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Tender

Maiden Erlegh Trust - ICT Managed Service

MAIDEN ERLEGH TRUST

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

Notice identifier: 2025/S 000-058016

Procurement identifier (OCID): ocds-h6vhtk-059ded ([view related notices](#))

Published 19 September 2025, 10:40am

Scope

Description

Maiden Erlegh Trust has just over 4,250 pupils cross 9 sites in and around Reading. What makes it unique is the fact that it has a very diverse range of schools from large Secondary to small secondary, primary, SEN, PRU and Outreach.

Maiden Erlegh Trust is committed to delivering our values which are to: aim high, be inclusive and work together.

Our schools will continue to excel at bringing out the best in students of all abilities.

To do this we place students at the heart of what we do and work closely in partnership with parents and the communities we serve.

Our vision is to:

- Provide a safe, calm, respectful and happy place to work and learn
- Provide a stimulating and challenging learning for all
- Provide high quality and inspiring teaching

- Provide a rich and relevant curriculum
- Provide a varied and exciting extra-curricular opportunities which allow students to flourish outside the classroom
- Provide high quality and personalised pastoral care

The ICT support at the Trust is currently provided by a a single outsourced support provider who provides a mix of onsite and remote support. The Trust is taking the opportunity to go to the market to identify the best innovative and forward-looking partner to support them in the delivery and development of their ICT provision over the next five years as the current arrangement is due to expire.

This procurement includes (but may not be limited to) the items listed below.

- A core managed service, management of all ICT against an agreed SLA
- 24 x 7 x 365 remote monitoring and management
- A Service Desk, available 52 weeks a year including out of hours access
- Local staffing which suppliers deem necessary to deliver the service and meet the SLA requirements - 50 weeks onsite in schools and 50 weeks for the Head Office
- Strategic advice and direction to the Trust regarding ICT
- Responsibility for design, specification, installation, and management of all ICT infrastructure
- Supply of goods and services based on an agreed Best Value approach
- Management of 3rd parties where relevant to the ICT support
- Relevant monitoring, management, patching
- Regular performance reporting
- CPD and training - digital skills and curriculum as necessary
- There is an expectation that the provider will support and/or drive innovation
- Maintain technical documentation
- Maintain operational documentation, for example inventory management and risk

registers

- Collective partnership targets aligned to the Trust objectives
- In school support for the integration and upgrade of the connectivity, communications and security infrastructure as required
- Suppliers may be required to deliver a range of technology and change management projects in addition to the providing the core managed service.

Suppliers 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 existing supplier

Total value (estimated)

- £5,000,000 excluding VAT
- £6,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2026 to 31 July 2031
- 5 years

Main procurement category

Services

CPV classifications

- 48200000 - Networking, Internet and intranet software package
- 72000000 - IT services: consulting, software development, Internet and support
- 80000000 - Education and training services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Tenders

Tender submission deadline

17 November 2025, 12:00pm

Submission address and any special instructions

Submission Instructions are detailed in the PSQ Document

Tenders may be submitted electronically

No

Languages that may be used for submission

English

Award decision date (estimated)

12 January 2026

Award criteria

Name	Type	Weighting
Quality	Quality	70%
Cost	Cost	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Step One - Evaluation of PSQ Responses

Step Two - Issue of ITT to suppliers shortlisted from PSQ Stage

Step 3 - Evaluation of ITT Responses

Step 4 - Presentations

Documents

Associated tender documents

Contracting authority

MAIDEN ERLEGH TRUST

- Companies House: 07548754
- Public Procurement Organisation Number: PCWM-2441-BWJR

Maiden Erlegh School Silverdale Road

Reading

RG6 7HS

United Kingdom

Email: operations@maidenerleghtrust.org

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

Region: UKJ11 - Berkshire

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.

MOXTON EDUCATION LTD

Summary of their role in this procurement: Management of the Procurement

- Companies House: 09008303
- Public Procurement Organisation Number: PPHN-8276-MGRZ

Ossington Chambers

Newark

NG24 1AX

United Kingdom

Contact name: Geoff Chandler

Telephone: 07970661087

Email: geoff.chandler@moxton-education.com

Region: UKF15 - North Nottinghamshire

Contact organisation

Contact MOXTON EDUCATION LTD for any enquiries.