# ICT Managed Support Services

## Invitation to tender

## The Mast Academy Trust

**THE MAST**
ACADEMY TRUST

## SECTION 1

## Introduction

The Trust is seeking a strategic ICT Managed Service Provider (MSP) capable of delivering a complete, proactive, and future-focused ICT service across all its schools.

The MAST Academy Trust was established in December 2016 to build upon strong, existing partnerships around the pupils and families in our locality through academy status.  We are a collaborative Trust, with all leaders supporting the development of MAST within the context of an Executive Leadership Team. Working strategically together we aim to transform provision and outcomes for pupils and their families.

Our vision for our pupils, staff and schools at the Mast Academy Trust is not defined by a statement but a set of key principles; principles that when united reveals our overarching vision.   As individual schools and a Trust:

- We celebrate **individuality**
- We **collaborate** for the good of our children and staff
- We **inspire** our children, and our employees to **achieve** their ambitions
- We all **learn** from our experiences
- We ensure a **safe** and **caring** environment for everyone

We commit to:

- Put the **children** at the heart
- Value all our **people** and respect their well-being
- Serve the **community** around us
- **Respect** different opinions and then unite together
- Be willing to **challenge** and accept challenge
- **Support** all areas within the MAST Academy Trust
- Adhere to the Nolan Principles

## Our Schools

The Trust currently comprises of five schools with approximately 1500 pupils across the 4-13 years age range and 200 employees across all schools and the central Trust team, operating both centralised and school-based ICT deployments.



Birdsedge First School – A First School serving pupils in Reception to Year 5 with a capacity of 90 pupils.

Kirkburton Middle School – A Middle School serving pupils in Year 6 to Year 8 with a capacity of 501 pupils.

Scissett Middle School – A Middle School serving pupils in Year 6 to Year 8 with a capacity of 600 pupils.

Scholes Junior and Infant School – A Primary School serving pupils in Reception to Year 6 with a capacity of 222 pupils.

Shelley First School – A First School serving pupils in Reception to Year 5 with a capacity of 204 pupils.

*Joining School - Grange Moor Primary School – A Primary School serving pupils in Reception to Year 6 with a capacity of 105 pupils.*

All schools are located within 15 minutes drive of each other.

## Background

The Trust has developed a long-term vision for consistent, resilient, and secure ICT services aligned with:

- Teaching & learning priorities (EdTech adoption, digital literacy, blended learning capability)
- Operational efficiency (automation, cloud adoption, device lifecycle management)
- DfE digital standards, including cyber security, network infrastructure and filtering/monitoring expectations
- Trust-wide safeguarding duties under Keeping Children Safe in Education (KCSIE)
- Sustainability and lifecycle planning, aligned with the Trust's Climate Action Plan

Current ICT infrastructure typically includes:

Mixed device estates (Windows, ChromeOS, iPadOS)

- Trust-wide services such as MIS, filtering/monitoring, safeguarding systems
- Cloud productivity platforms (Microsoft 365)
- On-premises legacy systems, where applicable

A key objective is to work with a partner who understands the operational realities of schools, the need for reliability during teaching hours, and the importance of robust cyber security and safeguarding compliance.

## Procurement Best Practice Criteria

This procurement is being conducted in accordance with the Public Contracts Regulations 2015, the Procurement Act 2023, and the Trust's internal procurement policy.

The Mast Academy Trust have agreed a set of best practice principles in relation to the procurement of this service. These principles provide a framework to ensure that we act in an ethically and commercially responsible way in our contractual arrangements. Adhering to these principles is an integral part of the procurement process for the Mast Academy Trust.

The Trust will:

- seek value for money for its pupils;
- harness the capability, diversity and innovation of our suppliers to add value to the Trust;
- adhere to a procurement process which is equitable, lawful and compliant with regulations;
- work with suppliers to ensure goods and services that we buy are made or executed in a socially and environmentally responsible manner;
- seek to be easy to do business with in order to minimise costs, risks and time;
- ensure the confidentiality of information in line with regulations.

## SECTION 2

### 1. Scope of Work

The contract duration will be **two**years with the option to extend for up to **two** years (2 x 12-month periods subject to performance). The start date is likely to be 1 September 2026.

