

## Invitation to Quote

### IT Managed Services Provision

**Closing Date:  
11:59pm on 26 June 2026**

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Date: 12 June 2026

The IT Managed Services Provision for Active Partners Trust is due for renewal on 31 October 2026 and we are seeking quotes to provide services from this date.

## 1. About Active Partners Trust

As one of 42 Active Partnerships (APs) across England, Active Partners Trust (APT), working in Derbyshire and Nottinghamshire as Active Derbyshire and Active Notts, teams up with local councils, community groups, businesses, healthcare organisations, charities, and more to support people to be active in a way that works for them. That means asking questions, making suggestions, sharing our knowledge, finding the right partners, and spotting opportunities, all to make movement part of everyday life. Because when we all work together, we can better understand, reach, and support the people who need it most.

**Making our Move** - [Our shared vision for Uniting the Movement in Notts and Derbyshire](#) is our plan to guide our and partners' work over the next 5 years - where we work and how we work.

Our values and behaviours define us as an organisation - they are who we are and what we stand for.

### Our values

**Make a Difference.** We seek to positively make a difference through movement, physical activity and sport. We add value through insight and learning, influencing relationships, strengthening our networks and connections and embedding what works well.

**Integrity.** We will act with integrity in all that we do, being open, honest and trusted. Encouraging this culture with others.

**Collaborate.** We commit to collaborate, giving time and space to develop relationships, to listen, to reflect and to build shared purpose. We take collective responsibility and learn together to inform our work.

**Inclusive.** We ensure we are inclusive in everything we do. We are open-minded and equitable, encouraging others to reflect on how they think and act. We are a committed ally to inclusion.

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**Passionate.** We believe in what we do. We are energetic, curious and aspire to think creatively. We are bold in our thinking, not afraid to try new things.

## Our behaviours

We will

- Seek to understand and add value
- Be open and honest
- Be mindful of others and show emotional intelligence
- Lead by example, adapting our style as required
- Take collective responsibility and be accountable for our actions
- Give time and space to developing relationships
- Be open-minded and equitable
- Commit to being an ally of inclusion
- Be willing to learn and grow
- Believe in what we do
- Bring energy, curiosity and courage to our work
- Positively and professionally challenge views

## 2. Background to this work

Our organisation began operating as a registered charity in 2017 and since that time have used a managed service provider for our IT support. We are seeking quotes to continue that provision when our current contract comes up for renewal in October 2026.

## 3. Scope

The scope of the work is to provide a comprehensive quote for managed IT support services based on the following criteria:

### End User Support (Managed Support)

The supplier shall provide a comprehensive managed support service including:

- IT service desk provision (remote and, where required, onsite)
- Support via phone, email, and self-service portal
- Incident and request management aligned to agreed SLAs

- User onboarding and offboarding (joiners, movers, leavers)
- Device provisioning and support (laptops, desktops, mobile devices)
- Application support for core business systems and Microsoft 365
- Escalation management and root cause analysis

### **Managed IT Services**

The supplier shall deliver proactive management of the organisation's IT environment, including:

- 24/7 monitoring of infrastructure, endpoints, and key services
- Patch management for operating systems and applications
- Asset management and lifecycle tracking
- Network infrastructure management
- Server and cloud infrastructure management
- Capacity, performance, and availability monitoring
- Regular maintenance and optimisation activities

### **Cybersecurity Services**

The supplier shall provide a fully managed security service that includes:

- Endpoint protection (against malware, phishing, DDoS, ransomware, etc.) and threat detection
- Managed detection and response (MDR) or equivalent monitoring
- Security event monitoring and logging
- Vulnerability scanning and remediation guidance
- Security patching and updates
- Email security and anti-phishing protections
- Incident response support, including investigation and containment
- Security reporting and risk posture assessments

### **Microsoft Cloud Services**

The supplier will act as a Cloud Solution Provider (CSP) and deliver:

- Provisioning and management of Microsoft 365 licences
- Billing and licence optimisation (right-sizing usage)
- Administration of Microsoft 365 tenant (Exchange Online, SharePoint, Teams, etc.)
- Support for Microsoft services and integration
- Advisory and roadmap guidance for Microsoft cloud adoption

