IT SUPPORT SERVICES TENDER

Active Gloucestershire Ltd is a company limited by guarantee in England and Wales with charitable status

Registered Office: City Works, Alfred Street, Gloucester, United Kingdom, GL1 4DF

Company number: 7344552 Charity number: 1138546

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Disclaimer: This is an Invitation to Tender (ITT) only. Active Gloucestershire is not obliged to proceed further.

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Introduction

Who we are

We're a clarity that believes that physical activity can transform lives. It is the single biggest thing that can be done to improve a person's health. We are part of a national network of Active Partnerships operating across England. At our essence we are about driving positive change.

As a trusted organisation, [Active Gloucestershire](#) coordinates [we can move](#). Inspiring people to unite behind a common vision to increase physical activity . . Our work is rooted in inspiring action, connecting partners, and enabling systems that make long-term change possible.

Our values, objectives, and our ambition, vision and mission are at the heart of our work, both internally and externally.

Our values

Be brave
The best way to see if something works is to give it a go.

Be curious and listen hard
Gather learning, insight and data and look to understand the experiences of those with perspectives furthest from your own.

Stand shoulder to shoulder
Everyone owns the movement. Ask for help when you need it, offer it when it will be useful and be prepared to grow ideas together.

Find the energy
Focus on strengths, emphasise the positive and gently challenge the negative.

Build relationships of trust
Invest in others as much as in getting things done.

Our objectives

Grow we can move
so we can support more people and recognise the strength we have by working together.

Share and learn
so that everyone is able to enjoy the benefits of a more active life.

Connect
to make sport and physical activity available to everyone regardless of age, disability, race, gender, religious beliefs or background.

Support
diversity, especially under-represented groups, whilst working with people and projects that share our values.

Celebrate
people and organisations that help people to be active. Together we will celebrate our successes and failures and encourage each other to do more.

Stay flexible
so we can adapt to changes and opportunities.

Our ambition:

We want to get more people moving and halve inactivity rates in Gloucestershire by 2030.

Vision:

Everyone in Gloucestershire living healthy and happy lives.

Mission:

We are an inclusive community that connects and inspires people in Gloucestershire to improve their lives through physical activity.

Inspire

- United behind a common vision, mission values and behaviours.
- Guide a collective strategy.
- Run and promote campaigns that inspire people to be active.
- Facilitate collective advocacy for county policies that promote physical activity.

Connect

- Help organisations and people to understand the system they are operating in and how we all need to work together to bring about change.
- Facilitate networks and opportunities to bring people together to support each other, collaborate and share good practice.
- Encourage alignment of activities and shared measures that help us all see the difference we are collectively making.

Enable

- Provide key data, statistics and facts, identify need and share good practice.
- Turn ideas into reality by increasing investment in our sector and county and providing guidance and resources to secure funding/income.
- Provide training, workshops and consultancy which stimulate debate and provide skills/ideas on how to get people active.

Objectives and requirements of tender

Active Gloucestershire (AG) currently outsources its IT requirements on a managed service basis and IT is overseen internally by the Director of People and Partnerships. We are re-tendering for this service to ensure that our IT managed service remains fit for purpose in supporting our organisational needs. To provide good value and support our mission to engage with and grow our movement. We are looking to enter into a contract for a minimum of 2 years.

We are inviting tenders for the delivery of a comprehensive IT managed service contract, running from February 2026 to February 2028. This is to ensure we continue to receive reliable, value-for-money IT support that meets the evolving needs of our team and helps us work efficiently and securely.

We're looking for a provider who can act as an extension of our team - combining proactive support, responsive break-fix help, and expert guidance on everything from cyber security, cloud services and sourcing hardware or software.

Active Gloucestershire expects the successful tender applicant to assume and retain responsibility for the following areas or where a technical specification, an equivalent alternative:

Core areas

- Provide a core IT Managed Service:

  - Acting as an extension of our internal team, providing the users a break-fix support offering

  - Account Management – provide a dedicated contact to oversee the IT arrangement, provide proactive advice around our system and answer any general questions for our IT environment

  - Proactive monitoring of our systems to help prevent issues before they become problematic

  - Ensuring AG's systems remain operational at all times, resolving any problems that arise quickly

  - This must cover all aspects of our IT environment, ranging from the computers, the networking, WiFi, or for any problems with the internet/telephony

  - Remote / hybrid support

  - Third party software vendor liaison

- Identifying any outdated equipment and advising when updates to our hardware or software are required. Responding to Active Gloucestershire's changing needs quickly and efficiently, for example in the event of expanding our staff numbers or changing office location

- Microsoft 365 - Supply our Microsoft 365 licensing. Account management including administration such as creation of users, disabling users when they leave. Our licensing requirements are NFP Business Basics / Premium