The Trust is seeking a strategic ICT Managed Service Provider (MSP) capable of delivering a complete, proactive, and future-focused ICT service that ensures:

- Stable, high-performing technology supporting teaching/learning
- Responsive support for staff and pupils across all sites
- Proactive monitoring, maintenance and security
- Strategic guidance to support Trust growth and digital transformation
- Compliance with all statutory requirements (KCSIE, UK GDPR, DfE standards, CE+)
- Value for money, transparent pricing, and efficiency over the contract term

The contract includes:

- Centralised ICT service desk
- Onsite technician deployment
- Network management and cybersecurity
- Cloud platform and identity management
- Safeguarding-aligned filtering & monitoring
- Lifecycle management and strategic planning
- Project delivery and change governance
- Organisation of Mast employed technicians

This ITT defines the Trust's minimum requirements and invites bidders to propose innovative, scalable, and sustainable solutions that improve ICT resilience and reduce the burden on school operational teams.

### 2. Our requirements

The successful bidder will deliver a comprehensive managed ICT service across the Trust estate - 2.5 days per week annualised (negotiable depending on requirements). Services must be reliable, scalable, secure, and delivered with an understanding of the needs of school environments. Understanding and ability to monitor and implement the new DfE IT standards for schools are a core requirement.

#### 2.1 Service Desk & Incident Management

The service desk must be a single point of contact (SPOC) for all ICT incidents, requests, and queries, providing:

- Dedicated service for incident reporting and requests
- ITILaligned incident, request, change, and problem management
- Priority categorisation appropriate for school operations (e.g. classroom-impacting issues treated as P1/P2)
- Real-time ticket updates, automated notifications, and call-back options
- Defined service hours (term-time and holidays), plus emergency out-of-hours escalation
- Monthly service reporting including SLA performance, trends, categories, and root-cause insights

Self-service elements may include:

- Knowledge base for common tasks
- Password reset options
- Device or classroom troubleshooting guides

## 2.2 Onsite Support & Field Engineering

The supplier will provide presence (as detailed above) at schools based on a staffing model agreed with the Trust, covering:

- Scheduled onsite days for general support, device repairs, and network checks
- Rapid onsite escalation for P1/P2 incidents
- Pre-exam ICT readiness checks and exam-period standby
- Classroom readiness support (interactive boards, printing, projection)
- Hardware lifecycle activities: imaging, deployment, warranty coordination, secure disposal
- Support for classroom technology including AV, specialist curriculum devices, and exam systems

All colleagues must be DBS-checked and trained in safeguarding awareness.

## 2.3 Infrastructure, Network & Cloud Management

This includes proactive maintenance and monitoring of:

- Network & Connectivity
  - Full management of LAN/WAN, switches, routers, and access points
  - Wi-Fi optimisation and safeguarding alignment (e.g., access controls for pupils)
  - Internet connectivity management and failover planning
  - VLANs, network segmentation, NAC and zero trust principles
- Servers & On-premises Services
  - Monitoring, patching, backup and disaster recovery configuration
  - Certificate management and secure remote access
- Cloud Platforms
  - Full administration of Microsoft 365
  - Identity lifecycle management (staff/pupil starters/leavers/role changes)
  - Conditional access, MFA policy configuration, device compliance policies
  - Exchange, SharePoint, Teams, Google Classroom, Drive management
- Device Management
  - Intune/Autopilot, Google Admin console and MDM tools
  - Configuration profiles, compliance policies, remote wipe
  - App deployment and testing (including exam lockdown requirements)
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## 2.4 Strategic Advisory & Digital Transformation

The supplier must act as a strategic partner, providing:

- Annual ICT Strategy and Roadmap aligned to Trust growth
- Budget forecasting and lifecycle planning
- Options appraisals for new investments
- Alignment to DfE standards and sector best practice
- Attendance at Trust ICT governance/strategy boards
- Project scoping, design, implementation and post-project review

## 2.5 Service Management, Reviews & Reporting

The supplier will operate a structured governance framework including:

- Monthly operational reviews (SLAs, incidents, assets, risks)
- Termly strategic reviews with roadmap updates and recommendations
- Annual service improvement plan
- Risk and issue log, updated monthly
- User satisfaction surveys and feedback analysis
- Asset reporting (device age, warranty, OS version, compliance status)

## 2.6 Management of Trust-Employed ICT Technicians (currently 2 FTE)

The supplier must work in full partnership with the Trust to provide structured, consistent, and high-quality management of Trust-employed ICT Technicians. Although line-management responsibility remains with the Trust, the supplier will be responsible for the operational coordination, technical direction, service integration, and performance oversight of these employees to ensure a unified ICT service across all schools.

