Proactive monitoring
- Scheduled maintenance
- Performance optimization

4. Service Levels (SLAs)

Providers must propose SLAs that reflect the Trust's operational criticality, governance oversight, safeguarding responsibilities, and duty of care across all academies, including but not limited to:

- Response times by incident severity level
- Resolution targets
- Availability and uptime commitments
- Escalation procedures, including reporting to Trust management where material service failures occur

4A. Safeguarding & KCSIE Compliance

The Consortium Trust places the highest priority on safeguarding and the welfare of children. Providers must demonstrate full compliance with safeguarding legislation and statutory guidance applicable to UK education settings, including Keeping Children Safe in Education (KCSIE).

Providers are required to:

- Confirm awareness of and compliance with the latest version of Keeping Children Safe in Education (KCSIE) and related statutory safeguarding guidance
- Ensure all staff assigned to Trust settings (including on-site and remote support staff) have appropriate DBS checks in place, proportionate to their role and access level. Staff working onsite at Riverwalk and Warren schools will need DBS checks to Enhanced Adult level due to the age of some pupils in these sites.
- Maintain clear policies and procedures for safeguarding, child protection, and safer working practices
- Ensure staff receive regular safeguarding awareness training, including recognising and reporting safeguarding concerns
- Immediately report any safeguarding concern, allegation, or incident to the Trust's designated safeguarding leads in accordance with Trust procedures
- Ensure IT systems, monitoring tools, and content filtering solutions support the Trust's safeguarding obligations, including:
 - Appropriate content filtering and monitoring in line with KCSIE expectations
 - Secure management of user access, permissions, and audit logs
 - Protection of pupil data and online safety

Failure to meet safeguarding and KCSIE compliance requirements may result in disqualification from the tender process or termination of contract. A letter of assurance will be required at the start of the contract and updated annually.

5. Provider Qualifications

Providers should provide details of:

- Company profile and years in operation
- Relevant certifications (e.g., ISO 27001, ITIL, Microsoft Partner)
- Experience with similar organizations
- Key personnel and roles

- Client references (minimum 2)

6. Proposal Requirements

Proposals should include:

1. Executive summary
2. Understanding of requirements
3. Detailed service delivery approach
4. SLA proposal
5. Security and compliance approach
6. Pricing structure
7. Assumptions and exclusions
8. Value-added services

7. Pricing & Commercials

Provide a clear pricing model, including:

- Monthly/annual support fees
- Per-user or per-device costs
- On-site support rates (if applicable)
- One-time setup or transition costs

8. Contract Terms

- Contract duration: 3 years subject to approval by the Trust's Board of Trustees commencing on 1st September 2026
- Renewal terms, subject to performance review and trustee approval
- Termination clauses, including termination for breach of fiduciary or confidentiality obligations

- Confidentiality, data protection, and compliance with applicable UK education regulations, safeguarding requirements, and UK GDPR
- Intellectual property, ensuring the Trust retains ownership of its data and systems

9. Evaluation Criteria

Proposals will be evaluated based on:

- Technical capability and approach
- Relevant experience
- SLA robustness
- Cost-effectiveness
- References and past performance
- Shortlisted providers may be invited to interview

10. RFP Timeline

- RFP Issue Date: 30th January 2026
- Clarification Deadline: Midday 27th February 2026
- Proposal Submission Deadline: 5pm on 31st March 2026
- Evaluation Period: 1st to 30th April 2026
- Interviews (if required) : week commencing 20th April 2026
- Approval by Trustees: 14th May 2026
- Award Notification: 15th May 2026

11. Submission Instructions

Proposals must be submitted:

- Format: PDF / Word
- Method: email to l.jones@consortiumtrust.org.uk

- Contact Person: Lisa Jones - Director of Finance and Resources. 01473 355537

Late submissions will not be considered.

12. Terms & Conditions

- Consortium Trust, acting through its duly authorised Trustees, Accounting Officer, or delegated officers, reserves the right to accept or reject any proposal, in whole or in part.
- The Trust may request additional information or clarification from providers as part of its due diligence process.
- Costs incurred in proposal preparation are the provider's responsibility.
- This RFP does not constitute a contract, fiduciary relationship, or commitment on the part of the Trust until formally approved and executed in accordance with the Trust's governance procedures.

Authorized by:

Name: Lisa Jones

Title: Director of Finance and Resources

Date: _____

Settings included:

- Consortium Trust Office, Helmingham School House, School Lane, Helmingham. IP14 6EX
- Glebeland Primary School, Beccles Road, Toft Monks. Beccles, NR34 0EW
- Barnby & North Cove Primary School, The Street, Barnby, Beccles, NR34 7QB
- St Edmund's Primary School (Hoxne), Heckfield Green, Hoxne, IP21 5AD
- Mendham Primary School, Mendham, IP20 0NJ
- Henley Primary School, Ashbocking Road, Henley, IP6 0QX
- Helmingham Primary School, School Road, Helmingham, IP14 6EX

- Rendlesham Primary School, Sycamore Drive, Rendlesham, IP12 2GF
- Winterton Primary School, Black Street, Winterton-on-Sea, NR29 4AP
- Middleton Primary School, 1 Rectory Road, Middleton, IP17 3NR
- Southwold Primary School, Cumberland Road, Southwold, IP18 6JP
- Yoxford & Peasenhall Primary School, High Street, Yoxford, IP17 3EU
- Kirkley Nursery, Kirkley Children's Centre, Kirkley Street, Lowestoft, NR33 0LU
- Reedham Primary School, School Hill, Reedham, Norwich. NR13 3TJ
- Riverwalk School, Riverwalk Campus, Mayfield Road, Bury St Edmunds. IP33 2PD
- Warren School, Clarkes Lane, Lowestoft. NR33 8HT

Total value (estimated)

- £225,000 excluding VAT
- £270,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2030
- 4 years

Description of possible extension:

Potential for contract award to be 3 years plus 1 year

Main procurement category

Services

Additional procurement category

Works

CPV classifications

- 72100000 - Hardware consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72223000 - Information technology requirements review services
- 72250000 - System and support services

Contract locations

- UKH - East of England

Participation

This procurement is reserved for

UK suppliers

Conditions of participation

Suppliers must be based in Suffolk or Norfolk or be able to provide onsite support to all schools within the Trust and the central trust offices when required

Submission

Enquiry deadline

27 February 2026, 12:00pm

Tender submission deadline

31 March 2026, 5:00pm

Submission address and any special instructions

tenders can be submitted by email to

l.jones@consortiumtrust.org.uk

Tenders may be submitted electronically

No

Award criteria

Proposals will be evaluated based on:

- Technical capability and approach
- Relevant experience

- SLA robustness
- Cost-effectiveness
- References and past performance
- Shortlisted providers may be invited to interview

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Documents

Associated tender documents

[It Support Services Tender Document January 2026.pdf](#)

Technical specifications to be met

<http://www.consortiumtrust.org>

Contracting authority

CONSORTIUM TRUST

- Companies House: 10255142
- Public Procurement Organisation Number: PNBN-5791-QVMQ

Helmingham School House

Helmingham

IP14 6EX

United Kingdom

Contact name: Lisa Jones

Telephone: 01473 355537

Email: l.jones@consortiumtrust.org.uk

Website: <https://www.consortiumtrust.org>

Region: UKH14 - Suffolk

Organisation type: Public authority - sub-central government