

IT Managed Service Contract

1. **Introduction**

St John Bosco College is seeking proposals from qualified IT service providers to deliver a managed service solution to support the schools ICT services and provide onsite support. This document outlines the scope of work, service requirements, evaluation criteria and submission guidelines.

1. **Project Background**

St John Bosco College is a 11-18, Roman Catholic school, located in Battersea. The school opened in 2011 and moved into a brand-new building in 2015. Benefiting from excellent modern facilities the school has a long tradition of excellence in education on this site, which began with the foundation of Salesian College back at the end of the 19th century.

The school currently employs 139 staff and has a pupil roll of 837 with the potential to reach 1080 at full capacity.

The school is seeking to contract a supplier to deliver a comprehensive IT support service. The selected provider will be responsible for maintaining and enhancing the school’s IT infrastructure, supporting both students and staff with reliable and effective IT services.

The school’s current IT infrastructure includes:

* A Cisco based physical network across the campus
* A network of computers for student and staff
* A mix of desktops, laptops and tablets
* Interactive whiteboards and projectors in each classroom
* A managed Wi-Fi network accessible to staff and students with additional access to visitors
* Access to education software platforms
1. **Scope of Work**

The scope of the contract will include but is not limited to the following:

* 1. IT Support and Maintenance \*
* Onsite and remote Support: Provide dedicated support onsite covering the period 07:30 – 17:30, 52 weeks per year and remote support with emergency out of hours assistance
* Hardware Maintenance and Repair: Proactive maintenance, troubleshooting and repair of hardware, including desktops, laptops, tablets, projectors and printers
* Software Support and Updates: Manage the installation, licensing and regular updates of software applications
* Management and maintenance of asset register

\*An indicative list of equipment, software, hardware can be found at appendix i.

* 1. Network and Security Management\*
* Network Management: Monitor and maintain the school’s network and wi-fi, ensuring reliable connectivity
* Security Compliance: Implement and manage security protocols to protect the school’s data and comply with data protection regulations (GDPR)
* Backup and Disaster Recovery: Ensure regular backups of critical data and provide a recovery plan in case of data loss

\*An indicative list of managed services can be found at appendix ii

* 1. Cyber Security
* Ensure the school’s cyber security framework meets the DFE cybersecurity standards for schools and colleges, follows the NSCS guidelines and maintains cyber essentials certification to ensure compliance with cyber insurance policy
* Conduct regular cyber security risk assessments to identify vulnerabilities in the school’s IT infrastructure
* Monitor systems for suspicious activity, unauthorized logins or attempts to access restricted areas
	1. User Support
* Helpdesk Services: Provide a helpdesk service for staff to log IT issues and requests, with clear service-level agreements (SLAs) for response times
	1. IT Infrastructure Development
* Equipment Procurement Assistance: Advise the school on hardware and software purchased, including specifications and recommendations (please note that the procurement of items will be on a non-exclusive basis)
* Upgrades and Future Planning: Assist in planning for future IT upgrades, including hardware replacements and network expansions to support the school’s growth and technology need
* Development of schools IT Strategy and Roadmap: Review of existing IT provision and providing ongoing advice and support to the school
1. **Service Requirements**

The selected provider will be expected to:

* Deliver services that are consistent, reliable and user-friendly
* Offer flexible support to accommodate changes in school hours, special events and other school activities
* Ensure transparent communication and reporting of IT issues, ticket status and work completed
* Maintain appropriate certifications and training, ensuring all staff working onsite meet the security requirements as set out by the schools’ policies
1. **Staffing and TUPE (Transfer of Undertakings – Protection of Employment) Regulations**

The school requires a minimum of 2 staff to be present daily, between the core hours of 07:30 17:30 during term time. Where annual leave is taken, the appointed contractor should provide the appropriate level of cover.

It is anticipated that TUPE regulations will apply to the contract. The current IT support service is provided by an external provider whose employees may have the rights to transfer under TUPE to the incoming provider.

In respect of these staff the successful provider shall be obliged to:

* Conform to the TUPE regulations 2006
* Please see appendix iii for details of those employed that may be entitled to transfer under TUPE.
* Any expenses incurred by the contractor in satisfying the necessary arrangements shall be at the contractors expense
1. **Contract Duration**

The contract will be awarded for an initial term of 2 years with the option for annual renewal with a maximum term of 5 years.