### a) Operational Coordination

- Allocate and coordinate daily workloads using the Trust's chosen service desk system.
- Ensure technicians follow ITIL aligned processes for incidents, requests, changes, and problems.
- Manage priorities to protect teaching and learning, and ensure escalations follow agreed paths.

### b) Technical Leadership

- Provide day-to-day technical direction, guidance, and mentoring.
- Ensure technicians adopt consistent build standards, security configurations, and service desk practices.

### c) Performance Oversight

- Monitor technician performance using ticket metrics, SLA compliance, and quality of work.
- Provide structured feedback and input into performance reviews, identifying strengths and development needs.
- Raise capability or conduct concerns through Trust escalation channels promptly.

### d) Training & Skills Development

- Identify skills gaps and produce a Technician Development Plan.
- Deliver or arrange training covering cloud platforms, cyber security, AV/classroom tech, device deployment, and safeguarding-aligned systems.
- Encourage progression through relevant technical certifications.

### e) Service Integration & Consistency

- Ensure technicians work as part of a single integrated ICT service team with the supplier's staff.
- Include technicians in preventative maintenance programmes, project activity, service meetings, and change management.
- Standardise workflows to eliminate variation across sites.

### f) Workforce Planning & Resource Support

- Advise the Trust on optimal staffing levels and technician deployment per site.
- Provide temporary cover or additional capacity during peak demand, absence, or major incidents.
- Support recruitment through technical tests and interview participation if requested.


## 2.7 Cybersecurity & Safeguarding

A complete cyber protection framework aligned to:

- Compliance with RPA requirements and DfE IT standards
- NCSC principles, including secure configuration, access control, patching
- DfE filtering & monitoring standards (2024/2025)
- Keeping Children Safe in Education (KCSIE) requirements

Services include:

- Endpoint detection & response (EDR/XDR)
- Email threat protection (anti-spoofing, anti-phishing, safe links)
- Vulnerability scanning and remediation roadmap
- Privileged Access Management (PAM)

- Security incident management and breach reporting
- Support with DPIAs and cyber risk assessments

## 2.8 Social Value Delivery

Our partners should deliver meaningful and measurable Social Value outcomes throughout the contract term in line with the Public Services (Social Value) Act 2012 and the Trust's strategic objectives. This includes specific commitments to strengthen community benefit, pupil opportunities, and local economic impact including:

Educational & Skills Development

- Delivery of STEM/ICT workshops, coding clubs, or digital literacy sessions for pupils across the Trust.
- Opportunities for pupils to visit the supplier's operations or engage with ICT professionals as part of careers education (Gatsby Benchmark 5 & 6).
- Provision of teacher CPD on technology use, cyber safety, and digital productivity.

Local Employment & Skills

- Commitment to recruit from the local labour market where feasible.

Community Impact

- Volunteering hours dedicated to Trust schools to support ICT-related initiatives (e.g., tech donations, digital inclusion programmes, assemblies).
- Support for disadvantaged or SEND pupils through targeted activities.

As part of your tender response, please outline any additional social value you will provide at no extra cost to the Trust. This may include voluntary activities, in-kind contributions, or the provision of products/services that support our schools, pupils, staff, or local communities.

## 2.9 Environmental Sustainability & Carbon Reduction

Our partners must actively support the Trust's Climate Action Plan (CAP) and contribute to reductions in carbon emissions, waste, and energy consumption associated with ICT operations.

This section aligns with:

- DfE Sustainability & Climate Change Strategy
- Public sector Net Zero 2030/2050 targets
- WEEE Regulations
- Circular economy good practice for device lifecycle management

Sustainability Requirements

Device Lifecycle & Resource Efficiency

- Implement a circular lifecycle model including repair-first, reuse, and recycling pathways.
- Ensure WEEE compliant disposal of all equipment with certificates of disposal provided.
- Maintain documentation of embodied carbon savings through repair/reuse.

