



Invitation to Tender for provision of

# IT support services including cyber security

Information and instructions to tenderers

Deadline for tenders: May 2026

**Prepared by**

Jenni G Bradshaw  
Alcohol Change UK

[jenni.g.bradshaw@alcoholchange.org.uk](mailto:jenni.g.bradshaw@alcoholchange.org.uk)

Alcohol Change UK, Unit 7, Finsbury Business Centre, 40 Bowling Green Lane, London, EC1R 0NE  
020 3907 8480, [contact@alcoholchange.org.uk](mailto:contact@alcoholchange.org.uk), [www.alcoholchange.org.uk](http://www.alcoholchange.org.uk)

Registered office Unit 7, Finsbury Business Centre, 40 Bowling Green Lane, London, EC1R 0NE Registered charity number 1140287 Company limited by guarantee in England and Wales number 7462605

# 1. Introduction and background to Alcohol Change UK

---

Alcohol Change UK is the charity behind Dry January. We are a leading UK alcohol charity working to significantly reduce serious alcohol harm in the UK.

We are not anti-alcohol – we are against the harm alcohol causes. And we are for alcohol change. We are for a future in which no one feels they must drink; where the issues which lead to alcohol harm – like poverty, mental health problems, homelessness – are addressed; and where those of us who drink too much, and our loved ones, have access to high-quality support whenever we need it, without shame or stigma. Driven by our belief that every person deserves to live free from alcohol harm, we create smart, evidence-driven change.

We also encourage an emotional connection and drive to support - increasing fundraising and engagement.

We are tendering for our IT provision for our offices in London and Wales and all remote/hybrid staff. We are doing so now as we would like better value for money from our IT support, including seeing greater scope for what is included in a base agreement, rather than added on later. We have also grown in number recently which has increased our costs. Our procurement rules require us to review large value contracts, such as this, semi-regularly (between 5-10 years).

We're interested in how AI may provide solutions to lower the cost of IT support, and how it may help us reach our goals quicker, automating processes that take unnecessary admin time, or providing innovation we do not have the in-house skills to achieve.

We expect to not need to compromise on cyber security, quality of support, and level of account manager engagement to achieve a saving on our current costs.

## 2. Context

---

As aforementioned, we have grown to a staff team of 42 (from 12 at our first year as ACUK), and have further recruitment planned as part of our five-year strategy.

We have two rented offices, one in Cardiff (two staff) and one in London (all other staff), and have a flexible working approach with our team work mostly hybrid. We use **Office 365**, with SharePoint, Teams and OneDrive being our primary document management systems with no server (all cloud based).

**Hardware** is purchased as and when it is needed and from multiple sources (for peripherals). Most laptops and larger items are purchased through our current provider.

We have approximately:

- 47 laptops
- 27 mobile phones
- 3 desktops
- A hybrid meeting room kit, including a soundbar with in-built camera, screen and PC
- Various peripherals both in the office and in people's homes including screens, keyboard, mice, webcams, etc

Other IT contracts not part of this tender:

- A server contract with [new provider] for our free app, Try Dry,
- A website contract with Studio Republic,
- An app development contract with Rareloop (about to be retendered)
- A CRM with Access.

### 3. Current provision

---

Our current provider is Cheeky Munkey, 8 Parkway, Porters Wood, St Albans AL3 6PA

It provides:

- Support of all ACUK owned devices (including mobile phones and laptops)
- Support of all ACUK 365 accounts (42 staff, 14 associates, 1 trustee)
- Support of all ACUK shared mailboxes
- Cyber security training for all named account holders, including phishing email tests
- Server monitoring and remote maintenance
- Network monitoring
- Small changes included, larger changes cost extra
- Standard break fixes included
- Threat protection on all devices and the cloud based system
- SaaS back up of all emails, Teams, SharePoint and One Drive
- Leased line and sipsynergy phone system
- Quarterly meetings with account manager

Security bundle includes:

- End Point Antivirus
- Endpoint configuration security
- DNS & Web content filtering
- Email security through MFA for Office365
- Assistance for having a password policy
- Email backups (SaaS protection)
- Essential Endpoint Risk Assessment
- Essential Endpoint Risk Assessment & remediation
- Security Awareness Training
- Patch management (Windows and Macs)
- Patch management (Servers in working hours)
- Patch management (Servers 24/7)
- Facilitate the patching of 3rd party software
- Patching of firmware
- Office365 Risk Watch
- Endpoint Security with SOC service

Any additional services not listed are charged including the provision of kit (laptops etc).

### 4. What we're looking for (in addition to current provision)

---

Must be based in the UK, with all backed-up data stored in the UK and compliant with UK Data Regulations.