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## Data Protection & Backup

The supplier shall deliver a robust SaaS backup solution for Microsoft 365 data, including:

- Backup of Exchange Online, SharePoint, OneDrive, and Teams data
- Automated, frequent backup scheduling
- Secure, offsite data storage
- Granular restore capabilities (user-level, item-level)
- Backup monitoring and alerting
- Regular testing of restore processes
- Defined retention policies aligned to business and compliance needs

## Identity & Access Security

The supplier shall provide a managed password management solution, including:

- Secure password vaulting for users and privileged accounts
- Multi-factor authentication (MFA) integration
- Role-based access control and credential sharing
- Audit trails and access logging
- User training and adoption support
- Integration with existing identity platforms

## 4. Current Environment

- Currently have 37 users all based remotely
- All users have laptops with some also utilising an APT issued mobile phone
- Storage is currently all cloud based in a Microsoft 365 tenancy
- Key systems (ERP, CRM, legacy apps)
- We have two office bases, in Nottingham and Chesterfield, these are both managed office environments with no servers or hardware
- We currently have Microsoft E3 Licences with a charity discount

## 5. Service Levels

Within your quote, please could you provide the following information where available:

- Response times
- Resolution targets
- System uptime (e.g. 99.9%)
- Backup recovery times (RTO/RPO)
- Security incident response times

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- Reporting requirements (monthly dashboards, service reviews)

## 6. Pricing Structure

Please price based on per user / per device

Also include:

- Setup/transition costs
- Ongoing monthly charges
- Out-of-scope rates (day rate, hourly)

## 7. Contract Terms

- The initial contract would be 1 year with a view to future provision of a further 3 years.
- Include details of exit provision and termination policy

## 8. Compliance & UK Regulatory Requirements

All provision must align to

- **UK GDPR & Data Protection Act 2018**
- ISO standards (e.g. ISO 27001, ISO 20000)
- Industry-specific regulations
- Security certifications

## 9. Transition & Onboarding Plan

Please include an outline of:

- Migration approach
- Knowledge transfer
- Risk mitigation
- Timeline and milestones

## 10. Legal & Commercial Terms

Active Partners Trust retains ownership of:

- Its data

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- Its Intellectual Property
- Configurations specific to its environment

The supplier must hold appropriate insurance, including:

- Professional Indemnity Insurance
- Public Liability Insurance
- Cyber Liability Insurance

**Liability caps:**

- Liability should not be unreasonably limited

## 11. Environmental Sustainability Practices

Our organisation is striving to reduce our carbon emissions and are committed to environmental sustainability. Please include within your quote the following:

- Sustainability practices
- Carbon reduction initiatives

## 12. Communication

This will be developed with the successful organisation but we would like to include quarterly service review meetings.

## 13. Contract details

This contract will be with Active Partners Trust.

The successful organisation or individual will report and be accountable to Katie Crockett and will be responsible for the successful delivery of the key tasks as outlined in section three.

The term of this contract shall be from the 01 November 2026.

## 14. The fee

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Please quote for the cost of services outlined in section 3, including all associated ongoing costs.

## 15. Quotation submission

Quotations should be submitted by 11.59pm on 26 June 2026 via email to [katie.crockett@activepartnerstrust.org.uk](mailto:katie.crockett@activepartnerstrust.org.uk)

Submitted quotes should include the following:

- A clear proposal for how the work would be carried out and summarises the skills and experience relevant to the project scope and assessment criteria
- A schedule of costs and services
- Any further information which may support the proposal

## 16. Assessment Criteria

The quotation will be assessed against the following criteria:

- Price
- Technical capability
- Experience & references
- Service delivery model
- Cultural fit / account management
- Environmental Sustainability Practices

Active Partners Trust reserves the right to shortlist quotations based on the criteria above and undertake follow-on interviews with shortlisted candidates. All unsuccessful organisations will be notified by 09 July 2026.

Any request for feedback should be made to Katie Crockett  
[katie.crockett@activepartnerstrust.org.uk](mailto:katie.crockett@activepartnerstrust.org.uk)

**End**

**Katie Crockett**  
**Marketing and Operations Strategic Lead**  
**Active Partners Trust**

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