Energy Efficiency

- Recommendations to reduce ICT-related energy consumption, including:
  - Power management policies
  - Low-power network and device configuration
  - Server consolidation and cloud optimisation

Carbon Footprint & Reporting

The supplier must:

- Provide an annual carbon emissions report relating to contract delivery.
- Provide a Clear Carbon Reduction Plan (CRP) consistent with PPN 06/21.
- Minimise travel emissions by:
  - Remote support wherever appropriate
  - Geographically efficient engineer deployment
  - Using electric or low-emission vehicles where possible

Sustainable Procurement

- Use of eco-certified hardware (e.g., EPEAT, Energy Star) where feasible.
- Ethical supply chain management and responsible sourcing.
- Reduction of packaging and use of recyclable materials.

## 3. Mandatory Criteria

The questions within this section are scored as Pass or Fail. Failure by the tenderer to meet any of the mandatory criteria and/or submit any information requested will usually mean failure to be awarded the contract and could mean that the tender is dismissed without the evaluation being completed.

The following factors will be taken into account in assessing a supplier's suitability. Please provide confirmation of compliance, including any supporting documentation within your submission:

**MC1.** Insurance

All suppliers should carry insurance and as a matter of course, an appropriate level of public liability insurance.

**MC2.** Health & Safety

All relevant Health & Safety documentation e.g. safe working practices, risk assessments should be made available as part of the procurement process.

**MC3.** Safety and Security

An awareness of, respect for and ability to meet safety and security aspects such as safe recruitment checks on your staff.

**MC4.** Capacity/Capability

Deliver capacity and capability to fulfil the requirements. Please confirm if there are any future organisation restructures, mergers, or organisation difficulties

**MC5.** Accreditations or Professional Standards

We will want to assure ourselves that where these are appropriate these are current and that you have not been charged with any grave professional misconduct.

**MC6.** Compliance with Employment Legislation

Adherence to relevant employment legislation including, but not limited to, the Equality Act 2010, The Worker Protection (Amendment of Equality Act 2010) Act 2023, Employment Rights Act 1996, the Income Tax (Earnings and Pensions) Act 2003, the National Insurance Contributions Act 2015, the Part-Time Workers (Prevention of Less Favourable Treatment) Regulations 2000, the Agency Workers Regulations 2010, and the National Minimum Wage Act 1998.

**MC7.** Legal Considerations

Our contracts require that suppliers comply with all other applicable laws and regulations, including (but not limited to) the Procurement Act 2023; Data protection legislation (GDPR); Cyber Essentials Plus; Keeping Children Safe in Education (KCSIE); WEEE Regulations; Public Services (Social Value) Act.

**MC8.** Data

Any data processing you undertake on behalf of the Trust must adhere to current GDPR regulations.

**MC9.** Sector expertise

Expertise and proven credentials in the education sector are required.

## SECTION 3

### 1. General Instructions

These instructions are designed to ensure that all proposals are given equal and fair consideration.

- Proposals must be comprehensive, addressing all requirements as laid out in this ITT.
- tenderers are expected to adhere to the submission deadlines specified.
- The Trust reserves the right to accept any proposal in whole or in part and to award the contract to more than one tenderer if deemed beneficial.
- Proposals must remain valid for a minimum of 90 days from the tender return date.
- It is important that tenderers provide all the information requested.
- The Mast Academy Trust will not be liable for or pay for expenses or losses that may be incurred by the tenderer in the preparation of the tender.
- The Mast Academy Trust reserves the right to cancel the tender process at any point.
- A tender received after the due date and time for submission will not be considered.
- The Mast Academy Trust does not bind itself to accept the lowest or any tender.
- No tender will be deemed to have been accepted unless such acceptance has been notified to the tenderer in writing.
- Recipients of the tender documents (whether they submit a tender or not) shall treat the details in it as private and confidential. Any tender received by Mast Academy Trust in response to the invitation to tender shall be treated likewise by Mast Academy Trust.
- Please examine all the tender documentation and ensure that you return all the information requested no later than dates specified in item 2 below. Incomplete tenders will be deemed to be non-compliant and eliminated from evaluation.
- In the event of declining to tender, tenderers are requested to inform the Mast Academy Trust.

