



# Invitation to Tender

## *Information Technology Service Delivery*

### *April 2026*

#### **Mission Statement:**

We harness the power of arts and creativity, to inspire a future that is more **inclusive**, more **sustainable**, and more **fair**



# 1. Introduction

## Our Purpose & Impact

**Battersea Arts Centre (BAC)** is an inclusive home for creative freedom, with a commitment to driving individual and social change. Based in the historic Grade-II\* listed, former Town Hall of Battersea, we deliver a range of year-round projects to **empower young people, platform artists, and support local communities.**

In 2024, we celebrated BAC's 50<sup>th</sup> anniversary, and this year, we will play a vital role in Wandsworth's London Borough of Culture campaign, sparking opportunities to reach more audiences and local communities.

### Our 2024 highlights:



**International Award, The Stage Awards 2024**

celebrating our ambitious and global contemporary performance programme



**110 young people took part in BAC Next Gen**

empowering them through the transformative power of creative engagement



**20 Community Hires hosted in our Grand Hall**

welcoming hundreds of underserved local residents for community events



**10,667 audiences welcomed with Pay What You Can**

widening access to arts and culture by removing a socio-economic barrier



# Our Theory of Change

Having a deep understanding of our local socio-economic landscape, and the challenges and needs of our community, we employ a **Theory of Change methodology**. This is audience-led and purpose-driven, to devise projects with, and for, our community and young people to drive lasting impact and change. Our methodology is underpinned by our **Inclusive Practice Strategy** which ensures a rigorous approach to **diversity, access and inclusion** in all that we do.

BAC's purpose is anchored in 3 distinct areas: **creative freedom** – to champion freedom of speech and bold artistic ideas, **radical inclusion** – to make cultural opportunities truly accessible and welcoming, and **internationalism** – to become the London hub for global communities. All our projects utilise an **Evaluation Methodology** that measures **individual and social change** across all projects, allowing us to keep our decision-making data-driven, whilst holding ourselves accountable to local neighbours, creative networks, and emerging cultural leaders within our community.



*Next Gen Producers, Spring 2024  
Image by Takenya Holness*



# Our Work: Artists

BAC's public programme welcomes thousands of audiences every spring, autumn, and throughout the festive season. As the winner of The Stage Awards' **International Award**, our programming vision prioritises internationalism, drawing on partnerships with artists and companies globally, while supporting local artists in internationalising their practice.

Through our **Creative Development** programme, we work to support artists at all levels of their career to create extraordinary new work that is deeply rooted in the present moment and responds to the most urgent questions of our time. Our work includes:

**Making Space** – providing time in our rehearsal spaces free of hire charges to develop work

**Commissions** – including **New Dimensions**, a programme delivered in partnership with 4 other UK organisations to cultivate contemporary work of scale to tour nationally and internationally, and **Making Waves**, a new collaborative commissioning programme with 10 national partners

**Open Research** – a curated programmes of talks and sharings, in conversation with thinkers and activists, it is an opportunity for artists to bring audiences into their making process, to collectively unpick a series of enquiries and begin to imagine how these might translate into a future performance

**Festivals and Focus Programme** – such as Bloom Festival and Homegrown Festival, while also collaborating with festivals (LIFT, Dance Umbrella, Shubbak) to co-present works at BAC



*Nowhere by Khalid Abdalla, Autumn 2024  
Image by Helen Murray*



## Our Work: Young People

As cultural leaders in social change, we believe it is of vital importance to provide free, ready-to-access creative activities to underserved young people, particularly within a wider context of marginalisation of the arts within education settings. Our **Next Gen** programmes are aimed at **young people aged 11-29** from areas of limited access to, and provision of, cultural opportunities.

