

IT Managed Services Tender

British Orienteering Federation Limited

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Introduction and Background

The British Orienteering Federation Limited, trading as British Orienteering, is the recognised National Governing Body for the sport of orienteering in the United Kingdom. The organisation is incorporated as a company limited by guarantee (Company Number: 01606472).

British Orienteering is responsible for the administration, governance and development of the sport across the United Kingdom and the Isle of Man.

The organisation is membership-based, comprising approximately 9,000 members and more than 38,000 active participants. Around 1,500 orienteering events are held annually across the UK.

British Orienteering operates from its head office in Tansley, near Matlock, Derbyshire. The organisation employs approximately 15 staff in a combination of full and part-time roles. While a small number of staff are based at the head office, the majority work remotely across the UK, including Northern Ireland. British Orienteering also works with a significant number of volunteers, including members of governance committees, some of whom require secure access to its systems.

British Orienteering does not have a dedicated in-house IT department. It is therefore seeking to appoint an experienced and proactive IT service provider to act as a trusted technology partner and provide secure, reliable and responsive IT support.

Microsoft 365 and SharePoint are key platforms for communication, document management and collaboration. Ensuring secure and effective access for staff and authorised volunteers is therefore essential.

The successful supplier will be expected not simply to react to technical problems, but to work proactively with British Orienteering to improve its systems, strengthen security, develop staff capability and ensure that its IT infrastructure remains appropriate for the organisation's future needs.

Contents

IT Managed Services Tender	1
British Orienteering Federation Limited.....	1
1. Contract Term	4
2. Objectives.....	4
2.1 Safe, Secure and Reliable Service.....	5
2.2 Staff Training and Development.....	5
2.3 Continuous Improvement and Strategic Support.....	5
2.4 Competitive and Transparent Pricing	6
3. Requirements of British Orienteering	6
3.1 Core Service Infrastructure	6
3.2 Desktops, Laptops and Mobile Devices	7
3.3 Operating Systems, Software and Applications	7
3.4 Network Infrastructure	7
3.5 Storage and Backup	8
3.6 Wireless	8
3.7 Telephony.....	8
4. Element 1 – Ongoing Managed IT Support	9
4.1 Overall Service Requirements	9
4.2 Helpdesk and Incident Resolution	9
4.3 Security and Compliance	10
4.4 Disaster Recovery and Business Continuity	10
5. Element 2 – Comprehensive Systems Review and Analysis.....	11
6. Current IT Environment.....	12
7. Implementation and Onboarding.....	12
8. Tender Evaluation	13
8.1 Service Capability – 30%	13
8.2 Security and Compliance – 20%	13
8.3 Experience and References – 15%	13
8.4 Value Added Services – 10%.....	14
8.5 Commercial Proposal – 25%	14
9. Tender Process and Timescales.....	15
10. Further Information.....	15
IT SERVICES TENDER SUBMISSION FORM.....	16

1. Contract Term

The contract will be awarded for an **initial period of three years**.

Subject to satisfactory performance, ongoing business requirements and agreement between both parties, British Orienteering may extend the contract for **up to a further two years**, giving a maximum possible contract term of **five years**.

Any extension will be subject to a formal review of:

- Service performance against agreed Service Level Agreements and Key Performance Indicators.
- The quality and responsiveness of support.
- Security and compliance performance.
- Delivery of agreed improvements and recommendations.
- Staff training and development provision.
- Commercial value and pricing.
- British Orienteering's ongoing operational requirements.

British Orienteering does not guarantee that the extension options will be exercised.

2. Objectives

British Orienteering seeks to appoint an IT service provider capable of meeting the organisation's diverse requirements across the UK and supporting a geographically dispersed workforce.

The successful supplier will work collaboratively with British Orienteering to provide a high-quality, secure, reliable and future-focused IT service.

The tender comprises two elements:

Element 1 – Ongoing Managed IT Support

The provision of ongoing operational IT support, management, monitoring, maintenance, security and strategic advice.

Element 2 – Comprehensive Systems Review and Analysis

A detailed review of British Orienteering's current IT environment, systems and processes, with recommendations for improvement, development and future investment.

The key objectives of the appointment are set out below.

2.1 Safe, Secure and Reliable Service

The supplier will:

- Ensure British Orienteering's IT infrastructure is secure, reliable and appropriately maintained.
- Provide proactive monitoring and maintenance to identify and address issues before they cause significant disruption.
- Respond promptly to faults, incidents and support requests.
- Minimise downtime and disruption to staff and volunteers.
- Support British Orienteering in maintaining appropriate levels of security, compliance and resilience.
- Provide clear advice regarding emerging risks, vulnerabilities and opportunities for improvement.

