C E S | The Centre for Effective Services

REQUEST FOR IT SUPPORT & MAINTENANCE TENDER 2026

The Centre for Effective Services

www.effectiveservices.org

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REQUEST FOR TENDER 2026

IT Support and Maintenance Services

Organisation	The Centre for Effective Services (CES)
Address	27 Fitzwilliam Street Upper, Dublin 2, D02 TP23
Website	www.effectiveservices.org
Contact for queries	Hazel Arthur Email: harthur@effectiveservices.org
Deadline for queries	20th November 2026
Contact for proposals	Michelle Hannon Email: mhannon@effectiveservices.org
Closing date	27th November 2026

Introduction

The Centre for Effective Services (CES) is a non-profit, all island organisation established in 2008. Over the past eighteen years CES has worked with agencies, government departments and service providers throughout the island of Ireland, in areas such as education, health, children and young people and social services. We work with others to improve the use of evidence in human/social services, and to support the implementation of services, programmes and projects.

Our current staff complement of 32 people includes multi-disciplinary professionals drawn from various specialist areas within the sector, including health, education, community development, research, psychology, social work, youth work, project management, organisation development, knowledge and communications, and governance.

The Centre for Effective Services (CES) is a company limited by guarantee. Registered in Ireland at: 27 Fitzwilliam Street Upper, Dublin 2, D02 TP23.
Company registration number 451580. Registered Charity No. 20076252. Charity number 19438.

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Specification of infrastructure and service required

Current IT inventory

	Total	Older Stock	Notes
Laptops: Lenovo ThinkPad L13 Gen 3 - Yoga Gen3 Laptop	1	1	Purchased & installed (with Viatel) July 2023 with Windows 11, anti-virus etc
HP EliteBook 840 G9 i5	2	2	Purchased & installed (with Viatel) April 2025 with Windows 11, anti-virus etc
HP EliteBook 840 G8 i7	15	15	Purchased & installed (with Viatel) September 2025 with Windows 11, anti-virus etc
Dell Latitude 5550 U7-165U 16GB/512SSD 15.6 W11P 3YR PRO	2	2	Purchased & installed (with Viatel) September 2025 with Windows 11, anti-virus etc
HP EliteBook 830G8 i7	3	3	Purchased & installed (with Viatel) January 2026 with Windows 11, anti-virus etc
HP EliteBook 440G10 i7	2	2	Purchased & installed (with Viatel) April 2026 with Windows 11, anti-virus etc
Smartphones – iOS and android	35	30	NB: Hardware & Phone Contract managed by Vodafone (ROI & NI)
Printers / Photocopier	1	1	
CES uses SharePoint for document storage and management and Office 365 including Outlook email and calendars	See Mailbox User List		

Note: This inventory can change depending on the number of staff working on projects at CES. These figures are averages but shouldn't vary beyond 5 additional units (laptop/phone)

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Network and infrastructure:

CES allows for remote working but also has serviced office space in Dublin & Belfast:

Dublin: Pembr	Belfast: Glandore
• Pembr use **Fortinet FortiGate firewalls** to implement comprehensive network firewall protection. FortiGate provides next-generation firewall (NGFW) capabilities, including deep packet inspection, intrusion prevention, application control, antivirus filtering, and threat intelligence integration, ensuring robust perimeter defense against internal and external threats • Pembr have implemented a network redundancy in the event of an ISP outage, and can perform a failover to the secondary network connection to ensure that downtime is minimized. • In terms of redundancy for the internal network, most offices are all directly patched into our network switch stack and also there is the WIFI network that is working on Lancom access points.	• CES operates as an MPN client and therefore shares Glandore's network infrastructure. • Glandore network infrastructure consists of Cisco switches at both floor and core levels, supported by Cisco ASA firewalls. • Wi-Fi connectivity is provided through UniFi access points, which are centrally managed via a cloud-hosted controller. • Glandore internet connectivity is supplied by two providers, HPN Networks and Aspire, with both connections configured for HSRP redundancy on the provider side to support network resilience and continuity of service.