We believe that engaging with one's creativity can have huge benefits to a young person's confidence and self-belief. We believe that when young people have a space to try something new & 'learn through doing', this can inspire a greater sense of agency over their future. Ultimately, this leads to better career prospects, greater understanding of career pathways, enhanced social mobility, and a positive impact on wellbeing. Our Next Gen programmes include:

**Academies: Beatbox and Dance** – providing free beatboxing and hip-hop/street dance workshops during term time to nurture creative expression

**Next Gen Producers** – our flagship creative professional development programme which nurtures and upskills emerging cultural makers from underrepresented groups

**The Agency** – a creative entrepreneurship programme that enables young people from some of the most underserved areas to create lasting social change in their communities



*Homegrown Festival, Spring 2024  
Image by Chimna Lionn*



# Our Work: Community Impact

As a vital civic resource, strongly connected to its local community, BAC plays a key role in promoting community cohesion, civic pride, and fostering a sense of belonging and identity for locals. Following the pandemic, we have sought to provide regular, sustained delivery and impact to our community through our year-round Communities programmes. Opening up our building and engaging with our local community in this way speaks to our Inclusive Practice Strategy and BAC's old dictum from its time as Battersea Town Hall: *'Not for me, not for you, but for us'*. Last summer we released a short film highlighting the extraordinary individuals and groups that form the fabric of BAC's vibrant and diverse community. Watch the short film [HERE](#).

Our Communities programmes include:

**Community Partners and Community Hires** – providing grassroots local organisations with in-kind studio spaces and venue hire to deliver workshops and events for underserved local residents

**Community Christmas Day** – a warm and welcoming Christmas lunch and festive activities for local residents who may be struggling financially or spending the holiday alone

**Community Garden** – offering volunteer workshops in the summer to cultivate a sense of belonging and improve physical health and wellbeing. BAC's Community Garden was created after a devastating fire destroyed our Grand Hall in 2015, with several planters built from repurposed beams that used to hold up the Grand Hall for decades of community gatherings



*Community Garden, 2024  
Image by Harry Elletson*



*Community Christmas Day, 2023  
Image by BAC*

## 2. Organisational Overview

BAC operates from a complex, multi-use building with performance spaces, offices, public areas, and shared infrastructure. The organisation supports a mix of permanent staff, freelancers, visiting artists, and partners. IT services must therefore be robust, flexible, secure, and responsive, with sensitivity to the needs of a creative and charitable organisation.

Key characteristics:

- Medium -sized arts organisation and charity
- Mix of administrative, creative, technical, and front-of-house users (visitors) and venue hire clients including corporate, private parties, wedding and filming hire.
- Combination of on-site, hybrid, and remote working
- High reliance on Microsoft 365 and cloud based- services
- Requirement for out of hours support linked to performance and Event Hire- schedules

We do not have an IT department or team – **you will be the IT department** and you will be responsible for ensuring that the IT arrangements are suitable for the organisation. The IT contract is overseen by the Deputy Managing Director and day to day operations of the contract over seen by the Heritage Buildings & Facilities Manager

### 3. Current IT Environment

The current IT environment includes:

- Predominantly Microsoft based estate (Microsoft 365, Teams, SharePoint)
- Mix of laptops and desktops and iPad (Windows and some macOS)
- Networked printers and specialist devices
- On-site networking infrastructure and internet connectivity
- Cloud and on-premises -elements, including backups
- Third party -supported systems (e.g. finance, ticketing, HR, AV)

Please see the group Systems Map in Appendix 1

BAC is seeking a delivery partner that can both support day-to-day operations and work collaboratively on future improvement, resilience, and security.

#### Current Situation

The following IT estate overview has been provided by our existing supplier.