2.2 Staff Training and Development

A key requirement of this contract is the provision of **ongoing training and development for British Orienteering staff**.

The successful supplier will be expected to:

- Assess staff training needs in relation to the systems and technology used by British Orienteering.
- Provide appropriate induction and training when new systems, processes or significant changes are introduced.
- Deliver regular training to help staff make effective and efficient use of Microsoft 365, SharePoint and other relevant systems.
- Provide cybersecurity awareness training, including phishing and other common cyber threats.
- Include simulated phishing exercises where appropriate and provide follow-up training based on identified learning needs.
- Identify opportunities to improve staff productivity through better use of existing technology.
- Provide practical guidance and training that is suitable for staff with differing levels of IT confidence and experience.
- Maintain a programme of ongoing training rather than limiting training to the initial onboarding period.

Tenderers should clearly explain their proposed approach to staff training, including the format, frequency and delivery method.

2.3 Continuous Improvement and Strategic Support

The supplier will be expected to act as a proactive partner by:

- Reviewing existing systems and working practices.

- Identifying opportunities to simplify processes and improve productivity.
- Recommending appropriate new technology or improvements to existing technology.
- Providing clear and proportionate advice to support future planning and investment.
- Supporting British Orienteering's growth and changing operational requirements.
- Providing recommendations that are appropriate to the size, budget and resources of the organisation.

2.4 Competitive and Transparent Pricing

British Orienteering requires a pricing model that is clear, transparent and represents good value.

Tenderers should provide:

- Predictable and understandable pricing.
- A clear breakdown of all recurring costs.
- Details of any one-off implementation, onboarding or project costs.
- Details of costs that fall outside the standard support agreement.
- Hourly or daily rates for additional work, where applicable.
- Details of any annual price review mechanism.
- Clear information regarding any minimum commitments or contractual charges.

While cost is an important consideration, British Orienteering will evaluate the overall value and quality of the proposed service and will not necessarily appoint the lowest-priced tender.

3. Requirements of British Orienteering

The following requirements form the core scope of the contract.

3.1 Core Service Infrastructure

The supplier will be responsible for the management, support, maintenance and appropriate upgrading of British Orienteering's existing cloud infrastructure.

This will include:

- Proactive monitoring and maintenance.
- Security and compliance management.
- Identification and implementation of necessary upgrades.
- Maintenance of appropriate documentation.
- A clear maintenance schedule, agreed with British Orienteering.
- Reporting on significant maintenance, issues and recommended improvements.

3.2 Desktops, Laptops and Mobile Devices

The supplier will provide management and support for British Orienteering's existing and future:

- Laptops.
- Desktop computers.
- Tablets and iPads.
- Other relevant smart or mobile devices if applicable
 - Current mobile purchases and contracts are managed in house.

Support should include:

- Remote device management where appropriate.
- Connection and management through Microsoft 365 and Microsoft Entra ID.
- Patch and update management.
- Security configuration.
- Support for Microsoft 365 and email access on mobile devices.
- Advice regarding replacement, upgrading and procurement of equipment.

British Orienteering currently has mobile devices operating under a variety of contracts. The successful supplier will be expected to provide appropriate support and coordination in relation to these services where required.

3.3 Operating Systems, Software and Applications

The supplier will:

- Manage patching and appropriate software updates.
- Monitor systems for security threats and vulnerabilities.
- Provide proactive cybersecurity monitoring.
- Liaise with relevant third-party software providers where necessary.
- Support British Orienteering in managing software licences and renewals.
- Ensure that British Orienteering is appropriately advised regarding licensing and compliance requirements.
- Identify opportunities for software and technology improvements.
- Provide advice regarding new software or systems that could improve organisational efficiency.

Unless otherwise agreed, British Orienteering will retain ownership and control of its licences and systems.

3.4 Network Infrastructure

The supplier will be responsible for the management and support of British Orienteering's network infrastructure, including proactive maintenance and appropriate upgrades.

Network services should be designed to provide reliable and secure access.

Where planned maintenance is likely to cause disruption, the supplier must provide reasonable advance notice. Wherever practical, routine maintenance should be undertaken outside British Orienteering's normal business hours of: **Monday to Friday, 08:00 to 17:00.**

3.5 Storage and Backup

The supplier must provide and manage an appropriate backup and recovery solution.

