Invitation to Tender (ITT): IT Service Provider for the Youth Endowment Fund (YEF)

Background

The Youth Endowment Fund (YEF) is a charity with a mission that matters: to prevent children and young people from becoming involved in violence. We work to identify what works through rigorous evaluation, synthesise the best evidence available, and mobilise this learning across sectors to drive meaningful, long-term change in policy and practice.

To deliver this mission effectively, our staff need reliable, secure, and high-performing digital tools and systems. As an evidence-led, impact-driven organisation, much of our work involves collaboration across remote teams; we also need appropriate data security to handle large volumes of information, and excellent knowledge management to enable us to administer large-scale funding and research programmes. Our ability to work efficiently, share insights, and protect sensitive information depends on robust IT infrastructure and responsive support.

YEF is therefore inviting proposals from experienced IT service providers to deliver high-quality, proactive IT support and strategic guidance. We are particularly interested in partners who can support our hybrid working model, enhance our cyber security resilience, and continually improve the digital experience for our team.

We operate with a team of around 70 staff, supported by a small Associate network (i.e., contractors who conduct short projects with YEF). While most staff work remotely, we maintain office space in London and require IT systems to support this flexible environment seamlessly.

Scope of Services

We are looking to appoint a new provider to begin transition support from late July, and to assume full responsibility for YEF's IT service provision from 1 September 2025. We are looking to appoint a supplier for a [three year] contract.

The successful provider will be expected to deliver a comprehensive, proactive, and user-focused IT service that supports YEF's mission, ways of working, and operational

resilience. The service must meet the needs of a largely remote team, ensure continuity across a hybrid working model, and enable staff to work securely, efficiently, and with confidence.

Key service areas include:

Day-to-day IT support, including helpdesk provision (remote and on-site):
Timely, reliable support for staff experiencing hardware, software, or connectivity issues. The helpdesk should be responsive during core working hours, with clear SLAs in place, and capable of providing remote support as well as on-site assistance when necessary (particularly for new equipment setup or major issues at our London office).

Strategic IT guidance and continuous improvement planning:
Ongoing advice and support on emerging technology needs, system optimisation, and IT planning. This includes participation in quarterly reviews with the YEF Operations team and tailored recommendations that align with YEF's digital maturity, cyber security priorities, and evolving workforce needs, including hybrid working patterns. Current priorities include improving office connectivity, ensuring reliable and easy-to-use hardware for hybrid meetings, and optimising our SharePoint environment to support knowledge management, access, and collaboration. The provider will be expected to proactively identify areas for improvement and work in partnership with YEF to deliver a high-performing, user-friendly IT environment.

Device management and lifecycle support (laptops, monitors, accessories):
Procurement, setup, maintenance, and secure decommissioning of devices and accessories e.g. laptops and phones. The provider should also manage inventory, ensure equipment is pre-configured to YEF's specifications, and support the full lifecycle of hardware for new starters, leavers, and role transitions.

Cyber security services including threat detection and compliance:
Robust security protocols and tools to safeguard sensitive data and protect against cyber threats. This includes patching, regular monitoring, end-user guidance, incident logging, and support in meeting Cyber Essentials and other applicable standards. The provider should actively help build cyber resilience across the organisation.

Support for onboarding/offboarding staff and Associates:
A streamlined process to ensure new starters are set up with the correct access, devices, and training from day one. Similarly, the offboarding process should be efficient and secure, with timely deactivation of accounts, retrieval of equipment, and protection of data.

Incident response planning (e.g. for data breaches, ransomware):
Clear protocols and support in the event of an IT or data security incident. This includes initial triage, escalation, containment, and recovery support, as well as post-incident reporting and learning.

Compliance with relevant standards (Cyber Essentials Plus):
The provider should support YEF in maintaining relevant IT and data protection standards and be able to demonstrate adherence to best practice. This includes supplying necessary documentation for audits and internal reviews.

The provider should be proactive in identifying opportunities for improvement, flagging risks early, and supporting a culture of continuous learning and improvement in IT systems and practices.

How to apply:

Interested providers should send proposals to recruitment@youthendowmentfund.org.uk by **9:00am on Monday 30ᵗʰ June. Interviews will be scheduled for the week of the 14ᵗʰ of July.** Proposals should:

1) **Address all evaluation criteria points clearly (see below).**

2) Include:

- A statement outlining your organisation's background and suitability
- A statement confirming your organisation's financial stability and ability to deliver services over the full three-year contract period.
- Three case studies from similar-sized organisations or charities
- Details of your customer success and support model
- Names and contact details for two references

Evaluation Criteria

Proposals will be evaluated based on a combination of cost, quality, strategic fit, and risk management. Each submission will be assessed against the following weighted criteria:

Monthly Cost (25%)
We are looking for a transparent and competitive pricing model that provides good value for money over the life of the contract. Proposals should clearly outline ongoing monthly fees (per person) and demonstrate how this cost reflects the level and quality of service provided.

Onboarding Cost (10%)
This includes any one-off costs associated with transition, setup, and device handover.

Support Model & Helpdesk Responsiveness (20%)
We need a reliable and responsive helpdesk that can serve a hybrid team and resolve issues efficiently. We'll assess your SLAs, helpdesk availability, escalation processes, and evidence of user satisfaction in similar organisations.

Strategic Engagement & Client Relationship (20%)
YEF is looking for a provider that acts as a strategic partner, not just a support service. We will evaluate how you propose to engage with us regularly, provide proactive guidance, and help future-proof our IT approach in line with evolving organisational needs.

Cybersecurity & Compliance (15%)
Given the nature of our work and data sensitivity, we will assess your approach to information security, threat detection, and compliance with relevant standards (e.g. Cyber Essentials, ISO 27001).

Transition & Risk Mitigation Plan (10%)
A seamless transition is critical to avoid disruption. Proposals should clearly set out how you will manage the handover from the current provider, communicate with users, and minimise downtime. This also includes identifying key risks and how you would mitigate them.