#### Organization Overview

Item	Details
Company Name	Battersea Arts Centre (BAC)
Address	BAC, Lavender Hill, London, SW11 5TN
Organization Type	Non-Profit
IT Provider	Valto Ltd
Primary Domains	<ul style="list-style-type: none"><li>• bac.org.uk</li><li>• batterseaartcentre.onmicrosoft.com</li></ul>
Identity Model	Cloud-only Entra ID (MFA enforced)

Global Admin Count	4
Third-Party Network Provider	Central Networks

### Microsoft 365 Estate

Category	Details
Licensed Active Users	96
Entra ID Total Users	341
Entra Registered Devices	125
Intune Managed Devices	73
Backup Providers	Acronis an Azure
Verified Domains	<ul style="list-style-type: none"> <li>• bac.org.uk</li> <li>• batterseaartcentre.onmicrosoft.com</li> </ul>

### Managed Endpoint Devices

Platform	Count	Notes
Windows	64	Intune managed
macOS	15	Intune Managed
iOS/iPadOS	17	Intune managed
BitLocker/FileVault	Enabled	Part of Valto baseline

## Azure Infrastructure - VMs

<b>VM Name</b>	<b>Purpose</b>	<b>Resource Group</b>	<b>Location</b>
BAC-AVD-1	AVD Hostpool	BAC-AVD-RG	UK South
BAC-AVD-BMS-0	BMS Hostpool	BAC-AVD-RG	UK South

## Azure Infrastructure - Networking

<b>Component</b>	<b>Details</b>
VNET	BAC-VNET (BAC-AVD-RG)
Backup Vault	BAC-Backup-Vault
Backup RG	BAC-Backup-RG
VPN	DrayTek
Firewall	Managed by Central Networks

## Network & WiFi

<b>Component</b>	<b>Details</b>
WiFi	UniFi (17 APs) surveyed
Switches	Ubiquiti USW PRO + Cisco SG
Controller	UniFi Controller
VLANs	N/A
Comms Rooms	Managed by Central Networks

## Printers & Peripherals

Type	Model	Notes
Printer	Ricoh IM C3000	Supported
Printer	Ricoh MP C307	Supported
Printer - LIFT	Unknown	
Printer - Scratch Hub	Unknown	

## Software Estate

Category	Application	Notes
Productivity	Full Microsoft 365 Suite	Included
Collaboration	Teams	Included
Storage	SharePoint/OneDrive	Backed up
BI	Power BI	In use
Apps	PowerApps	In use

## Backups

Category	Details
Backup Platform	Acronis / Azure
Coverage	SharePoint, Exchange, OneDrive / Infrastructure restore points

## Azure Resource Inventory (Full List)

<b>NAME</b>	<b>TYPE</b>	<b>RESOURCE GROUP</b>	<b>LOCATION</b>	<b>SUBSCRIPTION</b>
AzureBackup_BAC-AVD-1_8565899268491906398	Restore Point Collection	AzureBackupRG_uksouth_1	UK South	Microsoft Azure Sponsorship
AzureBackup_BAC-AVD-BMS-0_8565899269604406202	Restore Point Collection	AzureBackupRG_uksouth_1	UK South	Microsoft Azure Sponsorship
BAC-AVD-1	Virtual machine	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-AVD-1-nic	Network Interface	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-AVD-1_OsDisk_1_49158621384b4a869564c590dfbccff	Disk	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-AVD-BMS	Host pool	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-AVD-BMS-0	Virtual machine	bac-avd-rg	UK South	Microsoft Azure Sponsorship
BAC-AVD-BMS-0-nic-nsg	Network security group	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-AVD-BMS-0_OsDisk_1_9434	Disk	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship

f9091c6949d5b2401d306160185b				
BAC-AVD-BMS-DAG	Application group	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-AVD-BMS-Workspace	Workspace	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-AVD-HostPool	Host pool	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-AVD-HostPool-DAG	Application group	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-AVD-Workspace	Workspace	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-Backup-Volt	Backup vault	BAC-Backup-RG	UK South	Microsoft Azure Sponsorship
bac-db-postgresql	Azure Database for PostgreSQL flexible server	BAC-Supplier-DB	UK South	Microsoft Azure Sponsorship
BAC-DrayTek-VPN	Local network gateway	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-Draytek-VPN	Virtual network gateway	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship

BAC-RSV	Recovery Services vault	BAC-Backup-RG	UK South	Microsoft Azure Sponsorship
BAC-STS-VPN	Connection	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-VNET	Virtual network	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-VPN-IP	Public IP address	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
BAC-VPN-IP2	Public IP address	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
bacavdbms0-osdisk-20260129-120812	Disk	bac-avd-rg	UK South	Microsoft Azure Sponsorship
bacstoragearchive	Storage account	BAC-ArchiveData-RG	UK South	Microsoft Azure Sponsorship
bacstorageavd	Storage account	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
basicNsgSecondary_NIC	Network security group	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
NetworkWatcher_uksouth	Network Watcher	NetworkWatcherRG	UK South	Microsoft Azure Sponsorship

Secondary_NIC	Network Interface	BAC-AVD-RG	UK South	Microsoft Azure Sponsorship
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#### 4. Scope of Services

BAC anticipates appointing a Managed Service Provider (MSP) to deliver a comprehensive IT support and management service. The scope below is indicative and not exhaustive.

You will provide:

- First class IT management for the organisation – we do not have an IT department, **YOU will be the IT department** and you will be responsible for ensuring that the IT arrangements are suitable for the organisation
- First class account management, including regular reporting and feedback to the Deputy Managing Director
- During on-boarding, you will complete a full audit and inventory of the BAC's systems and recommend where capital expenditure is required in terms of hardware or software upgrades.
- Provide and manage the BAC's fibre internet connection, hosted telephony services, cloud back-ups, anti-virus solutions, Microsoft 365 platform, Microsoft and Adobe licences and other hardware/software packages required by the BAC from time to time
- Actively manage the BAC's shared drive folders, moving data into archive where necessary to keep the structure clean, uncluttered and to minimise backup costs
- Provide a full, all-inclusive ICT support service to all users whether PC or Mac, with excellent response times to tickets and good communication with BAC staff through the cycle of support
- Act as a one stop shop for ALL technical support (with the exception of support for AV equipment for which we have

in-house technicians) – including brokering tickets with third party support providers for specific software packages or website support

- No hidden charges such as additional fees to build PCs or to perform server upgrades (with the exception of on-site attendance if specially requested to support a special event)
- Source and provide IT equipment for BAC with little or no mark-up
- Assist with new starter on-boarding, including giving and signposting to training and demonstrations of software systems
  - Very sympathetic to the BAC's position as a charity and always looking to save money by providing services in the most cost-effective manner
- Provide technical support, advice, guidance and consultancy regarding IT projects for example migration to a new CRM or ticketing platform (this is not currently planned)
- Please also price an option to provide an on-site engineer two days per month to provide face-to-face clinic services to staff and routine onsite maintenance as capacity allows. Please also price in device leasing, aiming to replace a third of the windows systems with newer laptops
- Work with BAC to roadmap and support Cyber Essentials Plus certification, and support decision making around SOC2 and ISO 27001

## **Core Managed IT Support**

The appointed supplier will be expected to provide:

- Remote IT support
- Clearly defined out of hours support options (evenings, weekends, events)
- A single point of contact / service desk

- Incident, problem, and request management
- On-site support when required (planned and emergency)
- Third party supplier liaison and escalation

## **User and Device Support**

- Support for Windows and macOS devices
- Desktop and laptop troubleshooting
- User account management (joiners, movers, leavers)
- Endpoint security and patching
- Support for remote and hybrid working

## **Microsoft 365 and Cloud Services**

- Microsoft 365 tenant management
- SharePoint, OneDrive, Teams, and Exchange support
- License management and optimisation
- Secure configuration and baseline management
- Advice on best practice and adoption
- Access for non staff users to elements of SharePoint – Board of trustee access to relevant documents.
- Self password reset function (This seems very difficult in our current set up and so can be discussed)

## **Infrastructure and Network Support**

- Network monitoring and incident response
- Firewall and internet connectivity support
- Server support (physical and/or virtual, where applicable)
- Backup monitoring and recovery testing
- Disaster recovery and business continuity planning