As a minimum, British Orienteering requires:

- Cloud-based immutable backups.
- Daily backups of relevant Microsoft 365 services.
- Backups to include SharePoint, OneDrive and email.
- Retention of Microsoft 365 backups for a minimum of one year.
- The ability to demonstrate successful backup recovery when requested.
- Appropriate monitoring of backup completion and failures.
- Clear reporting of any material backup issues.

3.6 Wireless

The supplier will maintain and support British Orienteering's wireless infrastructure at its head office.

3.7 Telephony

The supplier will provide management, support and proactive maintenance for British Orienteering's telephony systems.

British Orienteering currently uses Webex.

The supplier should act as the principal point of contact for telephony-related issues and coordinate with relevant third-party suppliers where necessary.

Tenderers should outline their approach to:

- Hosted or cloud-based telephony.
- Telephony system management.
- Compliance and security.
- Ongoing support.
- Reporting.
- SIP lines.
- Call packages.
- Future development and flexibility.

4. Element 1 – Ongoing Managed IT Support

4.1 Overall Service Requirements

British Orienteering is seeking a supplier that can provide a comprehensive managed IT service and act as a reliable, long-term technology partner.

The proposed service should:

- Be easy to manage both commercially and operationally.
- Provide predictable pricing to support accurate budgeting.
- Provide a clear and consistent point of contact.
- Support the management of relevant third-party providers where required.
- Deliver secure and reliable IT, telephony and disaster recovery arrangements.
- Be flexible enough to respond to future organisational requirements.
- Provide good value throughout the contract term.
- Include proactive monitoring, maintenance and improvement.
- Include clear Service Level Agreements and escalation processes.
- Provide regular performance reporting.
- Support relevant security and certification requirements, including Cyber Essentials where required.
- Include ongoing staff training and cybersecurity awareness.
- Include regular reviews of systems and service performance.

The successful supplier will be expected to hold regular service review meetings. British Orienteering anticipates quarterly reviews during the initial period of the contract, with the frequency to be reviewed once the service is established.

4.2 Helpdesk and Incident Resolution

The supplier must provide a clear and accessible method for staff to log faults and support requests during normal working hours of:

Monday to Friday, 08:00 to 17:00.

Tenderers should describe:

- How faults and requests will be logged.
- How users can track progress.
- Helpdesk operating hours.
- Out-of-hours arrangements, where offered.
- Expected response and resolution times.
- Remote and onsite support arrangements.
- Escalation procedures.
- How major incidents will be communicated and managed.

Tenderers must provide a proposed Service Level Agreement covering priority levels, target response times and target resolution or update times.

4.3 Security and Compliance

The supplier will be expected to provide robust support in relation to cybersecurity and IT compliance.

Tenderers should explain their approach to:

- Proactive security monitoring.
- Patch and vulnerability management.
- Endpoint protection.
- Identity and access management.
- Multi-factor authentication.
- Backup security.
- Incident response.
- Cybersecurity awareness.
- Simulated phishing exercises.
- Support for Cyber Essentials and other relevant security requirements.
- Reporting of significant security incidents and risks.

4.4 Disaster Recovery and Business Continuity

The supplier must maintain and support an appropriate IT Disaster Recovery Plan.

The plan should:

- Support British Orienteering's wider business continuity arrangements.
- Set out clear procedures and responsibilities in the event of a significant IT incident or disaster.
- Support the recovery of systems and data to an operational state.
- Include appropriate recovery priorities and processes.
- Be reviewed regularly.

The supplier must undertake:

- At least one annual data recovery exercise to demonstrate that data can be successfully recovered from backups.
- At least one annual disaster recovery exercise.
- A review of the outcomes of these exercises and any recommendations arising.

5. Element 2 – Comprehensive Systems Review and Analysis

As part of the appointment, British Orienteering requires a comprehensive review of its existing IT environment.

The purpose of this review is to ensure that British Orienteering has a clear understanding of:

- Its current systems and infrastructure.
- Existing risks and vulnerabilities.
- Areas of unnecessary complexity or inefficiency.
- Opportunities to improve security and resilience.
- Opportunities to improve staff productivity.
- Future investment and development priorities.

The review should include appropriate consideration of:

- Infrastructure.
- Microsoft 365 and SharePoint.
- Device management.
- Network infrastructure.
- Security arrangements.
- Backup and disaster recovery.
- Telephony.
- Software and licensing.
- Remote working arrangements.
- Staff IT skills and training requirements.
- Third-party supplier arrangements.