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Service description and location

The successful tenderer will provide comprehensive IT support and maintenance for CES hardware, software, cloud services and associated infrastructure. Support will be delivered remotely and, where required, on site at CES offices at 27 Fitzwilliam Street Upper, Dublin 2 and Arthur House, 41 Arthur Street, Belfast. Core service availability is required between 8.00am and 5.30pm, Monday to Friday, excluding public holidays and the CES Christmas closure period. Planned out-of-hours work may be agreed where maintenance or change activity requires significant downtime.

Call logging – the successful tenderer will provide a help line / email through which requests for assistance can be logged and allocated

Callouts – the successful tenderer will deal with critical and non-critical issues arising which cannot be resolved remotely, by means of a prompt onsite service. The following response times are indicated:

Description	Priority	Response Target	Resolution Planning	Resolution Target
Critical issues: – service not available to all users and/or functions unavailable	1	30 mins	1 hour	4hours
High: Limited degradation of service, limited number of users or functions affected, business process can continue.	2	1 hour	2 hours	8 hours
Normal: Small service degradation, business process can continue, one user affected	3	4 hours	4 hours	3 days
Low: Maintenance needed, no noticeable degradation to any users	4	8 hours	12 hours	10 Working Days

Critical is defined as the loss of service to a critical user or several users. The times outlined refer to the maximum number of hours to elapse between a qualified call and having an engineer on site.

Prioritisation criteria: “Limited number of users” (Priority 2) means more than one user and up to [20%] of CES users (currently approximately [6] users). Priority 1 applies where service is unavailable to all users, to more than [20%] of users, or to a critical user. Priority 3 applies to a single user. Response and resolution times are measured within core service hours (8.00am to 5.30pm, Monday to Friday) and “days” means working days. Security patches and updates that the vendor classes as critical, or that address actively exploited vulnerabilities, are to be treated as Priority 2 and applied within [48 hours] of release, following

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appropriate testing; all other patches and updates are to be applied through the planned maintenance cycle (Priority 4). Tenderers should confirm how they will classify, prioritise and report on each category.

Deskside support – While some support can and should be provided remotely, occasional deskside support is required for issues arising with printers, programmes, operating system issues or SharePoint issues.

Backup operations - The successful tenderer will manage, monitor and test the agreed cloud backup and recovery arrangements described in this specification.

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- Procurement and installation – When required the successful tenderer will advise on and supply/purchase hardware and, in some cases, software on CES's behalf and to CES's specification. Installation will usually include pre-installation processes such as mapping users to devices, cloning and customisation of software packages and onsite installation and customisation. Management of software licences is also a priority in this contract. The successful tenderer must also advise CES in writing, before any purchase or installation, on whether the existing infrastructure can support any new software or software upgrades.
- Proactive system monitoring and management – the successful tenderer will proactively monitor and manage the IT environment including health checking the existing IT infrastructure at the start of the awarded contract
- Liaising with third party vendors – As it relates to IT issues, the successful tenderer will liaise on CES's behalf with vendors or service providers (e.g. Auditor, Supplier Compliance, Cyber Insurance, Cyber Essentials, KnowBe4 or similar Cyber Training providers etc.)
- IT requirements and expertise – The successful tenderer will advise CES on its IT requirements and IT environment including advising on the optimal and most cost-effective use of resources such as SharePoint, Microsoft Licences, Co-Pilot etc. The successful tenderer will also provide advice and assistance, as required, on selecting suitable AI tools and on the procedures needed to ensure CES's AI policies are followed. A proactive approach to identifying obsoletion and highlighting innovations will be a feature of the selection process
- Account Manager and support staff – CES requires the successful tenderer to nominate a dedicated account manager who will act as the main point of contact for the duration of the contract. CES also requires personnel who will be working on the contract to be named. Any proposed change of nominated personnel must be notified to CES in writing and the replacement personnel must have equal or better experience relevant to the requirements of the contract. Service review meetings are expected to be held weekly during the transition period, moving to monthly and then to quarterly once the service is established, as agreed with CES

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Detailed scope of services

Items 1-4 form part of the minimum service scope, items A-D are additional non-committed requirements. Tenderers should describe their proposed methodology, responsibilities, assumptions, dependencies, timescales and measurable outputs for each workstream. Tenderers must provide a separate price for each of items 1, 2, 3 and 4 and for each of items A, B, C and D, so that CES can prioritise work within available budget.

1. Core IT support and maintenance

Service desk and incident management

Provide a staffed helpdesk with telephone and email logging, remote support, prioritisation, escalation and resolution tracking for all authorised CES users.

