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Tender

## **Castleview Enterprise Academy - ICT Managed Service**

CASTLE VIEW ENTERPRISE ACADEMY

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

Notice identifier: 2025/S 000-062661

Procurement identifier (OCID): ocds-h6vhtk-05a912 ([view related notices](#))

Published 6 October 2025, 9:36pm

### **Scope**

### **Description**

Castle View Enterprise Academy is an exciting multimillion pound school for 11-16 year olds serving the areas of Castletown, Townend, Bexhill, Hylton Castle and beyond. There are 1050 Pupils and 130 Staff.

Our aim is to create a centre of excellence with a clear focus on raising standards of academic performance and enabling every student to achieve their personal best in all areas of academy life within a safe, secure and stable environment. We will give your child a safe, caring and supportive environment with the latest technology for learning.

We are recognised for the care, support and outstanding academic achievement we provide for all students, coupled with leadership opportunities and preparation for working life in modern Britain. We ensure our students are ready to take their place in the wider society of which they are a part.

School years are the most important in the lives of our children and we need to ensure that every child has the right to an excellent education

Our Mission is:

1. To provide the best education for all students in order for them to achieve their personal

best in all aspects of academy life.

2. To develop, personal, social, moral and spiritual development within an environment where every child really does matter.

3. To create an orderly, disciplined, caring environment and prepare all students for the world of work and further education in the 21st century.

The School has outsourced its ICT for a long period but it is now necessary to go to market for the next phase of our development that will improve effectiveness, efficiency (both in the classroom and the supporting business functions) and as such also be cost effective.

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
- A Service Desk, available 52 weeks a year including out of hours access
- Local staffing with a minimum of one full time (50 weeks) role, possibly supported by other on-site roles which suppliers deem necessary to deliver the service and meet the SLA requirements
- Strategic advice and direction to the School 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 school's 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 school will provide a standard contract as part of the ITT Pack
- There is a requirement for TUPE from existing supplier

### **Total value (estimated)**

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

Above the relevant threshold

### **Contract dates (estimated)**

- 1 August 2026 to 31 July 2031
- 5 years

### **Main procurement category**

Services

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

- 80200000 - Secondary education services
- 80400000 - Adult and other education services
- 80500000 - Training services

## **Contract locations**

- UKC - North East (England)
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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Submission type**

Tenders

### **Tender submission deadline**

10 November 2025, 12:00pm

### **Submission address and any special instructions**

Submission details are in this PSQ document

**Tenders may be submitted electronically**

No

**Languages that may be used for submission**

English

**Award decision date (estimated)**

28 January 2026

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**Award criteria**

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
Quality	Quality	70%
Price	Price	30%

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**Other information**

**Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Competitive flexible procedure description**

Stage 1 = Evaluation of this PSQ

Stage 2 = ITT Submission

Stage 3 = Presentations

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## **Documents**

### **Associated tender documents**

[CVEA - Managed Service Partner Procurement PSQ v1.docx](#)

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## **Contracting authority**

### **CASTLE VIEW ENTERPRISE ACADEMY**

- Companies House: 06268570
- Public Procurement Organisation Number: PJGP-8674-HRML

Cartwright Road

Sunderland

SR5 3DX

United Kingdom

Email: [finance@cvea.co.uk](mailto:finance@cvea.co.uk)

Website: <https://www.castleviewenterpriseacademy.co.uk>

Region: UKC23 - Sunderland

Organisation type: Public authority - sub-central government

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## 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: Managing 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](mailto:geoff.chandler@moxton-education.com)

Region: UKF15 - North Nottinghamshire

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## Contact organisation

Contact MOXTON EDUCATION LTD for any enquiries.