The supplier should produce a written report containing:

1. An overview of the current environment.
2. Key findings.
3. Identified risks and issues.
4. Recommendations for improvement.
5. Prioritised actions.
6. Indicative timescales.
7. Where appropriate, estimated costs or budget implications.
8. Recommendations for staff training and development.

Tenderers should explain their proposed methodology, anticipated timescale and the format of the final report.

6. Current IT Environment

British Orienteering currently has the following systems and equipment in place. This information is provided to assist tenderers and may be subject to change prior to contract commencement.

- 1 virtual server.
- Approximately 17 laptops and desktop computers.
- 2 managed switches.
- 1 Sophos XG 210 managed firewall and SSL VPN.
- 2 UPS devices.
- Sage 50 accounting software.
- 1 UniFi Wi-Fi system, including approximately 13 access points and a management device.
- 1 business cloud voice telephone system, currently Webex.
- Approximately 24 Microsoft 365 users, including staff and Board members, using Microsoft 365 Business Basic and/or Business Premium licences.
- British Orienteering's domain is currently held with Heart Internet.

British Orienteering uses ZYGO Consulting to provide website and database support. These areas are **outside the scope of this tender**.

Tenderers should identify any assumptions they have made when preparing their proposals.

7. Implementation and Onboarding

There may be a transition from British Orienteering's existing IT provider.

Tenderers should therefore provide a clear onboarding and implementation plan covering:

- Transition arrangements.
- Information gathering and documentation.
- System access and handover.
- Risk management.
- Communication with British Orienteering staff.
- Any required initial technical work.
- Introduction to the helpdesk and support processes.
- Initial staff training and familiarisation.
- Identification of immediate risks or priorities.

British Orienteering currently anticipates that a minimum six-month notice period may be required with its existing provider.

Tenderers should clearly identify their proposed timetable for onboarding and any dependencies or information required from British Orienteering or the outgoing supplier.

8. Tender Evaluation

Tenders will be evaluated using the following criteria:

Evaluation Area	Weighting
Service Capability	30%
Security & Compliance	20%
Experience & References	15%
Value Added Services	10%
Commercial Proposal	25%
Total	100%

8.1 Service Capability – 30%

This will include assessment of:

- Ability to meet the requirements set out in this tender.
- Quality of the proposed support model.
- Helpdesk and incident management arrangements.
- Service Levels and escalation processes.
- Proactive monitoring and maintenance.
- Ability to support a geographically dispersed workforce.
- Onboarding and transition arrangements.
- Staff training and development provision.
- Ability to provide ongoing strategic and technical advice.

8.2 Security and Compliance – 20%

This will include assessment of:

- Cybersecurity arrangements.
- Proactive security monitoring.
- Patch and vulnerability management.
- Backup and recovery arrangements.
- Disaster recovery and incident response.
- Data protection and security practices.
- Cybersecurity awareness and phishing training.
- Relevant policies, certifications and accreditations.

8.3 Experience and References – 15%

This will include:

- Experience of providing comparable managed IT services.
- Experience of working with organisations of a similar size or complexity.
- Experience of supporting remote and geographically dispersed teams.

- Relevant technical expertise.
- Quality and relevance of client references.

8.4 Value Added Services – 10%

This will include additional benefits offered beyond the core requirements, including:

- Innovation.
- Strategic advice.
- Additional staff training opportunities.
- Technology reviews.
- Productivity improvements.
- Cost-saving opportunities.
- Additional reporting or management information.
- Other services that provide measurable benefit to British Orienteering.

8.5 Commercial Proposal – 25%

This will include:

- Overall cost.
- Transparency of pricing.
- Value for money.
- Predictability of costs.
- Clarity of any additional charges.
- Cost of implementation and onboarding.
- Cost of the comprehensive systems review.
- Proposed price review arrangements.

British Orienteering reserves the right to seek clarification from tenderers as part of the evaluation process.

The highest scoring tender will not automatically be appointed if British Orienteering considers that there are other material factors affecting the overall suitability of the proposal.

9. Tender Process and Timescales

The anticipated tender process is as follows:

Date	Stage
28 th September 2026	Invitation to tender issued
Monday 19 th October 2026 17:00	Deadline to confirm intention to submit
From 5 th October 2026	Opportunity for tenderers to submit questions
Sunday 1 st November 2026 18:00	Deadline for tender submissions
From Monday 2 nd November 2026	Evaluation and shortlisting
w/c 23 rd November 2026	Presentations or clarification meetings, if required
w/c 30 th November 2026	Preferred supplier notified
w/c 14 th December 2026	Contract award
To be confirmed	Contract commencement and onboarding

British Orienteering reserves the right to amend the timetable where necessary.