Whilst the information in this document has been provided in good faith, it does not purport to be a comprehensive review of all matters relevant to the requirements and neither The Mast Academy Trust, nor any of its employees or advisers accept any liability or responsibility for its adequacy, accuracy or completeness, nor do any of them make any representation or warranty, express or implied, with respect to the information contained in this document. Nothing in this document is or should be relied upon, as a promise or representation as to The Mast Academy Trust's ultimate decision.

### 2. Tender response

Tenders should be submitted in accordance with the above scope of work using the template noted in Appendix C.
Prices / costs are to be submitted inclusive of Value Added Tax (VAT), detailing the exclusive of VAT price / cost and any VAT (detailing the rate applied) that may be applicable as a separate figure / column.

All information should be submitted  via email to procurement@themast.co.uk by the closing date detailed below:

| Stage / Activity | Indicative Date (subject to change) |
| --- | --- |
| Issue of invitation to tender | 9th March 2026 |
| Site Visits (prior arrangement only) | 16th March 2026 to 2nd April 2026 |
| Tenderers to confirm intention to tender | 2nd April 2026 |
| Deadline for Clarifications | 13th April 2026 |

| | |
|---|---|
| Deadline for Response to Clarifications | 17th April 2026 |
| Closing date for submission of tender | 30th April 2026 |
| Presentations of key areas of submission and customer clarification | 20th May 2026 |
| Contract award | 11th June 2026 |
| Contract start date | 1st September 2026 |

## 3. Evaluation Criteria

The tender process will be conducted in a manner that ensures tenders are evaluated fairly to ascertain the most economically advantageous tender.

Evaluation will take place in three stages:

**Stage 1** - Mandatory Compliance Checks (as outlined in section 2)

**Stage 2** - Quality & Method Statements Evaluation (EC1 to EC4)

**Stage 3** - Pricing & Commercial Evaluation (EC5)

Below sets out the weighting, scoring methodology and evidence required.

| | Criterion | Weighting |
|---|---|---|
| **EC 1** | **Quality & Method Statements**<br><br>Assesses the bidder's overall approach to delivering the managed service.<br><br>Sub-criteria include:<br><br>• Service desk model, staffing, escalation pathways<br>• Onsite support structure and term-time responsiveness<br>• Proactive maintenance, monitoring and reporting<br>• Network, cloud, device, and identity management approach<br>• Commitment to service improvement and innovation<br>• Demonstrated understanding of school operational environments<br><br>Evidence required:<br><br>• Detailed method statements<br>• Process diagrams, SLAs, sample reports<br>• Example case studies with measurable outcomes | 30% |
| **EC 2** | **Service Levels, KPIs & Reporting**<br><br>Assesses the robustness of Service Level Agreements (SLA) and the ability to provide transparent reporting.<br><br>Sub-criteria:<br><br>• SLA targets (response/resolution times by priority)<br>• KPI framework supporting performance transparency<br>• Reporting dashboards and meeting structures<br><br>Evidence required:<br><br>• SLA matrix<br>• Example dashboards<br>• | 5% |

| EC3 | **Cybersecurity & Safeguarding** Assesses capability to protect the Trust estate, data, staff and pupils. Sub-criteria: <ul><li>Cyber Essentials Plus certification roadmap</li><li>NCSC-aligned security measures</li><li>Vulnerability management processes</li><li>KCSIE-compliant filtering & monitoring</li><li>Data protection compliance (UK GDPR/DPA 2018)</li></ul> Evidence required: <ul><li>Certificates, policies</li><li>Example risk logs or incident management plans</li></ul> | 15% |
|---|---|---|
| EC4 | **Social Value & Sustainability** Assesses legally mandated consideration of social and environmental impact under the Social Value Act and Procurement Act. Sub-criteria: <ul><li>Apprenticeships, local employment, skills pathways</li><li>Pupil STEM engagement & careers support</li><li>Environmental sustainability (carbon reduction, WEEE compliance, circular economy)</li><li>Alignment to Trust Climate Action Plan</li></ul> Evidence required: <ul><li>Social Value Delivery Plan</li><li>Carbon Reduction Plan (PPN 06/21 compliant)</li><li>Clear KPIs and measurable benefits</li></ul> | 10% |
| EC5 | **Price** Evaluated using a relative scoring model, compliant with MAT procurement guidance emphasising value over lowest cost. Evidence required: <ul><li>Completed pricing schedule</li><li>Breakdown of assumptions and optional extras</li><li>Confirmation of indexation rules</li></ul> | 40% |

This structure ensures compliance with the legal duty to maximise public benefit and value for money under the Procurement Act 2023.

