REQUEST FOR QUOTATION (RFQ)

ELT Telephony Solution 2027

RFQ field	Details
Reference	ELT-RFQ-2027-TELEPHONY
Issue date	19th October 2026
Clarification deadline	8th November 2026
Quotation deadline	15th November 2026
Anticipated award	1st January 2027
Contract start	March 2027 onwards
Contract term	48 month
Procurement lead	Brett Webster / Director of IT

1. Purpose and procurement overview

Enquire Learning Trust (ELT) invites written quotations for the telephony solution requirement described in this RFQ. This solution will be delivered into our 32 Primary Schools and main Trust head office. The solution will provide quality communication routes for our circa 1800 staff across the Trust and enhanced safeguarding of our circa 10000 students.

Requirement summary

The Enquire Learning Trust require a fully cloud hosted telephony solution across our 33 sites. This solution would consist of :

- 200 front office handsets that have the ability to store a minimum of 20 hotkeys for ease of transfer and calling.
- To include 300 more basic handsets that will be wall mounted in classrooms for basic call use that doesn't require a screen and/or hotkeys give it's basic use nature.
- 50 wireless handheld handsets that can be used by our schools when needing to move around school and take calls into other rooms. This device must be a wireless solution and not DECT.

The solution will be uniformly configured from a auto-attendant and workflow perspective with 32 of the 33 sites being Primary Schools and the other being our HQ. An option for a 'pupil absence' voicemail would form part of the auto-attendant.

Any solution proposed MUST include integration with Bromcom MIS with writeback. The solution must notify the front office staff of the inbound caller and if they exist in Bromcom, will reference the callers name and relationship with the child in our school. The pupil absence voicemail will transcribe the recordings and write this back into Bromcom for the schools approval automatically.

The solution MUST be able to be used as a tannoy system as part of our lockdown process with either a recorded message or ringtone, or a 'pickup and talk' tannoy from the main office out to all handsets

A softphone option MUST be available from the solution for our school leaders and other agile workers to be able to use this upon their mobile and/or works device (laptop and iPad) to be contactable on their extension from wherever they may be working. This solution will also be used for trips and events where the staff need to have a way to communicate back to school and/or parents. The softphone must have integration with Teams as a minimum extent of showing availability based on call and meeting status across both systems.

Installation across all 33 sites by the winning supplier must be included in your proposal and costs. Details of our sites and address can be could within this document.

Ongoing support of the solution would be a co-managed one with the supplier always being available to support and remotely configure the solution, but the Trust and it's IT MSP's will also have access to make quick changes to support our schools more efficiently. The solution must be granular in the access it can provide with for example, an IT MSP being able to change a display name, but not access call recordings. Support must run for the length of the initial contract term – 48 months.

Any cabling requirements will be taken care of outside of this tender opportunity and all POE switching and ports required will also be configured and ready to accept a phone and shouldn't be included in the submitted proposal.

2. Instructions to suppliers

• Quotation responses must be received by the deadline shown on the front page. ELT may decide not to consider a late response.

• All clarification questions must be sent to the named procurement lead. Material clarifications will be shared consistently with all invited suppliers.

• Prices must be in pounds sterling and exclusive of VAT unless expressly stated otherwise.

• The supplier must identify any assumptions, exclusions or dependencies clearly in its response.

• Quotations should remain open for acceptance for a minimum of 30 calendar days from the submission deadline.

• ELT is not bound to accept the lowest-priced quotation or any quotation. Award will be made in accordance with the published evaluation criteria.

• Suppliers are responsible for their own costs of preparing and submitting a quotation.

• Any actual or potential conflict of interest must be declared promptly.

3. Procurement timetable

Stage	Date / time
RFQ issued	19th October 2026
Deadline for clarification questions	8th November 2026
ELT response to clarifications	10th November 2026
Quotation deadline	15th November 2026
Evaluation / moderation	1st December
Intended notification of outcome	10th December
Contract finalisation	31st January 2027
Service / supply commencement	March 2027 onwards

ELT may amend the timetable. Any amendment affecting the competition will be communicated to all invited suppliers.

4. Specification and scope

4.1 Background

The Enquire Learning Trust requires a reliable, secure and cost-effective telephony solution to support communication across its central team and academies from 2027.

The Trust currently operates across multiple locations, with telephony arrangements that may vary between academies. This creates an opportunity to establish a more consistent Trust-wide approach, improve resilience and service quality, simplify administration and support, and provide greater visibility and control of telephony costs.

The new solution must support the operational requirements of individual academies while providing appropriate Trust-level oversight and standardisation. It must be suitable for an education environment, straightforward for staff to use and manage, and capable of supporting future organisational or technological change.

The procurement is intended to secure a managed telephony service covering implementation, migration, ongoing support, maintenance and continued service improvement. Suppliers will be expected to minimise disruption during transition and ensure continuity of essential telephone services throughout implementation.

4.2 Required outcomes

Reliable communication

A dependable telephony service that supports the day-to-day operational needs of the Trust and its academies.

Consistent Trust-wide provision

A standardised core solution across participating locations, while allowing appropriate configuration for individual academy requirements.

Improved resilience and continuity

Effective arrangements for service resilience, disaster recovery and continuity of essential inbound and outbound calls.

Safe and effective call handling

Appropriate functionality for call routing, reception services, hunt groups, voicemail, emergency arrangements and other school-specific call-handling requirements.

