

Invitation to tender for an IT Provider

Invite Details

We are inviting your organisation to participate in an upcoming tender process for the provision of IT services.

To support your consideration and response, three documents are attached:

- **IT Provider Information Pack:** Provides an overview of our organisation, including user numbers, devices, software, third-party services, and upcoming projects.
- **Technical Specification Document:** Outlines our requirements for IT service delivery, including support model, scope of services, service levels, and working expectations.
- **Preliminary Market Questionnaire:** A structured questionnaire designed to gather information about your organisation, services, technical capabilities, and approach.

Key Dates

- **Tender Issue Date:** 11th May
- **Intent to Participate Deadline:** 21st May
- **Submission Period Opens:** 25th May
- **Submission Deadline:** 19th June

Clarification Windows

- **1st Clarification: 1st – 4th June** (responses issued 5th June)
- **2nd Clarification: 15th – 18th June** (responses issued 19th June)

All clarification responses will be shared with all participating vendors to ensure transparency.

Evaluation and Next Steps

- **Shortlisting Completed By:** 26th June
- All vendors will be notified of the outcome by the 26th of June.

Shortlisted vendors will be invited to attend an in-person presentation at our Jobstown office as part of the final evaluation stage between the 29th of June – 3rd July.

- **Final Decision / Letter of Intent Issued:** 27th July
- All remaining vendors will be notified at this stage

We aim to have contracts finalised and a start date agreed by **7th August**, subject to legal review. A handover between the incumbent and appointed provider will then take place, followed by a transition period expected to begin mid-August.

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Submission Details

Your main points of contact within the organisation will be **Darragh Crawley-Doyle**, IT Support Coordinator, and **Lainey Byrne**, Operations Lead.

All official communications will come from **ITServices@ancosan.ie**. Any questions should be directed there.

Completed questionnaires and any supporting documentation should be submitted to **ITServices@ancosan.ie** by the stated deadline. Further submission instructions are included within the attached documents.

If you wish to participate, please confirm your intent by the **21st May 2026**.

About An Cosán

An Cosán is Ireland's largest community education organisation, based in the heart of Jobstown, Tallaght. We are a **social enterprise**, established 40 years ago, delivering high-quality, person-centred education and support services to individuals and communities often excluded from mainstream opportunities.

Our central headquarters operates as a multi-purpose education hub, supporting adult learning alongside early years education and care delivered onsite, while also housing staff across operational, corporate, finance, and management functions. Services are delivered across multiple sites, including five Early Years locations, two of which are based within schools, and are supported through a combination of onsite, offsite, and hybrid working arrangements, reflecting the distributed nature of programme delivery and support.

Our mission is to **empower people through education**, breaking cycles of disadvantage by providing accessible pathways to learning, personal development, and employment. We offer a range of programmes, including **early years education, further and higher education, digital inclusion supports, and wraparound services** such as counselling and family support.

An Cosán operates across six sites, one main headquarters in Jobstown, Tallaght, and five Early Years centres located throughout Dublin (three on the northside and two on the southside).

Through our **online and blended learning models** and community-based partnerships, we reach learners nationwide, removing barriers to access and ensuring that everyone has the opportunity to learn and thrive.

An Cosán is a **registered charity** and operates with a strong social impact ethos, ensuring that every aspect of our work contributes to building stronger, more inclusive communities.

Contact Details

Website: www.ancosan.ie

Office: 01 462 8488

Address: An Cosán, Kiltalown Village Centre, Fortunestown Road, Dublin 24, D24 R3PN

Legal & Charity Information

Charitable Tax Status (CHY): 8659

Registered Charity No: 20021528

Company Registration No: 131383

Our IT Support Model

The IT support model used by An Cosán combines strong internal day-to-day support alongside specialist external expertise.

Our internal team will manage all Level 1 and Level 2 issues, such as routine troubleshooting, user account tasks, device setup, and intermediate technical problems. If an issue cannot be resolved internally or the team does not have capacity, the external partner will also be expected to handle Level 1 and Level 2 tickets.

The external provider will additionally manage all Level 3 support, including complex technical matters, advanced infrastructure issues, and strategic guidance. This model ensures quick responses to everyday needs while maintaining reliable escalation paths and access to expert support.

