



Invitation to Tender for IT Support Service

Project Title:
IT SUPPORT SERVICES

Date of Issue:
15/01/2026

Tender Submission Deadline:
26th February 2026

1. Introduction

The Bikeability Trust is a Charitable Incorporated Organisation with the vision to ensure everyone has the confidence to cycle and enjoy this skill for life. The Trust manages, develops and promotes the Bikeability programme on behalf of the Department for Transport (DFT).

Bikeability is the Department for Transport's flagship national cycle training programme for schoolchildren in England and is a key component of Gear Change. Bikeability cycle training is a practical training programme, which provides schoolchildren with a life skill and enables them to cycle confidently and competently on today's roads. Nearly 6 million children have received Bikeability cycle training since the programme's inception in 2007. We expect to deliver approximately 500,000 places this financial year. Find out more about us [here](#).

The Bikeability Trust are looking to appoint a service provider for IT services.

2. Background

The current IT support service is delivered under a Professional Services Agreement which includes remote helpdesk support, adhoc- project work, ticket resolution, and general system management. For the new contract term, the Trust is transitioning to a **remote-first model with no on-site requirement**, focusing on modern cloud-based and secure IT operations.

The Trust operates with a primarily cloud-based Microsoft 365 environment and centrally managed devices. Suppliers are expected to propose solutions aligned with modern device management, cloud security, and proactive monitoring.

The Trust has 26 remote based staff across England (and one staff member based in the Netherlands). We have an internal IT Projects Officer who will manage the day to day with the supplier.

Due to our own tender agreement with Active Travel England, we are required to go out to tender for our IT supplier every three years.



3. Focus and opportunity

The successful supplier will provide the following **remote-only** IT support services aligned exactly to the Trust's stated requirements:

3.1 Helpdesk Service for Major IT Issues

- Operation of a remote helpdesk for all significant IT incidents.
- Troubleshooting and resolution for Windows laptops, user accounts, authentication issues, connectivity problems, and Microsoft 365 services.
- Clear Service Level Agreements (SLAs) for response, investigation, and resolution of major incidents.

3.2 Microsoft 365 Licensing Management

- Procurement and renewal of all Microsoft 365 licences on an annual basis (the cost of licenses will be covered by the Trust from IT budget not part of the PSA)
- Management of licence allocation, optimisation, and compliance.

3.3 Asset Management & Equipment Purchasing

- Full management of all IT assets, including laptops, and any necessary accessories.
- Maintenance of an accurate, up-to-date asset register.
- Oversight of laptop renewal every 4 years (hardware costs funded by Bikeability Trust).
- Procurement support for all new equipment as required.

3.4 Security Management

- Ongoing endpoint protection, threat monitoring, and patch compliance.
- Oversight of identity and access management, multi-factor authentication, and security policies.
- Continuous monitoring and remediation of vulnerabilities.

3.5 Annual Cyber Essentials Renewal

- Management of the Cyber Essentials assessment and submission process each year.
- Gathering and preparing all required evidence.
- The Trust will cover the cost of the certification.

3.6 Quarterly Security Reporting

- Production of a detailed quarterly security report covering:



- Threats and attempted breaches
- Vulnerability findings
- Compliance status of endpoints
- Recommended security improvements

3.7 Backend Configuration and Security Oversight

- Configuration and maintenance of backend services including:
 - Azure AD / Entra ID
 - Intune device management
 - Endpoint security and compliance policies
- Implementation of best-practice security baselines and continuous optimisation.

3.8 Policy / Procedures

- Review our existing IT policies and procedures and recommend any changes
- Recommend any training or support for team to improve security
- Run phishing simulations periodically and report on the outcomes

3.9 Exclusions

The service is delivered **entirely remotely**. No on-site attendance is expected. Set of new users and management of leavers will be done internally. We have 3 authorised administrators internally within the Trust who can manage basic tasks

4. Contract Term

The contract term is 3 years, from 1 April 2026 to 31 March 2029.

Suppliers must provide pricing based on a **fixed cost** for the full three-year term. We will accept no more than a 2% inflation rate from year 2 and 3, as this has been built into our fixed cost budget with Government.

5. Tender Requirements

To be considered, suppliers must provide the following documentation and information in a style or template of their choosing:



5.1 Organisational Capability (max 500 words)

- Overview of organisation and relevant experience.
- Track record delivering similar IT support services.
- Experience with third sector/government clients.
- Evidence of remote only- service delivery.

5.2 Approach & Methodology (max 750 words)

- Service delivery model for remote support.
- Ticket handling, escalation, SLA structure.
- Approach to security, device management, M365, and proactive monitoring.
- Approach to Cyber Essentials management.

5.3 Proposed Service Plan

- Onboarding process for Bikeability Trust.
- Transition plan from incumbent provider
- Staffing model and key personnel.

5.4 Pricing

- Full 3--year fixed cost.
- Breakdown of inclusions.
- Any exclusions or optional items.

5.5 Legal & Compliance

- Confirmation of GDPR compliance.
- Confirmation of Cyber Essentials (or Cyber Essentials Plus).
- Proof of insurance (professional indemnity and public liability \geq £2,000,000).

5.6 Added Value (optional)

- Innovations or efficiencies.
- Strategic recommendations.
- Additional tools or offerings.

6. Tender Submission Instructions

All tender submissions must be submitted by close of business on **26th February 2026** to the following email address: emily@bikeabilitytrust.org

Late submissions will not be considered.

7. Tender Evaluation Criteria

Tenders will be evaluated based on the following criteria:

Criteria	Weighting
Technical capability & experience	30%
Service model, methodology & SLAs	30%
Price (fixed for 3 years)	25%



Security approach & compliance	10%
Added value	5%

8. Terms and Conditions

Budget: We have a maximum budget available for this tender of £10,000 (inclusive of VAT), per year (£30,800 over the duration of the contract). Proposals outside of this budget will be automatically discounted.

Contract Award: The successful supplier will be notified in writing.

Confidentiality: All tender documents and associated information shall remain confidential.

Payment Terms: Payments will be made monthly for the duration of the contract. Exact payment terms will be in line with our standard payment runs

9. Questions and Clarifications

Any questions or requests for clarification regarding this Invitation to Tender should be directed to emily@bikeabilitytrust.org

10. Right to Reject

The Bikeability Trust reserves the right to reject any or all tenders, and to negotiate with suppliers to achieve the best value for the organisation.

We look forward to receiving your tender submission and thank you for your interest in collaborating with The Bikeability Trust and Active Travel England on this important project.