10. Further Information

If further information is required, please contact:

Peter Brooke

CEO

British Orienteering Federation Limited

pbrooke@britishorienteering.org.uk

IT SERVICES TENDER SUBMISSION FORM

1. Company Information

Company Name:

Click or tap here to enter text.

Registered Address:

Click or tap here to enter text.

Trading Name, if different:

Click or tap here to enter text.

Company Registration Number:

Click or tap here to enter text.

VAT Number, if applicable:

Click or tap here to enter text.

Website:

Click or tap here to enter text.

Main Contact Name:

Click or tap here to enter text.

Position / Title:

Click or tap here to enter text.

Telephone Number:

Click or tap here to enter text.

Email Address:

Click or tap here to enter text.

Is your organisation an SME?

☐ Yes ☐ No

2. Executive Summary

Please provide a summary of no more than 300 words outlining why your organisation is suitable to provide the services required by British Orienteering.

Please include:

- Your understanding of British Orienteering's requirements.
- Your proposed approach.
- Your key strengths.
- The principal benefits of your proposal.

Click or tap here to enter text.

3. Response to Requirements

Element 1 – Ongoing Managed IT Support

Please respond to each of the following requirements.

Requirement	Response
Approach to Service Delivery	Click or tap here to enter text.
Helpdesk and Incident Resolution Process	Click or tap here to enter text.
Service Levels and Escalation Procedure	Click or tap here to enter text.
Security and Compliance Management	Click or tap here to enter text.
Licensing and Software Management	Click or tap here to enter text.
Backup and Data Recovery Approach	Click or tap here to enter text.
Disaster Recovery and Business Continuity Support	Click or tap here to enter text.
Telephony System Management	Click or tap here to enter text.
Staff Training and Technology Development	Click or tap here to enter text.
Cybersecurity Awareness and Phishing Training	Click or tap here to enter text.

Onboarding and Transition Arrangements	Click or tap here to enter text.
Pricing Model and Cost Breakdown	Click or tap here to enter text.

Tenderers may attach supporting information as appendices where necessary.

Element 2 – Comprehensive Systems Review

Requirement	Response
Review Methodology and Approach	Click or tap here to enter text.
Experience Delivering Similar Reviews	Click or tap here to enter text.
Proposed Timeline	Click or tap here to enter text.
Reporting Format and Example Outputs	Click or tap here to enter text.
Approach to Identifying Staff Training Needs	Click or tap here to enter text.
Cost Proposal	Click or tap here to enter text.

4. Added Value

Please explain how your organisation can add value beyond the stated requirements.

This may include:

- Innovation.
- Additional staff training.
- Strategic technology advice.
- Cost-saving opportunities.
- Productivity improvements.
- Additional cybersecurity services.
- Technology planning.
- Other services or support that would provide measurable benefit to British Orienteering.

Click or tap here to enter text.

5. Experience and References

Please provide details of two clients, preferably similar in size or scope, for whom you have provided comparable services.

Organisation	Contact Name	Contact Email	Telephone Number	Description of Service Provided
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

6. Commercial Proposal

Please provide a detailed commercial proposal covering:

- Ongoing monthly or annual managed service costs.
- Any onboarding or implementation costs.
- The cost of the comprehensive systems review.
- Any charges not included within the core service.
- Hourly or daily rates for additional work.
- Hardware or software mark-up arrangements, where applicable.
- Proposed annual price review arrangements.
- Any discounts or savings associated with the three-year initial contract or potential extension period.

Please clearly state whether VAT is included or excluded.

A separate supporting document can be provided alternatively please complete below:

Click or tap here to enter text.

7. Declaration

Please confirm the following:

- ☐ We confirm that the information provided in this tender submission is accurate and complete.
- ☐ We agree to the requirements set out in the IT Services Tender Document.
- ☐ We understand that the proposed contract will be for an initial period of three years, with the potential for British Orienteering to extend the contract by up to a further two years, subject to satisfactory performance and agreement.
- ☐ We understand that British Orienteering is not bound to accept any tender and reserves the right to withdraw, amend or modify the tender process.

Authorised Signatory

I confirm that I am authorised to submit this tender response on behalf of the organisation.

Name:

Click or tap here to enter text.

Position / Title:

Click or tap here to enter text.

Signature:

Click or tap here to enter text.

Date:

Click or tap here to enter text.