

Submitted pre IT Tender questions and responses

Questions submitted up to 15th October 2026.

Version 1 published 19th October 2026.

Organisational strategy

We received a question regarding our organisational strategy. The strategy can be found [here](#).

This sets out our aims and objectives. We are currently reviewing our strategy with the aim to launch a new one to run from 2027 to 2032.

We believe we have a strong governance base with stable membership and participation. We are looking for ways to become more efficient and effective as a governing body. This allow us to serve our clubs and members efficiently.

Our foundation for success pillar has a strong technology focus. This is an area we believe that with the right partner will help us grow.

Moving forward from 2027, we wish to put more focus on our participation aims and objectives to see more communities become active through great orienteering experiences. We are looking for ways in which we can enhance our use of technology to enable clubs to do this more efficiently.

Where should completed tenders be sent?

All completed tenders should be sent to Peter Brooke pbrooke@britishorienteering.org.uk by 18:00 on Sunday 1st November.

Is there an indicative budget or range for the contract?

We have a baseline which we are unable to share at the moment. We would note that we are a small non for profit organisation and securing value for services is crucial.

As your team is mostly remote, would a provider based in London, delivering remote support with site visits by arrangement, be suitable?

Yes, our provider does not need to be close to our head office as most support is expected to be available remotely.

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Is your current provider invited to re-tender, and what is prompting the review?

Yes, our current provider has been invited to re-tender. The tender process has been initiated to ensure as a business and governing body we are getting the most appropriate service for our needs. We have not significantly reviewed this service for 10 years and felt now is an appropriate time to review this service.

Is cloud-based immutable backup mandatory, or would you accept an alternative immutable backup service hosted in a supplier's UK data centre? This is opposed to premium cloud providers.

British Orienteering requires a robust, secure and recoverable backup solution that supports business continuity and protects against ransomware, accidental deletion and other data-loss events.

We are open to proposals for immutable backup hosted in a supplier's UK data centre, as well as cloud-based solutions, provided the proposed approach offers equivalent levels of security, resilience, recoverability and appropriate data protection. Suppliers should explain their proposed solution, including data location, retention periods, recovery arrangements, testing and any associated costs.

Please identify any differences in cost between the options proposed.

Do you require 24/7 security monitoring and incident response, or monitoring during business hours? Should coverage include Microsoft 365 identities, endpoints, firewall/VPN and cloud infrastructure?

We require a proportionate security service that protects British Orienteering's systems and information, including Microsoft 365, user accounts, endpoints, network infrastructure and any hosted servers or cloud services within the supplier's remit.

Suppliers should specify the level of monitoring and incident response included in their proposal, distinguishing between business-hours support and any out-of-hours or 24/7 coverage. Please identify the recommended approach, associated costs and any additional services required.

We expect prompt notification and escalation of significant security incidents, with clear reporting arrangements and agreed response times. Suppliers should set out how their proposed service would protect against unauthorised access, ransomware and disruption to our operations.

May the supplier immediately isolate compromised devices, disable accounts and revoke sessions when a threat is detected? Who will authorise actions and receive escalations outside business hours?

British Orienteering expects the IT provider to respond promptly to credible security threats and take appropriate steps to limit potential damage.

The supplier should propose an incident response and escalation procedure, including the circumstances in which it would be authorised to isolate compromised devices, disable accounts or revoke active sessions without prior approval.

Any such arrangements would need to be agreed with British Orienteering before service commencement. The proposal should identify how the CEO or nominated contact would be notified, how decisions would be escalated outside normal business hours, and how emergency actions would be documented and reviewed.

The priority is to contain serious threats quickly while minimising unnecessary disruption to staff and organisational operations.

Please confirm the supported staff, Board member and volunteer numbers, device inventory and Microsoft 365 licence split. Do volunteers or staff use personally owned devices?

& What is the split between M365 Business Basic and Business Premium?

British Orienteering operates with a small staff team (15), a Board of Directors (10) and a wider volunteer network. Working arrangements include remote and hybrid working.

The breakdown is as follows:

1. Staff team

- a. 15 staff
- b. All require a Microsoft 365 Business premium license
- c. All have a laptop to work remotely
- d. We have three other office based computers used by the administration team

2. Board of Directors

- a. 10 directors
- b. All use their personal devices
- c. All use Microsoft 365 Business basic license

3. Volunteers

- a. We have two volunteers who require access to a Microsoft 365 Business basic license

Suppliers should state the information required to produce an accurate quotation and identify any assumptions used in their pricing. Please distinguish between the number of users,



licensed accounts, managed devices and any additional volunteer access that may require support.

Please also identify any implications for personally owned devices, including whether they can be supported securely and what management arrangements would be recommended.

Is onsite support required only at Tansley, or also at home-working locations? Are minimum onsite attendance times or scheduled visits expected?

British Orienteering requires effective IT support for staff working both remotely and at its Tansley office. Remote support should be the normal approach where appropriate, with onsite attendance available where an issue cannot be resolved remotely or where physical intervention is necessary.

