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Planning

Comprehensive IT Managed Service

Taunton Town Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-073225

Procurement identifier (OCID): ocds-h6vhtk-05dfb3 ([view related notices](#))

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Scope

Description

Taunton Town Council will invite suitably qualified and experienced suppliers capable of providing strategic guidance, technical support, and managed services to submit tenders for the provision of a comprehensive IT Managed Service to ensure reliable, secure, and efficient IT operations.

Taunton Town Council was established in 2023 and serves the residents, visitors, and businesses of Taunton.

The Council currently operates within the Microsoft 365 ecosystem, with approximately 62 laptop users and 43 mobile users (20 of which are elected members). We are distributed across 2 sites, Deane House (TA1 1HE) and Trafalgar House (TA1 5LY).

The Council currently hosts no on-premises servers.

Objectives of the Contract

The Council requires an MSP who will:

1. Provide a fully managed IT support service, covering end-user devices, software,

network, and security.

2. Ensure robust cybersecurity, data protection, and compliance with UK GDPR and NCSC standards.

3. Support and optimise Microsoft 365 administration (Exchange, SharePoint, Teams, Intune, Power Platform).

4. Ensure business continuity through effective backup, recovery, and resilience planning.

Scope of Services

The MSP will be expected to provide (but not limited to) the following:

4.1 Service Desk and End-User Support

- 1st-3rd line support via phone, email, and remote access available within core working hours (0830-1730, ideally beyond)
- On-site support as required within agreed SLA
- New user setup, onboarding, and device provisioning
- Printer, Wi-Fi, and network troubleshooting

4.2 Infrastructure and Cloud Management

- Administration of Microsoft 365 tenant and Azure AD
- Intune device management (Windows & iOS)
- Software patching and updates
- Backup management and disaster recovery planning

4.3 Cybersecurity

- Endpoint protection (Defender for Business or equivalent)
- Threat monitoring, detection, and response
- MFA, Conditional Access, and identity management

- Annual penetration testing and security audit support

4.4 Reporting and Governance

- Monthly performance reports (tickets, uptime, incidents, trends)
- KPI tracking: response/resolution times, SLA adherence, system uptime

5. Supplier Requirements

Tenderers must demonstrate:

- Proven experience delivering MSP services (preferably local government).
- Accredited Microsoft Partner (at least Solutions Partner for Modern Work).
- ISO 27001 (Information Security Management) or equivalent security standard.
- Proven expertise in Microsoft 365 administration.
- Cyber Essentials Plus certification.
- Demonstrable experience in supporting hybrid environments and Apple device management.

8. Deliverables and Implementation stage

Description Timescale

1 Mobilisation and service transition Within 30 days of award

2 Initial audit and baseline documentation Within 60 days

3 Service commencement Within 90 days

9. Contract Management

The MSP will report to the Business Optimisation Lead (Paul Vickery) and Corporate Business Manager (Bryony Wharton).

Quarterly service reviews will monitor KPIs, risks, and improvement opportunities.

Total value (estimated)

- £260,000 excluding VAT
- £312,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- Possible extension to 31 March 2031
- 5 years

Main procurement category

Services

CPV classifications

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

Contract locations

- UKK23 - Somerset

Engagement

Engagement deadline

11 December 2025

Engagement process description

Expressions of interest to procurement@taunton-tc.gov.uk

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

12 December 2025

Contracting authority

Taunton Town Council

- Public Procurement Organisation Number: PMDN-7336-NLLJ

Deane House

Taunton

TA1 9QQ

United Kingdom

Email: procurement@taunton-tc.gov.uk

Region: UKK23 - Somerset

Organisation type: Public authority - sub-central government