



Invitation to Tender (ITT) for IT Support Services

Issued by: Croydon Voluntary Action

Reference Number: ITT-IT-2025-01

Issue Date: 18/08/2025

Submission Deadline: 15/09/2025

Number of Staff and Volunteers: 20

1. Introduction

Croydon Voluntary Action (CVA) is a registered charity committed to strengthening communities through meaningful social change. We empower citizens to take active roles in their neighbourhoods and champion grassroots organisations that celebrate local assets and foster connection.

We are seeking a qualified and experienced IT support provider to deliver reliable, secure, and cost-effective technology solutions tailored to a small, dynamic organisation. Our team of 20 staff and volunteers use a mix of desktops and laptops (some dating back to 2013), alongside newer devices. All paid staff are equipped with smartphones. We rely on Office 365, SharePoint, Microsoft Teams, and are planning to move to an internet-based telephony system.

We are looking to build a long-term, collaborative relationship with a provider who understands modern cloud-based IT ecosystems in small organisations.

"We envision a future where technology empowers our staff, volunteers, and community to connect, collaborate, and thrive—regardless of location or resource constraints."

2. Objectives

The appointed service provider will:

- Ensure smooth operation of IT systems
- Provide responsive helpdesk and on-site support
- Maintain data security and compliance
- Support digital transformation and growth, including telephony integration

3. Scope of Services

The successful bidder will be expected to provide:

3.1. Core Support

- Helpdesk Support: Remote and on-site during business hours (including emergency out-of-hours support)
- Hardware & Software Maintenance: Updates, patching, and troubleshooting
- Network Management: Monitoring, firewall management, and performance optimisation
- Data Backup & Recovery: Automated backups and disaster recovery planning
- Cybersecurity: Antivirus, threat detection, and GDPR compliance
- IT Strategy & Consultancy: Guidance on future planning and upgrades
- Hardware Upgrades: Replacement or upgrade of outdated devices

3.2 Technical Expertise

- Experience supporting small charities/non-profits
- Knowledge of Office 365, SharePoint, Microsoft Teams
- Ability to manage mixed hardware setups
- Familiarity with VoIP/internet-based telephony systems

3.3 Responsiveness & Support

- Prompt helpdesk response times
- Flexibility for urgent support (remote and on-site)
- Clear escalation protocols

3.4 Security & Compliance

- Cybersecurity best practices for small organisations
- Compliance with data protection regulations (e.g. GDPR)
- Backup, recovery, and continuity strategies

3.5 Partnership Approach

- Collaborative working style
- Understanding of community-based operations
- Long-term support aligned with organisational growth

3.6 Cost & Value

- Transparent pricing with detailed breakdown
- Cost-effective solutions with scalable options
- Value-based support for a growing non-profit

3.7 Reporting & Monitoring

- Regular performance and incident reports
- Tools/dashboards for real-time monitoring

4. Contract Duration

- Initial 12-month contract
- Renewal subject to performance and mutual agreement

5. Budget

CVA operates on a limited budget. Bidders are encouraged to offer preferential rates for non-profits and clearly outline all costs, including:

- Monthly service fees
- Hourly rates for additional support
- Any setup or onboarding costs
- Optional services and their pricing

6. Evaluation Criteria

Criteria	Weighting
Cost-effectiveness	30%
Experience with charities/NPOs	20%
Technical capability	20%
Service Level Agreement (SLA)	15%
References and case studies	10%
Social value/ethical practices	5%

7. Submission Requirements

Bidders must submit:

- Company profile and relevant experience
- Detailed proposal including scope, methodology, and pricing



- SLA and escalation procedures
- References from at least two similar clients
- Proof of insurance and certifications (e.g., Cyber Essentials)

8. Submission Instructions

All proposals must be submitted by 12.00 on 15/09/2025 to:

Email: to both bhupendra.solanki@cvalive.org.uk and Karen.chillman@cvalive.org.uk

Postal Address: CVA Resource Centre, 82 London Road Croydon CR0 2TB

Contact for Queries: bhupendra.solanki@cvalive.org.uk

Timeline

Milestone	Date
ITT Release	18/08/2025
Deadline for Questions	04/09/2025
Submission Deadline	15/09/2025