**What we would expect to be included in a base agreement:**

- Dedicated account manager to support with strategic planning and follow up on any issues with day-to-day support
- Quarterly account management meetings
- Unlimited remote and on-site support for all ACUK owned devices and accounts
- Unlimited new, change, remove user requests and account set up
- Back up of all systems and email accounts
- Pro-active monitoring of all systems and identification and management of threats and risks

- Security incident/cyber incident management and support with solutions
- Monthly cyber-awareness training for all users
- Pro-active patching, firmware and update management
- Free courier for all equipment ordered/fixed
- Some kind of telephony solution – this can be taking over the current system for now, with the view to have a project in place to move onto Teams phones
- Online portal to manage and raise tickets, as well as access to learning/training for staff
- Licence and subscription management for software licences such as 365, domain names, etc
- Support for liaison with our third-party vendors e.g. website hosts, CRM hosts, etc
- Charity discount on project hours
- Chairty discount on new user set up time
- Charity discount on laptops and peripherals (if they must be provided by you, we are happy to source them elsewhere)
- Notification of training or events staff can attend to learn more about emerging topics such as AI
- A security package similar to what we currently have.

**Expected SLAs:**

- Priority users: 0-60 minutes
- All other users for urgent enquiries (other than being locked out of account/no access to system): 0-8 hours
- Non-urgent projects: 0-3 days

**We do not need:**

- Printing
- Replacement of any systems we have in place with other providers (at this time)
- Broadband provision

**5. Budgets and contract specifications**

---

We would like this contract to start in August 2026, with a view to having a four-week handover period with the current provider, running from August to September 2026.

We are comfortable with 12-36 month long agreements, but insist on the ability to serve 6 months’ notice to terminate the contract at any time.

**Maximum budget (all ex-VAT):**

**We will not consider bids that exceed these amounts. We will favourably assess bids that are considerably below these maximum figures, without compromising on quality.**

Item	Budget
Software and licences	£6,000 p/a
IT support	£45,000 p/a
Telephony support (inc mobile device management)	£4,500 p/a

**6. Instructions to tender**

---

**6.1. How to tender**

We ask all applicants to submit their expression of interest in bidding and any questions by Fri 17 April 2026, and their final proposal by 9am on Mon 5 May 2026. Both questions and proposal should be sent

by email to [jenni.g.bradshaw@alcoholchange.org.uk](mailto:jenni.g.bradshaw@alcoholchange.org.uk). Questions asked by any one bidder, and our response, will be shared with all bidders who have expressed on interest, on 20 Apr.

Applicants will need to demonstrate in their tender document that they:

- are qualified to meet our requirements
- have the capacity to do so based on our needs and number of accounts/devices to support
- have significant expertise in both delivering IT support, but also cyber security and the ability to help us meet Cyber Essentials at a minimum
- can work collaboratively with Alcohol Change UK throughout the contract, especially being open to our input, transparent with costs and project work, and without hidden clauses/costs.

Please include in your tender document:

- a brief background of your company, and if you are a Living Wage employer
- detail of provisions you provide, including any training provided to staff as part of the agreement
- cost breakdown for each item of provision included in the agreement, and details of costs not included
- your last years' minimum service delivery time achieved and information about the size of your team and where they are based/how long it takes for them to travel into London if a site visit is needed
- details of two people/companies we can approach for references if your project is selected.

Applicants are also invited to complete a section entitled 'Amendments and suggestions'. This is a non-compulsory section in which, should the applying company feel that amendments could be made to improve the provision we are asking for, those suggestions can be described. This section will be assessed as part of the shortlisting process.

Please submit your completed bid by email to: [jenni.g.bradshaw@alcoholchange.org.uk](mailto:jenni.g.bradshaw@alcoholchange.org.uk) with the subject header **Tender: IT support**

#### 4.2. Tendering process and timetable

Expression of interests and questions from bidders	1-17 April 2026
Final response to questions and clarifications	20 April 2026
<b>Submission of tenders</b>	<b>9am Mon 5 May 2026</b> to <a href="mailto:jenni.g.bradshaw@alcoholchange.org.uk">jenni.g.bradshaw@alcoholchange.org.uk</a> (subject header Tender: IT support)
Shortlisting and interviews	11-15 May 2026
Decision	15 May 2026

#### 4.3. Selection criteria

We will assess bids according to the following criteria:

- Has the bid demonstrated a clear understanding of the charity, it's ambitions and what is needed from IT support?
- Does the company have transparent costing, no renewal clauses hidden in terms and conditions, and a transparent approach to account management?

- Has the bid demonstrated the expertise necessary to support a growing charity, with hybrid working?
- Does the bid reflect the need for cost saving, while not compromising on quality and cyber security?

#### **4.4. Award of tender**

We will award the contract based on the selection criteria outlined above. We are not obliged to accept the lowest priced tender.

#### **4.5. Conflicts of interests**

Alcohol Change UK is a vigorously independent charity. We do not accept funds from the alcohol industry: <https://alcoholchange.org.uk/about-us/how-our-work-is-funded>

In your application, please declare any potential conflicts of interest. Declared potential conflicts of interest will not necessarily preclude us working with you, but non-disclosure of potential conflicts of interest that subsequently come to light will give us cause to terminate the contract.

#### **Contact for more information, questions, and submission of applications**

Jenni G Bradshaw  
Head of Office, People and Governance  
Alcohol Change UK  
Unit 7, Finsbury Business Centre, 40 Bowling Green Lane, London, EC1R 0NE

020 3907 8480/8484

[Jenni.g.bradshaw@alcoholchange.org.uk](mailto:Jenni.g.bradshaw@alcoholchange.org.uk)