

# 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:

### 3.1 Helpdesk & User Support

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

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### 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