Suppliers should specify the onsite support included within their proposal, including any scheduled visits, response times, travel charges and additional costs. Please identify any assumptions regarding the number and frequency of visits.

The proposal should demonstrate how the service would support business continuity for staff working from home and at the office, without introducing unnecessary cost or delays.

Where is the virtual server hosted, what does it run, and who owns the hosting agreement? Please provide its operating system, dependencies, storage requirements and current backup arrangements.

We will provide the available technical information on the existing virtual server and hosting arrangements following confirmation of the current configuration and responsibilities.

Suppliers should identify the information required to assess the server properly, including its hosting location, operating system, applications, dependencies, storage, backup arrangements, support requirements and any associated hosting agreement.

Where information is not currently available, suppliers should explain how they would establish the position during the initial systems review and identify any risks, remediation requirements or additional costs separately.

The tender should make clear which hosting, maintenance, backup and recovery services are included in the proposed recurring fee.

Should necessary upgrades, remediation identified during the systems review and hardware replacements be included in the recurring fee, or separately quoted for approval?

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The recurring fee should clearly identify all services included in the proposed ongoing IT support arrangement. Any necessary upgrades, remediation work identified during the initial systems review, and hardware replacements should be identified separately where they are not included within that fee.

We expect the supplier to undertake an initial review of our systems and provide a prioritised assessment of any issues, risks, recommended improvements and associated costs.

Any material additional expenditure must be presented to British Orienteering for approval before work is commissioned, in accordance with the organisation's delegated authority and procurement arrangements.

Suppliers should distinguish between routine maintenance and updates included in the recurring fee, essential remedial work, planned improvements, replacement hardware and any other chargeable project work. Please provide indicative costs where possible and identify any work that could affect service continuity.

Has notice been served on the incumbent, and what is the intended service commencement date? Will the outgoing provider supply full documentation, administrative access and cooperation, and is any overlap required?

British Orienteering intends to manage the transition to the successful IT provider in a planned and orderly manner, minimising disruption to staff and organisational operations. The current supplier may also be submitting a tender for the contract.

The tender timetable is set out in the IT tender documentation. The final service commencement date, onboarding arrangements and transition timelines will be discussed and agreed with the successful supplier as part of the final contract award process.

We expect the transition to be managed collaboratively, with appropriate provision for the transfer of relevant documentation, configuration information, administrative access and other information necessary to ensure continuity of service, subject to appropriate security controls and contractual arrangements.

Suppliers should outline their proposed onboarding and transition approach, including any dependencies, risks, support required from British Orienteering or the incumbent provider, and whether a period of overlapping service is recommended. Any additional transition or overlap costs should be clearly identified in the tender response.

The successful supplier will be expected to work with British Orienteering to agree a practical transition plan, establish appropriate access and security controls, and ensure that critical systems and services remain operational throughout the handover.



Is it anticipated that the successful company will take over supply of the Microsoft subscriptions if they are suitably authorised as a Microsoft partner to do so?

Yes. British Orienteering expects the successful supplier to take responsibility for the supply and administration of Microsoft 365 subscriptions, provided they are appropriately authorised to do so as a Microsoft partner.

Suppliers should include the management of these subscriptions within their proposal and clearly itemise the costs of the relevant licences, including any applicable discounts, administration charges or additional fees.

The successful supplier will be expected to manage the ongoing subscriptions and associated administration, ensuring continuity of service and appropriate licence allocation. Any transition arrangements required to transfer the subscriptions from the current provider should be identified, together with any associated costs or contractual implications.

How much M365 data is used (i.e. how much to be backed up)?

British Orienteering will confirm the current volume of data held within Microsoft 365, where this information is available. This should include relevant Exchange Online, SharePoint, OneDrive and Teams data.

Suppliers should identify the information required to establish the total backup volume and explain any assumptions used in their pricing. The proposed solution should be scalable to accommodate future growth in data volumes, with backup retention periods and any associated storage costs clearly specified.

What services is the virtual server providing and where is it hosted?

British Orienteering will provide the available information on the existing virtual server, including its purpose, hosted services and location, once the current arrangements have been confirmed.

Suppliers should identify any additional technical information required to assess the server's support, hosting, security and backup requirements. Any assumptions, dependencies or potential additional costs should be clearly identified in the tender response.

Is all data held in M365 or is some held on the virtual server or elsewhere?

The majority of British Orienteering's organisational data is held within Microsoft 365, primarily through SharePoint. However, some data and services may also be held on the existing virtual server or elsewhere.

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Suppliers should include backup and protection for Microsoft 365 data, including SharePoint, within their proposal and identify how any data held on the virtual server or other systems would be covered.

The successful supplier will be expected to review the existing IT environment to confirm where organisational data is held and ensure that appropriate backup, recovery and business continuity arrangements are in place. Any gaps in the current arrangements or additional costs should be clearly identified in the tender response.