## **Cyber Security and Compliance**

- Proactive security monitoring
- Anti-virus and endpoint protection
- Annual security audits and recommendations
- Support with Cyber Essentials Plus and GDPR alignment
- Incident response for security events

## **Strategic Support and Continuous Improvement**

- Named account manager
- Regular service review meetings (monthly / quarterly)
- Reporting on incidents, trends, and risks
- Technology roadmap and future planning
- Advice on cost control and charitable sector efficiencies

## **Additional – not essential**

- Management of CCTV system
- This needs to be reviewed and upgraded. Please include in your tender document any experience you have in this area and if you could add this to your contracted services. at this point we have not scoped our full requirements.

## **Commercial Delivery Requirements**

BAC operates extended hours in a live performance environment. The appointed supplier must ensure that IT services support operational continuity across all opening hours, including late-night trading and event delivery.

## **Operating Hours and Coverage**

The venue opening hours are:

- Monday: 09:00 – 23:30
- Tuesday: 09:00 – 23:30
- Wednesday: 09:00 – 23:30
- Thursday: 09:00 – 01:00
- Friday: 09:00 – 01:00
- Saturday: 09:00 – 01:00
- Sunday: 09:00 – 23:30
- Sundays prior to Bank/Public Holidays: 09:00 – 00:30 (following morning)
- Operational access may begin from 08:00 to support Duty Managers opening the venue.

## **Requirement:**

Suppliers must provide support coverage aligned to these hours, including late-night operations.  
Out-of-hours support must be clearly defined, with escalation routes for critical incidents.

### **Event-Critical Support**

BAC delivers high-profile and large-scale events where IT systems are critical to revenue and safety.

#### **Key systems include:**

- EPOS system (Square)
- CCTV
- Building Management System
- Network and internet connectivity

#### **Requirements:**

Suppliers must support event-critical systems, particularly EPOS and connectivity.

Ability to provide enhanced or extended support for major events with advance notice.

Clear minimum notice periods for increased support coverage. Demonstrated experience supporting live event environments is desirable.

### **Business Continuity (Internet Outage)**

BAC requires a clear strategy for maintaining operations in the event of internet failure.

#### **Suppliers must provide:**

A documented business continuity approach for loss of connectivity

Solutions or recommendations for:

- EPOS fallback or offline capability

- Network redundancy or failover options
- Operational workarounds for critical systems
- Rapid response procedures for restoring connectivity

## **Flexible and Planned Support**

BAC requires a balance between planned support and flexibility:

- Planned events: suppliers must accommodate increased support requirements where sufficient notice is given
- Ad hoc events: suppliers should define what support can be reasonably provided at short notice
- Suppliers should clearly state:
  - Minimum notice periods for enhanced support
  - Any associated costs or constraints

## **Specialist Software and Technical Operations Support**

BAC's Production & Technical (P&T) teams frequently require installation and configuration of specialist software for lighting, sound and projection systems, often under time pressure.

### **Requirements:**

- Rapid support for software installation requests, including last-minute needs
- Processes for safely approving and deploying non-standard applications
- Guidance on managing security risks while enabling operational flexibility

## **Documentation and Offline Access**

BAC requires resilient access to key operational documentation, even during system outages.

### **Suppliers must provide:**

- Structured and accessible documentation of key systems and procedures

- Solutions for offline or redundant access (e.g. local copies, backups, alternative access methods)
- Identification of critical “need-to-know” procedures for business continuity

## 5. Service Levels

Suppliers should propose clear Service Level Agreements (SLAs), including:

Priority	Example	Response Target	Resolution Target
P1 – Critical	Major outage, security incident	≤15 minutes	≤4 hours (subject to 3rd party dependencies)
P2 – High	Significant service degradation	≤30 minutes	≤8 hours
P3 – Medium	User or device issues	≤4 hours	≤2 working days
P4 – Low	Requests and minor issues	≤1 working day	Agreed timescale