1. **Key Performance Indicators**

Performance will be monitored through the following KPI’s:

* Response times: Adherence to agreed SLA response times
* System Uptime: Network and system uptime targets of at least 99.9% (allowing for approx 8.76 downtime hours pa)
* Speed of System
* Proactive Maintenance: Completion of scheduled maintenance tasks within agreed timeframes
1. **Proposal Requirements**

Proposals should include:

* Company Profile: Information about the company, experience in the education sector
* Team Proposal: Structure of the team both onsite and supporting, with qualifications of the team proposed
* Service Approach: A detailed approach to delivering the services outlines in the Scope of Works, including response and escalation procedures.
* Pricing Structure: Clear pricing for services, including fixed annual costs, hourly rates and any additional fees for services outside of the standard scope
* Innovation and Added Value: Information on any additional services or innovative approaches that would benefit the school
* Case Studies/References: At least 2 examples and references for similar services delivered in an educational environment
1. **Contract Award Criteria**

The following representatives from the school will review the proposals:

* Headteacher
* Director of Business and Operations
* Facilities Manager
* Governing Body Members

Proposals will be evaluated on the following criteria:

* Project Team and Resourcing 20%
* Technical Approach 20%
* Experience 20%
* Value for Money 20%
* Case Studies/References 10%
* Added Value 10%

Each proposal will be given a score. A proposal considered to be unsuitable shall be rejected at this stage if it does not respond to important aspects of the brief. The school shall notify unsuccessful tenderers of the rejection of their proposal after completing the selection process.

Contracts will be awarded on the absolute discretion of the school and in accordance with internal policies and statutory regulations. St John Bosco College is not required to accept the lowest priced tender.

1. **Submission Information and Enquiries**
* Proposals must be submitted by 23 May 2025, no later than 12:00, midday.
* The proposals should be submitted electronically to DWatkins1@sjbc.wandsworth.sch.uk
* Clarifications: Any questions regarding this opportunity must be submitted in writing via email and should be directed to:

Dawn Watkins, Director of Business and Operations

DWatkins1@sjbc.wandsworth.sch.uk

Enquires should be submitted by 17:00 on 16 May 2025. All responses will be collated and responses shared with all companies who have submitted an enquiry or expressed an interest in this opportunity by 17:00 on 19 May 2025.

* Site visits are encouraged. The following dates and times are available:

Wednesday 7 May 2025 15:00– 16:00

Wednesday 14 May 2025 15:00 – 16:00

Wednesday 21 May 2025 15:00 – 16:00

To book in a site visit please contact:

Tony Riley, Facilities Manager

TRiley@sjbc.wandsworth.sch.uk

Please provide your preferred date, along with the full name and email address of all people attending (maximum 2).

Please note onsite parking is not available for the onsite visit days. On street parking is available, for more information please see [www.wandsworth.gov.uk/parking/parking-zones/find-parking-zones/](https://www.wandsworth.gov.uk/parking/parking-zones/find-parking-zones/)

1. **Timeline**

**The key dates in relation to this opportunity are detailed below:**

|  |  |
| --- | --- |
| 1. **Activity**
 | **Date**  |
| Brief issued   | 28 April 2025 |
| Submission deadline  | 12:00 pm 23 May 2025 |
| Notification shortlisted companies | 28 May 2025 |
| Interviews  | w/c 4 June 2025 |
| Appointment of chosen company  | w/c 9 June 2025 |
| Initial project start up meeting  | w/c 16 June |
| Contract commencement date |  01 August 2025 |

The above programme is indicative of the schools’ timescales.

**Appendix i - Equipment, hardware and software**

This list is not limited to, but includes the following:

**Equipment/Hardware**

|  |  |
| --- | --- |
| **Type** | **Approx. No Devices** |
| PC’s | 300 |
| Laptops | 280 |
| CCTV System | 1 Milestone System  |
| CCTV Cameras | 110 |
| Printers/Photocopiers | 4 devices 2 Riso and 2 Sharp |
| Phones | 96 extensions |
| Catering IT Equipment | 6 |
| Network Hardware | Cisco Switches Meraki MS225-48FP & Meraki MS210-48 1G |
| Servers | Dell |
| Paxton Access Control | 40 devices |

**Software (management and installation):**

Manage and install all software used by the school

* Curriculum
* Admin
* SEN

**Appendix ii – Managed Services**

* School Network
* Server and Desktop Virtualization
* Servers & Storage
* All IT Peripherals
* Backups and Storage (onsite and offsite)
* IT Security
* Cloud Services

**Appendix iii – TUPE Information**

|  |  |  |
| --- | --- | --- |
| **Job Title** | **Contract Type** | **Weeks Paid Per Year** |
| Network Manager | Full Time | 52 |
| 1st Line Engineer | Full Time | 52 |