- M365 Backup - Datto SaaS Protection service with 1 year cloud retention policy

- Support with the management and supply of the Exclaimer M365 system

- VOIP or Microsoft Teams Voice - Supply of licensing an operator connect service that sees calls break out via Gamma's telephony network

- Network and infrastructure via Ubiquiti WiFi - Supply of the hosted cloud controller that controls the 2x Access Points within our office

- Sophos Security Services - Supply of the licensing for the below services:

    - Sophos XGS 116 Firewall Xstream Protection

    - Sophos Intercept X Advanced (Endpoint Security)

    - Sophos Device Encryption (HDD Encryption in case of loss/theft)

    - Sophos Email Advanced (Email Filtering)

    - Sophos Phish Threat (Cyber-Awareness Training)

- Domain Hosting - Hosting of the 'ActiveGloucestershire.org.uk' domain - paid per annum.

- Ensuring AG's data is secure and backed up

- Cyber Essentials / Plus – Advice and / or consultancy around renewing our Cyber Essentials / Cyber Essentials plus recertification and managing the process in full on our behalf

- General advice on how the IT managed service could be delivered more efficiently, effectively and/or economically

- Advice and guidance on AI and Environmental Sustainability options (further details below)

Use of Artificial Intelligence (AI)

Active Gloucestershire is exploring how AI tools may support operational efficiency, data insight, and user experience - particularly in areas like data handling, process automation, and productivity tools (e.g. Microsoft Copilot).

We ask bidders to briefly outline:

- How your organisation is using or planning to use AI in service delivery (e.g. AI-powered helpdesk, security monitoring, automation).

- Any recommendations for how Active Gloucestershire could safely and ethically adopt AI tools in future (e.g. within Microsoft 365).

- Your approach to AI governance, including transparency, and avoiding bias.

- How you will ensure any AI tools used on our systems comply with data protection and security policies.

We are not looking for experimental solutions but welcome practical, responsible use of AI that aligns with our values and improves how we work.

Environmental Considerations

Active Gloucestershire is committed to reducing its environmental impact and welcomes responses that support this aim. We ask bidders to include:

- How your organisation minimises its own carbon footprint (e.g. remote-first support, green hosting, efficient travel policies).
- Any practices or technologies you recommend that help reduce our emissions - such as:
  ➢ Cloud-first solutions and paperless workflows
  ➢ Low-energy or longer-lifecycle devices
  ➢ Remote troubleshooting to reduce travel
  ➢ Recycling or repurposing old hardware

Whether you have environmental policies or certifications (e.g. ISO 14001, net-zero commitments).

How you can help us track or report on the IT-related carbon impact, where possible.

We will consider environmental impact as part of the overall evaluation and welcome ideas on how to make our IT infrastructure more sustainable.

System Overview

Active Gloucestershire operates from one main office in Gloucester (City Works, Alfred Street, Gloucester, GL1 4DF). This office is located in a community building with other businesses and commercial projects.

We currently have 18 members of staff. Our staff team work hybrid, coming together either at City Works or alternative locations across Gloucestershire when working more collaboratively.

Current setup

Devices

Our laptops are all running Windows 11.

We expect the support to cover a total of **22 devices** to be covered by this support which include devices:

18 members of staff with an additional two members expected to be recruited.

Two iPads for communal use.

Personal devices currently accessing Comp Portal to access work applications.

Microsoft email accounts

Emails are hosted on Microsoft 365, email scanning and virus filtering provided by Sophos.

There are three domains utilised on Microsoft 365: activegloucestershire.org, activegloucestershire.org.uk and wecanmove.net. Management of these sites and updates are carried out by third party agencies and outside of the scope of this tender.

We currently have 30 email accounts/licences, including one for an administrator and one for the IT provider.

Software Packages

The core software packages, or online systems used by AG are listed below.

- Microsoft 365 (Word, Excel, PowerPoint, Outlook, Teams, Planner, Sharepoint, OneDrive)
- Xero
- Approval Max
- Smartsheet
- Folderit
- Bright HR

- [Brevo](#)
- [Decisions](#)
- [Otter](#)

Printers

There is one networked printers used by AG, a multifunctional printer with an outsourced support contract from Elmrep.

Networking

There are three network switches providing wired connection and two SSID WiFi networks. There may be a future requirement to expand on this if we change our office location.
- AG_Staff – used by staff
- AG-Host – used by hosted staff and Active Gloucestershire staff (signal mainly in main office only)

Remote access

Our staff team have a hybrid work style and we also operate a flexible working approach to our hours. All staff work from home, remote locations and the main office and can at time work out of regular 9-5 hours. We would need support available outside of usual business hours.