<u>References</u>

Tenderers are requested to provide details of two reference sites where the solution (or key elements of the solution) have been implemented in a similar size project.

*Please note referees may be contacted directly by the Trust, we would expect referees to be informed in advance and receptive to the contact.*

## 4. Evaluation of tenders

The evaluation process will be conducted to identify the most economically advantageous tender. tenders will be assessed to ascertain those that represent best overall value and the highest likely quality of output during the contract, not necessarily the lowest price submission.

Proposals will be evaluated by The Mast Academy Trust centrally, with a variety of roles on the evaluation board.

## Scoring Definitions

Each criterion will be scored using the following definitions:

| SCORE | DEFINITION |
|---|---|
| 5 | **Exceeds the requirement**<br><br>Exceptional demonstration by the tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| 4 | **Satisfies the requirement**<br><br>Demonstration by the tenderer of the relevant ability, understanding, experience, skills, and resource and quality measures required to provide the supplies / services, with evidence to support the response. |
| 3 | **Satisfies the requirement with minor reservations**<br><br>Some minor reservations of the tenderer's relevant ability, understanding, experience, skills, and resource & quality measures required to provide the supplies / services, with little evidence to support the response. |
| 2 | **Satisfies the requirement with major reservations**<br><br>Considerable reservations of the tenderer's relevant ability, understanding, experience, skills, and resource & quality measures required to provide the supplies / services, with little evidence to support the response. |
| 1 | **Does not meet the requirement**<br><br>Little or no evidence to support the response to demonstrate that the tenderer has the ability, understanding, experience, skills, resource & quality measures required to provide the services. |
| 0 | The question is not answered or the response is completely unacceptable. |

## 5. Questions and clarifications

Site Visits
Suppliers are invited to attend site to assess requirements by prior arrangement between the dates specified in section 3 item 2. Please contact by email at procurement@themast.co.uk to arrange.

Clarifications

If you have any questions or points of clarification about the contents of the ITT document or the services that are to be provided, please use the form available on the trust website Invitations to Tender/Quote | The Mast Multi Academy Trust or by following this link.

Clarification deadlines can be found in the tender response area of this document.

## 6. Completing tenders

Your tender should contain all of the required information outlined within this document using the template provided, along with any further information you feel relevant to support your tender.

Any comments pertaining to the information supplied by you may be made in an email and returned with the tender. The Tenderer Declaration (Appendix B Tenderer Response Template) must be completed, signed and dated by a duly authorised representative on behalf of the tenderer.

## 7. Submission of tender

Please submit one electronic copy of the completed tender document by email to procurement@themast.co.uk before 5pm on the date specified in section 3 item 2.

The electronic tender submissions will be held securely and only viewed after the deadline date. Any electronic tenders received after these dates and times will not be considered.

## 8. Form of Response

Tenderers are required to develop a costed solution.

Tenderers are requested to use the weighting criteria to assess the suitable length of their responses per section. Tenderer are requested to clearly outline under each evaluation criteria how they will meet that criteria.

Return proposals should use the template provided and include the following information in the tender response:

- Written responses to the requirements set out in this document.

- Tenderer's contact details including: organisation name; contact name; postal address; telephone number; email address.

## 9. List of Appendices

Appendix A:    Anticipated KPIs

Appendix B:    Tenderer response template

Appendix C:    Overview of main contract terms

# APPENDIX A - ANTICIPATED KPIs

## Service Desk

| KPI | Measure | Typical Target |
|---|---|---|
| Incident Response SLA | % incidents responded within SLA by priority | P1: 15 mins \| P2: 1 hr \| P3: 4 hrs |
| Incident Resolution SLA | % incidents resolved within SLA | ≥ 95% |
| First Contact Resolution | % tickets resolved at first contact | ≥ 65% |
| Reopened Tickets | % tickets reopened | ≤ 5% |
| Customer Satisfaction (CSAT) | % positive satisfaction score | ≥ 95% positive |

