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Tender

ICT Managed Services Procurement

ALPHA ACADEMIES TRUST

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

Notice identifier: 2026/S 000-011578

Procurement identifier (OCID): ocds-h6vhtk-064bb4

Published 9 February 2026, 5:42pm

Scope

Reference

AAT/2026/ICTS

Description

This procurement has been initiated as the current ICT Managed Service contract is due to expire in November 2026. The Trust will have had a fully managed ICT service for 10 years by the time the current contract expires. Although the Trust is broadly happy with the current service model, it would like to explore if there are more flexible approaches to delivery while still maintaining the balance of onsite vs remote activities.

The expectation is that the new contract will go live in October 2026 with a short handover period with the existing contract to smooth the transition.

The Trust has no internal ICT resource, so the supplier is expected to act as the Trust's primary ICT partner.

The procurement will include, but is not limited to, the following.

- Service Desk operating 8:00-16:30 as a minimum
- Technical Support (tier 2/3 support) to operate during the same time periods
- On-site Support - support across all sites based on need and clearly identified priorities
- Network Management - wired and wireless networks
- Cyber Security Management - including management of risk and adherence to DfE Cyber Security Standards
- Operations Management - management of Trust servers, both on-premises and cloud
- Telephony - management of the Trust IP telephony systems
- Relationship Management - operate as the front door to associated 3rd party systems, including biometrics, cashless catering, library systems and access control
- Software Licence Management
- Asset Management
- Vision and Strategy - act as primary advisor to the Trust in the development of long-term ICT planning and strategy
- Support with Digital Transformation - assist the Trust in embedding ICT developments
- Contract Management - ensure the contract runs effectively with clear SLA/KPI monitoring and management
- Hardware Refresh Management and Supply

The term of the contract will be for a three-year initial agreement with two one-year extensions based on satisfactory performance. The maximum length that the contract will run, therefore, will be 60 months.

The Trust will include a model contract as part of the tender pack; it is also open to receiving supplier model contracts as part of the submission. These will not be scored and are for information only.

There will be a requirement for TUPE from the current supplier. The Trust has no internal IT resource.

Total value (estimated)

- £1,200,000 excluding VAT
- £1,440,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 26 October 2026 to 26 October 2029
- Possible extension to 26 October 2031
- 5 years, 1 day

Description of possible extension:

The contract is envisaged as a three-year initial term with the option to extend by two further one-year extensions, making the maximum contract term five years.

Main procurement category

Services

CPV classifications

- 30200000 - Computer equipment and supplies
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKG23 - Stoke-on-Trent

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Requests to participate

Deadline for requests to participate

11 March 2026, 1:00pm

Submission address and any special instructions

Please email submissions as described in the PSQ document.

Tenders may be submitted electronically

No

Languages that may be used for submission

English

Award decision date (estimated)

14 April 2026

Award criteria

Name	Type	Weighting
Solution Design	Quality	75%
Total Service Cost	Cost	25%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Competitive flexible procedure

Competitive flexible procedure description

At Stage 1, a PSQ will be issued, and a minimum of the top 5 scoring suppliers will be shortlisted and invited to submit a tender.

Suppliers will be provided with an ITT pack that contains the Stage 2 process, the contracting authority requirements, a draft contract and other relevant information.

Suppliers will be asked to respond to the requirements and provide pricing for the service.

Suppliers will be able to submit clarification questions during the tender writing process.

Following submission of their proposals and costs, their responses will be scored, alongside the charges for the service, against an agreed weighting and scoring criteria contained in the ITT.

The highest weighted score will be deemed to deliver the Most Advantageous Tender and will be awarded Preferred Bidder status.

Following a standstill period, the contracting authority will then endeavour to agree and enter into a contract with the Preferred Bidder.

Documents

Associated tender documents

[Alpha Academies Trust - PSQ Final.docx](#)

Documents to be provided after the tender notice

Full ITT pack will be emailed directly to shortlisted suppliers after conclusion of Stage One PSQ.

Contracting authority

ALPHA ACADEMIES TRUST

- Companies House: 07272906
- Public Procurement Organisation Number: PCTJ-5262-LMPY

The Discovery Academy

Stoke-On-Trent

ST2 0GA

United Kingdom

Email: finance@alphaacademiestrust.co.uk

Region: UKG23 - Stoke-on-Trent

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

ITSpire Consulting

Summary of their role in this procurement: Procurement Consultancy

- Public Procurement Organisation Number: PWDX-3275-JVZG

86 Heage Road

Ripley

DE5 3GG

United Kingdom

Email: tenders@itspire.co.uk

Region: UKF13 - South and West Derbyshire

Contact organisation

Contact ITSpire Consulting for any enquiries.