Suppliers should explain:

- How SLA performance is monitored and reported
- Any service credit or performance mechanisms
- Escalation and major incident management processes

## 6. Onboarding and Transition

The successful supplier will be required to manage a structured onboarding process, including:

- Initial audit of systems, assets, and configurations
- Knowledge transfer from incumbent provider
- Documentation of the IT estate
- Agreement of service scope, SLAs, and reporting
- Communication with staff to support transition
- Existing issues surfacing and quick wins

## **7. Tender Response Requirements**

Suppliers should structure their response as follows:

### **Company Information**

- Company Name, Address, Post code, Website
- Overview, ethos and values
- Relevant experience (including venue/arts / charity sector)
- Service delivery model
- How would you deal with issues where you need to physically repair/work with a laptop/device?

### **Proposed Service Model**

- Description of services offered
- Support hours and availability
- Account management approach
- Use of tools, portals, and reporting
- Service delivery model

**Please make sure you answer the following questions which have been brought forward by our staff:**

- How would you deal with issues where you need to physically repair/work with a laptop/device?
- Will we have a named account manager?
- How will staff contact you for support?
- How does the contact manager track support tickets?
- What steps will you be taking to manage internal and external cyber risks?
- How will you deal with the handover from our current IT support provider?
- Do you have experience working with/supporting digital transformation projects?
- Please provide examples of resistance to change and how you managed them
- How do you work with users who are not IT confident?

- Do you have a team of support engineers, or a few engineers dedicated to our account?
- How do you form a working relationship with a team when working remotely?
- How will you undertake service reviews with the contract manager?

## **Security and Compliance**

- Security framework and monitoring
- Data protection and GDPR compliance
- Incident response procedures

## **Pricing**

- Clear pricing structure (per user, per device, or hybrid)
- Inclusions and exclusions
- Day rates for on-site or project work
- Any charitable or not-for-profit discounts
- Is there a minimum contract period and what is the notice period? What contracts do you offer and do these offer different levels of value for money?
- What is the payment method and is this in advance or arrears?

## **References**

- At least two relevant client references

## **8. Evaluation Criteria**

Tenders will be evaluated against the following criteria:

- Quality and suitability of proposed service
- Understanding of BAC's environment and needs
- Organisational values alignment
- Security and resilience approach
- Experience and references
- Value for money

## 9. Procurement Timetable (Indicative)

Activity	Date
ITT issued	Friday 17 April 2026
Clarification deadline	Monday 4 May 2026
Submission deadline	Monday 11 May 2026
Shortlisting	Completed by Friday 15 May 2026
Supplier presentations	Thursday 21 May 2026
Appointment	Beginning of June 2026

## 10. Instructions for Responding

All documents required as part of your tender response should be sent to **lorrainel@bac.org.uk by 17:00** (London) GMT Monday 11 May 2026.

You have the option to send a postal copy by the same deadline:

BAC, Lavender Hill, London, SW11 5TN

## 11. Submission Requirement

The following requirements should be complied with when submitting your response to this ITT:

- Please ensure that you send your submission in good time to prevent issues with technology – late tender responses may be rejected by BAC.
- Do not submit any additional supporting documentation with your ITT response except where specifically requested to do so as part of this ITT. PDF, JPG, PPT, Word and Excel formats can be used for any additional supporting documentation
- All attachments/supporting documentation should be provided separately to your main tender response and clearly labelled to make it clear as to which part of your tender response it relates.

- If you submit a generic policy / document, you must indicate the page and paragraph reference that is relevant to a particular part of your tender response.
- Responses should be concise, unambiguous, and should directly address the requirement stated.
- Your tender responses to the tender requirements and pricing will be incorporated into the Contract, as appropriate.