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Technical Information

Licensed Users

- **Staff:** 165 (Office 365 A3 for faculty & Enterprise Mobility + Security A3)
- **Learners:** 395 (Microsoft/Office 365 A3 for students use benefit)

Devices

- **Staff:** 135
- **Learners:** 171
- **Open Access:** 12

Software/Hardware

- Managed by current IT Provider
 - Microsoft 365
 - Sentinel One (Anti-Virus)
 - Ninja One (RMM and Remote access)
 - Unifi Equipment (Networking)
- Managed other providers
 - Zoom
 - Clickshare
 - Sage Payroll
 - Sage Accounts
 - Sage Pay (Opayo)
 - SumUp Machines
 - HRLocker

Managed/Supplied by Third-party

- Printers (ByranSRyan)
- Moodle (Ennovation)
- Learner LMS (Teach 'n Go)
- Childcare CRM (ChildPaths)
- Broadband & Landlines (Yellowcom)
- Mobile phones (Three)

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Current IT Provider Ticket counts (6 Month Period)

“IT Support Team Requests” are password/MFA resets, account creations/deletion, assigning devices in Entra ID, etc...

6 Month Totals	
No. of Tickets	609
IT Support Team Requests	191
Staff	64
Tickets from Automated services	353
UDM Pro	84
AvePoint (Microsoft 365 Backups)	78
Microsoft	10
Laptops/Computer Alerts	70
NinjaOne (RMM)	110
Service	2

Monthly Average	
Mean Time to Resolve	18hr 47min
First Response Time	2hr 42min
No. of Tickets	102
IT Support Team Requests	32
Staff	11
Tickets from Automated services	59
UDM Pro	14
AvePoint (Microsoft 365 Backups)	13
Microsoft	2
Laptops/Computer Alerts	12
NinjaOne (RMM)	18
Service	0

Upcoming Projects to Consider

Payroll System:

Sage Payroll is currently the only software that requires data to be stored on a physical machine. We aim to transition to a fully cloud-based solution.

Accounts and HR Integration:

Alongside moving Sage Payroll online, we plan to migrate Sage Accounts and evaluate HRLocker to identify a unified, cloud-based platform that integrates Accounts, Payroll, and HR functions. Our goal is consolidation and efficiency. The platform must also be compatible with Zapier to ensure integration with our LMS.

Mobile Device Management:

At present, there is no system in place to fully manage/provision work mobile phones. Implementing a Mobile Device Management (MDM) solution should be considered.

Email Security:

Spam emails continue to be a significant issue. We currently rely on Microsoft 365's built-in filters, but additional protection options should be reviewed.

Domain/Website Consolidation:

We currently have multiple domains and websites split between hosting providers. We would like to consolidate these into one bill/host in order to simplify billing and management

Our IT Support Model

Our IT Support Model in which day-to-day issues are primarily handled internally, with the external provider offering both backup capacity and escalation support. The appointed provider must be able to work seamlessly within this structure.

The provider will be expected to:

- Support internal resolution of Level 1 and Level 2 issues and take ownership of these tickets whenever the internal team does not have the capacity or cannot resolve the issue.
- Provide full Level 3 escalation support for complex technical matters, advanced troubleshooting, infrastructure issues, and specialist consultancy.
- Allow the internal IT Support Coordinator to resolve common issues (e.g., password resets, account tasks, device setup) with greater autonomy, while maintaining reliable backup support for any internal escalations.
- Collaborate transparently through shared ticketing, monitoring, and documentation so both teams can view and manage ongoing requests.

For clarity:

- **Level 1:** everyday user issues such as login problems, password resets, basic troubleshooting, Microsoft 365 user tasks, setting up devices.
- **Level 2:** deeper investigation required, recurring software faults, device configuration problems, issues that need moderate technical skill.
- **Level 3:** infrastructure, networking, cybersecurity incidents, server issues, cloud architecture, and any advanced technical challenge requiring specialist expertise.

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Scope of Services Required

The appointed IT provider will be expected to deliver the following core services:

Helpdesk and User Support

- Provide day-to-day support to staff and assistance to the internal IT Support Coordinator
- Handle incidents, service requests, and user administration in Microsoft 365 and related systems
- Provide remote and on-site support as required
- Support and maintain the specific hardware, software, and systems used by An Cosán as outlined in the Information Packet

Network and Infrastructure Management

- Monitor and proactively manage network infrastructure and security configuration
- Maintain and support servers, storage, and cloud environments
- Manage Microsoft 365 backups to meet retention and recovery targets
- Conduct regular health checks and capacity planning

Endpoint and Security Management

- Manage SentinelOne or equivalent endpoint protection across all devices
- Enforce patch management (Windows, firmware, network devices)
- Implement proactive security monitoring and incident response
- Provide recommendations on email filtering and anti-spam enhancements

