Invitation to Tender for the Provision of

IT Support Services

To be supplied to Teesside Mind

1.   **Introduction & Overview**

a.   **Company Background**

We are Teesside Mind, your local mental health charity. We've been campaigning for better mental health in Teesside for 30 years with our campaigning and support services. Like all local Minds, we are an independent charity that is proud to be affiliated with the national Mind association.

b.   **Background to the Project**

We are seeking to procure reliable and scalable IT support services to enhance the efficiency, security, and resilience of our digital infrastructure. As a growing organisation committed to delivering high-quality services across Teesside, we recognise the critical role that robust IT systems play in enabling operational excellence, safeguarding data, and supporting staff productivity.

Our current IT environment comprises a mix of on-premises and cloud-based systems, supporting approximately 180 users across multiple locations. With increasing demands for remote access, cybersecurity, and system integration, we require a support partner capable of delivering responsive, proactive, and strategic IT services.

This tender invites experienced providers to propose solutions that align with our organisational values, compliance requirements, and long-term digital transformation objectives. The successful bidder will demonstrate a proven track record in delivering IT support within similar environments, a commitment to service quality, and the ability to adapt to evolving technological needs. We want to fully outsource all IT related services to ensure minimal resource is required from our internal teams, with no hidden or unexpected costs.

We have created a Suppliers Questionnaire (appendix 1) document which has been included with this tender document which details the essential criteria that must be met by a new provider, as well as some desirable and future developments.

2.   **Timetable**

General	
Dispatch of pack	5th January 2026
Deadline for submissions	**16th February 2026**
Submissions to be sent to	**Lauren.francis@teessidemind.org.uk**
Shortlisting	Week of 16th February 2026
Selection of providers for interview	Presentation to Teesside Mind the week beginning (**2nd March 2026**), (presentation should be no longer than 1 hour) The team will include: Emma Howitt – CEO Simon McKnight – Head of Finance Kerry Robinson – Deputy CEO & Head of Operations

	Lauren Francis – Office & Facilities Manager
Contract award date	Week beginning 9th March
Anticipated go live date	1st April 2026
Questions	Questions arising from this document should be emailed to Lauren.francis@teessidemind.org.uk Kerry.robinson@teessidemind.org.uk

3.   Respondent Instructions

This section provides detailed instructions to be followed in responding to this Invitation to Tender (ITT), including Teesside Mind guidelines and contact information.

You are requested to complete the accompanying **supplier questionnaire**. Alongside this, there should be a written submission providing the following:

Description	Information Requirements
Company Profile	This should provide us with general background of your company, with particular reference to office location and number of staff in the UK.
Staffing	Please provide details of the proposed staff who would be involved with the implementation and the account manager that will be assigned post completion.
Relevant experience	Please provide detail of your experience in the charity/ sector (ideally of a similar size)
References	Please provide at least two references of similar charity sector
Costing	See details in section 5.
IT Support Specification	Please provide further details on the items noted in the supplier questionnaire.

4.   Tender Assessments, including Evaluation Criteria and Process

A set of evaluation criteria has been prepared by Teesside Mind for the evaluation of submissions.

The supplier questionnaire details what we are looking for from each question and the requirements have been prioritised on the following basis:

Key	Description
E	Essential: Must be available as part of the initial implementation. These requirements are considered **mandatory** requirements.
D	Desirable: Could be available as part of the initial implementation. These requirements are

	considered **optional** requirements.
F	Future: Won't be purchased initially. Could either be dropped or considered for later phase.

Each category also includes a weighting which will be scored out of the weighted percentage amount. E.g. device management will be scored out of 20 (as it is 20% of the overall score), pricing will be scored out of 30 (for the same reason) providing a total % score at the end.

Following the initial scoring, if shortlisted, you will be invited to a final presentation before a provider is selected.

5.   Cost proposals

Suppliers are required to provide costings for any implementation costs and for monthly costs.

The costings should be based on

- IT Support Cost including hardware support (based on 180 users or devices)
- Support hours
- Licensing costs for: variously including 365 Business Basic (average 300 licenses, 365 business standard (average 186 licenses), 365 business premium (average 25 licenses), Microsoft 365 Copilot (average 3 licenses, Microsoft 365 audio conferencing (average 1 license), Microsoft power apps for developers, Security E3 & Enterprise mobility (average 189 licenses), Microsoft power automate (average 116 licenses) , Microsoft fabric (average 7 licenses).
- 365 user support
- RMM platform
- Antivirus licenses
- Antivirus end point support
- Cyber security
- Server support
- Any additional costs, what these are for and why they're required
- Total monthly cost per user
- Annual cost (180 users)

6.   Other information required

Please provide the following:

- One copy of your latest audited financial statements

- A copy of your company's Professional Indemnity Insurance

- A copy of your environmental policy

- A copy of your cyber insurance

- A copy of your Data protection statement
  - GDPR/DPA standard contractual clauses or equivalent, covering access to and use of Teesside Mind personal data