## Onsite support

| KPI | Measure | Typical Target |
|---|---|---|
| Scheduled Onsite Days Delivered | % planned visits delivered | 100% |
| P1/P2 Onsite Attendance Time | Minutes to attend onsite for P1 escalations | <1 hour for P1 |
| Preventative Maintenance Completion | % planned checks completed | 100% |
| Scheduled Onsite Days Delivered | % planned visits delivered | 100% |

## Network & Infrastructure

| KPI | Measure | Typical Target |
|---|---|---|
| Network Uptime | % availability of LAN/WAN/Wi-Fi | ≥99% |
| Critical System Uptime | % availability of servers/critical platforms | ≥99% |
| Backup Success Rate | % successful daily backups | ≥99% |
| Device Compliance | % devices meeting patch/AV/compliance | ≥99% |
| Identity Lifecycle Management | % starters/leavers processed within SLA (<24h) | Completed <24 hrs |

## Cybersecurity

| KPI | Measure | Typical Target |
|---|---|---|
| Patch Compliance | % critical patches applied within window | 100% within agreed timeframe |
| Vulnerability Remediation | % high-severity vulns resolved within SLA | 100% |
| EDR/XDR Coverage | % devices protected by EDR/XDR | 100% |
| Incident Response (MTTD/MTTR) | Detect/respond within agreed thresholds | Within agreed thresholds |
| Filtering & Monitoring Uptime | % uptime for safeguarding-aligned filtering/monitoring | ≥99% uptime |

## Safeguarding & Data Protection

| KPI | Measure | Typical Target |
|---|---|---|
| Safeguarding Alert Handling | % alerts reviewed within SLA (<24h) | <24 hours |
| GDPR/Data Breach Reporting | % breaches notified within contractual window | 100% |
| DBS Compliance | % engineering staff with valid DBS | 100% |

## Asset & Lifecycle

| KPI | Measure | Typical Target |
|---|---|---|
| Asset Register Accuracy | % accuracy at monthly audit | ≥98% |
| Device Deployment | Avg days to deploy device | <5 -10 working days |
| WEEE Disposal Compliance | % replaced equipment disposed with certificates | 100% |

## Projects

| KPI | Measure | Typical Target |
|---|---|---|
| On-time Project Delivery | % projects completed to timeline | ≥90% |
| Budget Adherence | % projects delivered within budget | ≥95% |
| Milestone Completion Rate | % delivery against plan milestones | ≥90% |
| Post-Implementation Review | Post-implementation review score | ≥80% |

## Service Management

| KPI | Measure | Typical Target |
|---|---|---|
| Monthly Reporting Accuracy | % accurate SLA/KPI reporting delivered on time | 100% |
| Risk Register Updates | % monthly updates to ICT risk register delivered | 100% |
| Service Improvement Actions | % actions closed within timescales | ≥90% |

## Social Value

| KPI | Measure | Typical Target |
|---|---|---|
| Community Engagement Hours | Volunteering/engagement hours delivered | As committed in bid |
| Pupil STEM/Tech Activities | Sessions delivered | As committed in bid |

## Environmental Sustainability

| KPI | Measure | Typical Target |
|---|---|---|
| Carbon Emissions Reduction | Annual reduction in emissions vs baseline | As per CRP (PPN 06/21) |
| Device Repair vs Replace Ratio | % devices repaired before replacement | Increase YoY |
| ICT Waste Recycled | Tonnes/% recycled responsibly | 100% WEEE compliance |
| Low-Emission Travel | % engineer visits using EV/low-carbon | Defined improvement target |

## APPENDIX B - TENDERER'S DECLARATION

See separate word document for information.

## APPENDIX C - CONTRACT TERMS

**TERMINATION**

Termination may be applied under the following criteria:

- Insolvency and Change of Control

- Termination on Default – Minor Breaches

- Termination on Default – Material Default

- Break: The Customer shall have the right to terminate the Contract at any time by giving 30 days' written notice to the Provider.

- Failure to make payment

**PAYMENT TERMS**

The Customer shall pay all sums due to the Provider if properly due and applicable in cleared funds within thirty (30) days of receipt of a valid invoice submitted.  Where the invoice is in dispute this will be extended to ninety (90) days.