Cloud and Account Management

- Administer Microsoft 365 (Exchange, SharePoint, Teams, Intune, Entra ID)
- Manage licensing allocation, security groups, and user access changes
- Support management of digital assets including websites, domains, DNS (An Cosán, DSS, GYO, Blacknight), and any associated hosting infrastructure.
- Provide consolidation and risk-reduction recommendations across all digital assets.
- Provide advice on cloud migration and optimisation projects

Hardware Procurement and Lifecycle Support

- Supply laptops, peripherals, and IT hardware on request
- Handle warranty and RMA processes with vendors
- Maintain an asset inventory aligned with An Cosán's records

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Collaboration and Project Support

- Work alongside An Cosán's internal IT Support Coordinator on strategic projects
- Provide technical input for system upgrades, integrations, and digital inclusion initiatives
- Support implementation of future cloud solutions and automation via Zapier or equivalent

Governance and Reporting

- Provide monthly KPI and SLA reports showing performance, response times, resolutions, and root cause analysis.
- Participate in review meetings to evaluate service quality
- Support GDPR compliance and data protection standards
- Prepare full handover documentation at contract end including passwords, inventories, and technical records.

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Expected Service Levels (SLAs)

Category	Target Response Time	Target Resolution Time	Notes
Critical (Outage or Security Incident)	1 hour	4 hours or less	Must include immediate acknowledgement and escalation
High (Priority Service Impact)	2 hours	1 business day	Partial system failure or major disruption
Medium (Standard User Support)	4 hours	2 business days	Non-critical support requests
Low (Non-Urgent/Project)	1 business day	3–5 business days	Planned tasks or advice requests

Working Hours:

- **Standard support:** Monday–Friday, 09:00–18:00 (excluding bank holidays)
- **Out-of-hours support:** Optional quotation to be provided for extended cover.

Service Reporting:

- Monthly summary of tickets, response and resolution times, and root cause analysis
- Quarterly service review meeting with An Cosán IT Support and management

Integration and Collaboration Requirements

- The provider must:
 - Work collaboratively with An Cosán's internal IT Support Coordinator
 - Provide shared access to monitoring and ticketing systems for transparency
 - Support delegated administration and shared credentials for critical systems (under mutual agreement)
 - Coordinate change management processes and document configurations for continuity
 - Offer consultative support on IT planning, cybersecurity readiness, and compliance

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Security and Compliance Requirements

- All services must be delivered in line with GDPR and An Cosán's data protection policies
- Providers must demonstrate secure handling of user and system data
- Access to An Cosán's systems must be controlled, auditable, and revocable
- Providers should hold or work towards a recognised security standard (e.g. ISO 27001 or Cyber Essentials)

Deliverables and Performance Monitoring

- Service Level performance measured monthly against agreed KPIs
- Documentation of all support and configuration changes
- End-of-contract handover including asset inventory, credentials, and documentation

Contract Term and Structure

- Initial contract term: 3 years (with review at 12 months)
- Renewal based on performance and satisfactory KPI achievement
- 60-day termination clause by either party with notice

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Award Criteri		
Category	Weighting	Evaluation Criteria
Company Profile	0%	Distance from the main office/other sites Years in operation
Internal IT Collaboration	20%	Taking Level 1/2 tickets and providing Level 3 escalation Shared ticketing visibility Providing delegated/full admin access Providing remote support tools to your internal IT Covering IT staff absence Ability to coordinate access control changes Alignment with internal policies and governance
Technical Capability	30%	Expertise across Microsoft 365, Intune, Entra, Exchange, Teams Network/firewall/Wi-Fi/server/cloud support capability Experience with supported platforms (Teach 'N Go, Moodle, Sage, Unifi, SentinelOne, SumUp, etc.) Strength of monitoring, patching, endpoint management Ability to deliver strategic projects and automation
Helpdesk, User Support & Service Delivery	15%	Helpdesk hours, accessibility, and support channels Ticket handling quality and user experience 09:00–17:30 weekday support capability On-site/remote support reliability Reporting, communication, review meetings Health checks, documentation, handover processes

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Security, Compliance & Governance	15%	GDPR compliance maturity Security frameworks and certifications (ISO 27001, Cyber Essentials) Proactive security monitoring and incident response capability Email filtering, anti-spam, endpoint controls Governance processes Cloud, identity and backup security Compliance reporting and verification
Cost & Value for Money	15%	Pricing transparency Per-device/user/hour model suitability Overall value relative to service depth Contract flexibility Procurement pricing and vendor partnerships Cost-benefit alignment with SLAs and hybrid support model
Experience & References	5%	Proven delivery for non-profits, education, or similar environments Relevance of previous project examples Quality of references/testimonials Stability and maturity of the organisation Evidence of strong account management Smooth transition from previous provider