IT Support Service provision 2025

We have requested IT support 47 times between January and July 2025. With access, security and software being the most common issues.
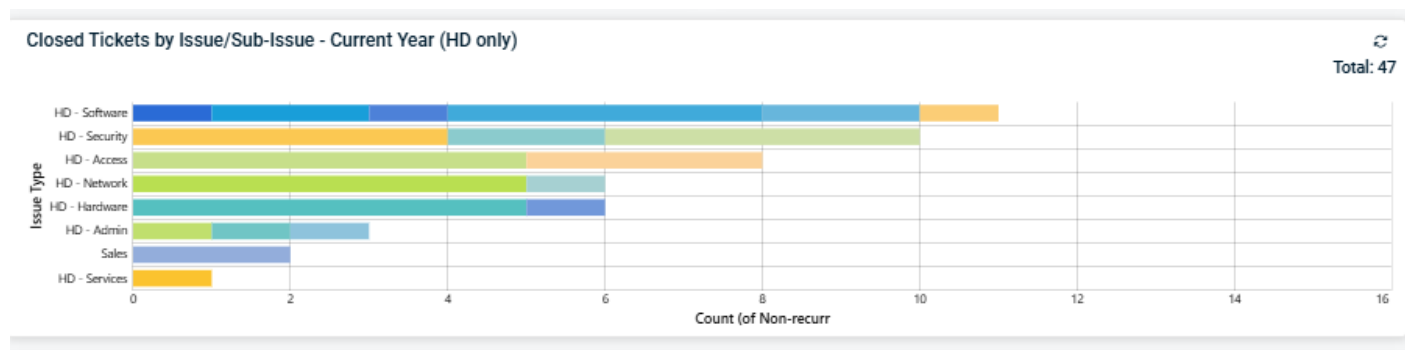
The average time to resolve service desk request has been just over 2.5 hours, with simple requests averaging 1.5 hours.

Tender response guidelines

Include: company overview, how you meet requirements, support process, onboarding approach, detailed costs (split by service, licensing, hardware and project support such as AI, Cyber Essentials / Plus), security and patching approach, social value alignment, environmental sustainability approach and two references.

Please ensure that your proposal states clearly any inflation clauses and separates out the service cost and monthly license cost.

Deadlines and key dates

Our existing IT support contract expires at the end of February 2026. We would expect the new IT managing service provider (should we decide to change) to liaise with our existing service provider to ensure a seamless transition, ahead of the contract commencement date of **February 2026**.

Date of issue:	12th August 2025
Tender submission deadline:	19th September 2025
Notification of shortlist:	26th September 2025

Meet shortlisted managing service providers:	7th October 2025
Notification of award of contract subject to contract:	17th October 2025
Contract start date:	February 2026

Submission of tenders

All tenders are to be submitted electronically to Sarah Haden, sarahhaden@activegloucestershire.org with the subject 'Active Gloucestershire - IT Tender Submission'.

Enquiries

Questions regarding the procurement or any elements of this tender process are to be submitted via email to Sarah Haden, sarahhaden@Activegloucestershire.org ,with the subject 'Active Gloucestershire - IT Tender Questions'. Questions **will not** be accepted by telephone.

Cost of Submission

All costs associated with the preparation of a proposal or contract in response to this tender will be borne solely by the respondent.

Evaluation Criteria

Active Gloucestershire will choose their preferred IT managing service provider based on the following criteria:

- Fit to our requirements
- How well the provider addresses all the services outlined in the scope
- Value for money
- Clear, competitive pricing including service costs, licensing, and any project-based work.
- Quality of support, experience and references
- Evidence of strong SLAs, proactive service, and responsiveness to issues.
- Proven track record supporting similar-sized charities or organisations, with two relevant references.
- Security and compliance approach
- Capability to manage cyber security tools, backup systems, and support with Cyber Essentials certification.
- Transition plan – a clear explanation of how the handover from any existing provider would be handled smoothly and with minimal disruption
- Account management
- Dedicated contact, regular reviews, and clear communication channels
- Clarity and Quality of Submission

- Well-structured proposal with clear explanations and relevant detail
- Social value and organisational fit
- Alignment with Active Gloucestershire's mission, values, and approach to ethical business – noting environmental sustainability and reducing our carbon footprint
- Scalability and flexibility
- Ability to support potential future growth, changes in staff numbers, or office relocation.
- Approach to use of AI to improve safe and effective business efficiencies

Reference Checks

Active Gloucestershire would like to be provided with two references from organisations with a similar size setup. We reserve the right to contact the respondent's customer(s), to make appropriate checks. Please provide these references with your tender documents.

Transition Process

As part of your tender submission, please explain how you would manage the transition from the current provider (should we decide to move).

Shortlisting

Those managing service providers that are shortlisted should be available for a meeting on Tuesday 7th **October**, at Active Gloucestershire's office, (time to be confirmed). The managing service provider should be prepared to present their tender proposal and be ready to answer questions from a small panel.