Hardware support

Support CES laptops, smartphones, printers, network equipment, wireless access points and related peripherals, including diagnosis, repair coordination, warranty liaison, configuration and secure decommissioning.

Software and cloud support

Administer and support Windows 11, Microsoft 365, Outlook, Teams, SharePoint, OneDrive and other approved business applications used by CES.

Joiners, movers and leavers

Provide timely account, device, licensing and access changes based on authorised CES requests, with documented handover and removal controls.

Monitoring and maintenance

Undertake proactive monitoring, patching, endpoint health checks, vulnerability remediation, asset and licence management, and planned maintenance.

Supplier and account management

Nominate a dedicated account manager, provide service reporting and review meetings, maintain escalation routes, and liaise with third-party vendors on behalf of CES.

2. Microsoft 365 Business Premium upgrade and Intune deployment

Licensing upgrade

Plan and support the upgrade to Microsoft 365 Business Premium licensing, including licence mapping, cost transparency, sequencing, communications, technical dependencies and rollback arrangements.

Microsoft Intune implementation and enrolment

Design and deploy Microsoft Intune and enrol all active CES laptops. Tenderers should also advise on, and provide a separately priced option for, extending Intune management to CES smartphones (iOS and Android). The approach must address device discovery, ownership, enrolment method, configuration profiles, testing, exceptions, remote support and operational handover.

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Security baselines and compliance policies

Configure proportionate security baselines and device compliance policies, including encryption, endpoint protection, patching, password and screen-lock controls, application management, device health and reporting. Exceptions must be documented and approved by CES.

3. Backup and disaster recovery

Cloud backup deployment

Implement and manage Barracuda Backup or a demonstrably equivalent Microsoft 365 backup solution, covering the agreed CES cloud workloads, retention requirements, administrative access, monitoring and alerting.

Recovery testing

Establish and complete scheduled restore tests for representative data and services. Provide evidence of test results, recovery issues, corrective actions and outstanding risks.

4. Transition, documentation and continuous improvement

Service transition

Provide a mobilisation plan for taking over services, including discovery, access, documentation, risk management, communications and knowledge transfer from any incumbent supplier.

Documentation

Maintain current network, device, account, licensing, configuration, support, backup and recovery documentation, including an up-to-date asset and licence register, throughout the life of the contract (not as a one-off exercise at the start). All documentation must be held in soft copy in a location agreed with CES and be accessible to CES as required.

Service reporting

Provide monthly reporting on incidents, service requests, response and resolution performance, recurring issues, security events, patching, endpoint compliance, backup status, risks, changes, assets and recommended improvements.

Exit support

At contract end, provide orderly knowledge transfer, return and secure deletion of CES information, removal of supplier access and co-operation with CES and any incoming provider.

Additional Non-Committed Requirements:

A. Security review

MFA assessment and penetration testing

Review multi-factor authentication coverage, conditional access and privileged access arrangements. Propose and undertake an agreed programme of penetration testing, document findings by risk and provide a prioritised remediation plan. Following each review, make recommendations to improve MFA and access security. The review is to be carried out annually.

User access review and email-domain protection

Review active accounts, roles, permissions, shared mailboxes, guest access and privileged access. Assess and support the effective configuration of SPF (Sender Policy Framework),

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DKIM (DomainKeys Identified Mail) and DMARC (Domain-based Message Authentication, Reporting and Conformance). The user access review is to be carried out annually.

Cyber Essentials or equivalent accreditation

Guide CES through readiness assessment, gap remediation, evidence gathering, application and ongoing compliance for Cyber Essentials accreditation or a comparable recognised quality standard agreed with CES. CES's longer-term benchmark is compliance with applicable government and EU requirements, currently NIST; tenderers should explain how they would support progress towards this over time.

B. Disaster recovery and ransomware recovery plan

Develop a practical Disaster Recovery and Ransomware Recovery Plan aligned with CES policies. The plan must define roles, escalation, communications, service priorities, dependencies, backups, recovery steps, testing, review and lessons learned. Support CES to integrate the approved plan into its governance and policy framework. As a minimum, the plan must set out communications arrangements and a risk-based prioritisation to determine the sequence in which systems are restored. Tenderers should price the ransomware-specific recovery element separately as an optional item.