High-quality support

Responsive technical support, clear escalation routes and defined service levels for incidents, faults and service requests.

Effective implementation and migration

A controlled transition from existing arrangements, including number porting, configuration, testing, staff guidance and go-live support, with minimal disruption to academies.

Simple administration

An intuitive management system that enables authorised staff to manage users, numbers, call routing and other routine changes efficiently.

Trust-level visibility

Appropriate reporting and management information covering service performance, usage, costs and support activity.

Security and regulatory compliance

A solution that protects Trust information and meets applicable data protection, information security, telecommunications and safeguarding-related requirements.

Scalability and flexibility

A solution that can accommodate changes in pupil numbers, staffing, academy structures, locations and future Trust growth without disproportionate cost or disruption.

Value for money and cost transparency

Clear and predictable pricing, transparent identification of all implementation and ongoing charges, and demonstrable whole-life value for money.

Reduced environmental impact

Where practicable, efficient use of equipment, responsible disposal or reuse of replaced hardware, and reduced unnecessary energy and resource consumption.

4.3 Mandatory requirements

Ref	Mandatory requirement	Supplier response / evidence
M1	33 site installation	
M2	MIS integration	
M3	Tannoy functionality	
M4	Co-managed granular support	

4.4 Locations and users

Our sites are spread across 3 hubs. We have 9 schools in Greater Manchester, 12 schools in our North hub – Stockton, Middlesbrough, North Yorkshire, and 11 schools spanning each side of the Humber – Grimsby and Hull. Our 33rd site is our HQ based in Wakefield.

Full address details can be found on our website here - https://enquirelearningtrust.org/academies

4.5 Implementation and mobilisation

Site visits to commence post award of contract in January to discuss specific handset and location requirements ready for deployment. Each site would require a visit but we could accommodate multiple visits in one day given the close location of many of the sites.

Deployment will commence from March 2027 until August 2027. Most schools' contracts with the existing supplier end late March but some are across the following 5 months until August. This detail will be shared with the awarded supplier and a full schedule can be agreed and drawn up.

4.6 Contract management

The Trust Director of IT would require regular contract management meetings throughout the implementation phase and direct access to the awarded suppliers support and management team when required. After initial implementation a monthly update meeting would be a minimum requirement for the first 6 months and then quarterly after that until contract end.

5. Supplier response and due diligence

Information requested	Supplier response
Legal name and registered address	
Company / charity registration number	
Primary contact name, role, email and telephone	
Relevant experience and capability	
Two relevant customer references, where proportionate	
Insurance cover relevant to the requirement	
Conflicts of interest	
Subcontractors proposed, if any	
Modern slavery / ethical sourcing information, where relevant	
Health and safety arrangements, where relevant	
Safeguarding / DBS arrangements, where relevant to work on school premises	

6. Data protection and information security

Complete this section where the contract involves access to, hosting of, or processing of personal or confidential Trust information. The final contract should define the parties' data protection roles and include appropriate contractual obligations.

Question	Supplier response
Will personal data be processed? If yes, describe categories, purpose and data subjects.	
Where will data be hosted and accessed from?	
Describe technical and organisational security measures.	
Describe incident / personal data breach notification arrangements.	
Describe retention, deletion and return arrangements at contract end.	
Identify subprocessors and locations, where applicable.	
Provide relevant security certifications / independent assurance, where applicable.	

7. Pricing schedule

The total evaluated price must include all costs necessary to meet the specification. Clearly identify optional items and any indexation or price review mechanism.

Item	Description / unit	Quantity	Unit price ex VAT	Total ex VAT

Pricing assumptions / exclusions: [Supplier to complete]

8. Evaluation methodology

ELT will evaluate compliant quotations against the criteria stated below. The procurement lead must finalise the weightings and scoring guidance before issuing the RFQ and must not change them after the quotation deadline.

Criterion	Weighting	Evidence / question
Price	60%	Pricing Schedule
Quality: alignment to the proposed solution, further features, support provision and testimony quality	40%	Meeting the proposal and value-add of further feature sets
TOTAL	100%	

9. Quality questions (further may be directed to suppliers throughout this process)

Q1. Describe how your proposed solution will meet the specification and required outcomes.

Maximum response length: [e.g. 750 words]. Supplier response:

Q2. Provide your implementation / mobilisation plan, including key dependencies, risks and timescales.

Maximum response length: [e.g. 750 words]. Supplier response:

Q3. Describe how you will manage service quality, support, performance reporting and escalation.

Maximum response length: [e.g. 750 words]. Supplier response:

10. Terms and conditions

The resulting contract will comprise the award / acceptance documentation, this RFQ and specification, the successful supplier response, the agreed pricing schedule and ELT's applicable terms and conditions, with an agreed order of precedence. Any proposed exceptions to the contractual terms must be clearly identified with the quotation and will be considered by ELT before award.

11. Supplier declarations and form of quotation

By submitting this quotation, the supplier confirms that the response is bona fide, independently prepared, accurate to the best of its knowledge, and that it has declared any conflicts of interest. The supplier confirms that the person signing below is authorised to commit the organisation to the quotation.

Declaration field	Supplier completion
Supplier legal name	
Authorised signatory	
Position	
Signature / typed electronic signature	
Date	

12. Submission instructions

Submit the completed quotation to: info@enquirelearningtrust.org

Email / portal reference: ELT-RFQ-2027-TELEPHONY

Deadline: 15th November 2026