



Education
Partnership
Trust

Creating outstanding schools
which transform learning, lives
and communities

Tender Invitation

3rd Line IT Support

June 2025

1. Introduction

Education Partnership Trust is seeking proposals from experienced and qualified IT support providers to deliver comprehensive 3rd Line IT Support Services across a network of 9 schools and the central office.

The objective is to ensure consistent, high-quality technical support that enhances the operational efficiency, security, and reliability of IT systems across the Trust. The selected provider will be expected to offer expert-level assistance, proactively resolving complex technical issues, optimising system performance, and contributing to a robust IT infrastructure that supports the educational environment.

Interested providers are invited to submit tenders outlining their expertise, approach, and commitment to delivering exceptional IT support services.

2. About the Organisation

Education Partnership Trust is a multi-academy trust overseeing 9 schools across Lancashire and Greater Manchester. Our IT infrastructure plays a vital role in facilitating seamless teaching, learning, and administrative functions, ensuring a robust and efficient digital environment for students and staff.

To strengthen our technical capabilities, we are seeking a reliable and forward-thinking IT support partner to provide escalation-level assistance to our in-house IT teams. The ideal partner will bring expertise, innovation, and a proactive approach to maintaining and enhancing the reliability, security, and performance of our IT systems.

3. Scope of Work

The successful provider will deliver 3rd Line IT Support for all 9 schools and the central office, covering:

- Advanced troubleshooting and resolution of incidents escalated from internal/2nd line teams
- Server, network, and storage infrastructure support
- Support for Microsoft 365, Azure AD, Intune, and other cloud services
- Firewall, VPN, and endpoint security support
- Virtualisation support (e.g., VMware, Hyper-V)
- Assistance with complex changes and system upgrades
- Proactive monitoring and performance tuning
- Documentation and knowledge sharing with in-house IT teams
- Input into strategic IT planning and architecture decisions
- Optional: Out-of-hours and emergency support (if applicable)

4. Contract Term

- Initial term: 1 year
- Start date: January 2026

5. Requirements for Bidders

Mandatory Requirements:

- Proven experience in delivering 3rd line IT support to education or public sector clients
- ISO 27001 and Cyber Essentials certification
- Enhanced DBS-checked staff
- Evidence of technical expertise in Microsoft, networking, virtualisation, and cybersecurity
- Experience in working with Multi-Academy Trusts (MATs)
- Microsoft Partner or equivalent accreditations
- Ability to provide on-site support within SLA

6. Proposal Submission Guidelines

Interested companies must provide the following:

- Company profile and relevant accreditations
- Proposed support model and methodology
- Response time and resolution SLA guarantees
- Pricing model (monthly retainer, hourly rates, etc.)
- Case studies or references from similar contracts
- Details of support tools and ticketing systems used
- Staffing model and escalation procedures

7. Evaluation Criteria

Criteria	Weighting (%)
Technical Capability	30%
Experience & Track Record	10%
Cost & Value for Money	35%
Service Delivery Model	15%
References and Case Studies	10%

8. Timeline

Milestone	Date
Tender issued:	09/06/2025
Proposal submission deadline:	30/06/2025
Shortlist interviews:	14-18 th July 2025
Contract award decision:	TBC
Contract start date:	January 2026

9. Submission Details

All proposals must be submitted electronically in PDF format to:

Email: tmulla@ept-uk.com

Subject Line: Tender Submission – 3rd Line IT Support

For queries or clarifications, contact:

Talha Mulla– Head of IT

Email: Tmulla@ept-uk.com

Phone: 01254 790026

10. Confidentiality and Legal

- All information provided in response to this tender will be treated as confidential.
- This tender does not constitute a contract or offer of employment.
- Education Partnership Trust reserves the right to cancel or amend this process at any time.