C. SharePoint review and clean-up

SharePoint assessment

Review the current SharePoint structure, sites, libraries, permissions, external sharing, ownership, metadata and governance arrangements.

Reporting and storage review

Provide clear reporting on storage consumption, growth, duplication, inactive content, large files and areas requiring management attention.

Data clean-up recommendations

Develop a prioritised clean-up plan covering duplicate, redundant, obsolete and trivial data, with safe approval, archiving and deletion controls. Work with CES to classify its data as a prerequisite for the clean-up and agree the classification approach and responsibilities with CES.

Retention review

Review retention requirements and current practices, identify gaps or conflicts, and recommend an implementable retention approach that supports CES governance obligations.

Cloud services inventory

Create and maintain an inventory of CES cloud services, including service owner, administrator, purpose, data type, integration, licensing, renewal information and identified risk or dependency.

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D. ICT policy and cyber protection annual review

Annual policy and control review

Complete an annual review of ICT and cyber protection policies, standards and operating controls, with a written gap analysis and prioritised recommendations.

Retention and data lifecycle recommendations

Recommend practical controls for information creation, classification, storage, sharing, retention, archiving and secure disposal across CES systems.

Information governance review

Review information governance arrangements and provide best-practice recommendations covering accountability, acceptable use, access, records management, security incident response, supplier management and staff awareness.

Implementation support

Support CES to translate agreed recommendations into updated policies, procedures, implementation actions and evidence for governance oversight.

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Confidentiality

Tenderers are required to treat the details of this tender as confidential. The successful tenderer will be required to treat all CES materials and information as confidential and sign a confidentiality agreement.

Probationary period

The successful tenderer will be appointed for a probationary period of nine months, during which time the supplier will be assessed based on ability to deliver the requirements set out above.

GDPR & Data Protection

As the successful supplier will have access to our systems and data, there is a requirement to comply with an initial Data Protection Impact Assessment (DPIA), which is a structured risk-management process used to identify, evaluate, and minimize data protection and privacy risks before starting any project or system that handles personal data, including the deletion of data at the end of a project / contract.

Tender Document

Responses to this tender request should include:

1. An executive summary and clear statement of the services proposed.
2. A detailed response to every requirement in the service specification, including the proposed delivery methodology, service model, tools, assumptions, dependencies, exclusions and proposed service levels.
3. Evidence of relevant experience delivering comparable managed IT, Microsoft 365, Intune, cyber security, backup, disaster recovery and SharePoint services for organisations of a similar nature and scale.
4. Details of organisational structure, staffing capacity, geographic coverage, escalation arrangements, certifications and the range of technical skills available.
5. Biographies and relevant qualifications or certifications for the proposed account manager, technical lead and other key personnel assigned to CES.
6. A clear service scope showing what is included, optional and excluded, together with responsibilities allocated to CES, the supplier and third parties.
7. A complete pricing schedule in **Euros** separating recurring managed-service charges, licensing, implementation projects, onsite support, out-of-hours work, third-party products and any optional costs. A separate price must be provided for each of items 1–4 and A–D, and for Intune management of smartphones and the ransomware recovery element as optional items. Prices must identify all assumptions and exclusions.
8. Details of at least two referees for comparable contracts, including at least one not-for-profit organisation.

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Criteria for evaluating Tender

Responses to this tender will be evaluated under the following criteria:

	Weighting
Technical approach and compliance with the specification	30%
Cyber security, Microsoft 365, Intune, backup and SharePoint capability	20%
Service delivery model, support levels and transition approach	15%
Proposed team, capacity and relevant experience	15%
Cost and overall value for money	20%

Timelines

Closing date for receipt of responses to this tender is Friday 27th November 2026 @5pm. Responses should be submitted by email to:

Michelle Hannon

mhannon@effectiveservices.org

Any queries should be submitted to Hazel Arthur by email only at harthur@effectiveservices.org no later than 20th November @5pm

A shortlist of tenderers may be prepared following evaluation and those shortlisted may be invited to make a presentation and advise on further clarifications of their tender. It will be essential that the key personnel that will be assigned to this contract should be present at this meeting.

Extension of Tender Period

CES reserves the right to extend the closing date for receipt of tenders and will give notice of this in writing to all parties who have submitted tenders

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