## **12. Clarification Questions**

- All clarification requests should be submitted via email to
  - [lorrainel@bac.org.uk](mailto:lorrainel@bac.org.uk) no later than 5pm on Monday 4 May 2026. BAC is under no obligation to respond to clarification requests received after the Clarification Deadline.
- Any clarification requests should clearly reference the appropriate paragraph in the ITT documentation and, to the extent possible, should be aggregated rather than sent individually.
- BAC reserves the right to issue any clarification request made by you, and the response, to all potential suppliers unless you expressly require it to be kept confidential at the time the request is made.
- BAC may at any time request further information from potential suppliers to verify or clarify any aspects of their tender response or other information they may have provided. Should you not provide supplementary information or clarifications to BAC by any deadline notified to you, your tender response may be rejected in full, and you may be disqualified from this Procurement Process.

## **13. Evaluation Criteria and stages**

Stage 1: Tender responses will be checked to ensure that they have been completed correctly and all necessary information has been provided. Tenders' responses correctly completed with all relevant information being provided will proceed to Stage 2.

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Stage 2: We aim to review the tender response at this stage with an aim to shortlist 3 tenders.

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Stage 3: If a bidder succeeds in passing Stages 1 and 2 of the evaluation, then it will have an opportunity to present their proposal at BAC. At this stage the decision-making panel will review the application and presentation based on value for money, best combination of services, competitive tender proposal with regards to the SLA, extra support needs and project work. The panel may return with questions for clarity to help make a decision.

Award Criteria – the shortlisted company will be awarded the contract based on the process outlined in stages 1-3 with an aim to have the contract in place within 3 months of the tender completion.

Thank you for your contributions towards this tender process, we appreciate your time and effort while we search for a long-term IT partner who understand our needs and will take pride in being a part of the BAC community.

**Full Tender Conditions and Contractual Requirements can be found in APPENDIX 2**

#### **14. Contact Details**

All correspondence relating to this ITT should be directed to:

**Lorraine Lecourtois**  
**Managing Director – Battersea Arts Centre**  
[Lorrainel@bac.org.uk](mailto:Lorrainel@bac.org.uk)

## **APPENDIX 2**

### **Tender Conditions and Contractual Requirements**

This section of the ITT sets out BAC's contracting requirements, general policy requirements, and the general tender conditions relating to this procurement process ("Procurement Process").

The contracting authority is Battersea Arts Centre which includes any subsidiary companies.

The appointed supplier will be expected to deliver the goods and/or provide services remotely from their own office.

The contract awarded will be between June 2026 – August 2026 We will aim to coordinate the transfer of secure information, details of the system and onboarding from existing IT company during this time.

### **General Policy Requirements**

By submitting a tender response in connection with this Procurement Process, potential suppliers confirm that they will, and that they shall ensure that any consortium members and/or subcontractors will, comply with all applicable laws, codes of practice, statutory guidance and applicable. BAC policies relevant to the goods and/or services being supplied.

Application of these Tender Conditions – In participating in this Procurement Process and/or by submitting a tender response it will be implied that you accept and will be bound by all the provisions of this ITT. Accordingly, tender responses should be on the basis of and strictly in accordance with the requirements of this ITT.

Third party verifications – Your tender response is submitted on the basis that you consent to BAC carrying out all necessary actions to verify the information that you have provided; and the analysis of your tender response being undertaken by one or more third parties commissioned by BAC for such purposes.

Information provided to potential suppliers – Information that is supplied to potential suppliers as part of this Procurement Process is supplied in good faith. The information contained in

the ITT and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue, but The Place will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of BAC

Potential suppliers to make their own enquires – You are responsible for analysing and reviewing all information provided to you as part of this Procurement Process and for forming your own opinions and seeking advice as you consider appropriate. You should notify BAC promptly of any perceived ambiguity, inconsistency or omission in this ITT and/or any in of its associated documents and/or in any information provided to you as part of this Procurement Process.

Amendments to the ITT – At any time prior to the Response Deadline, BAC may amend the ITT. Any such amendment shall be issued to all potential suppliers, and if appropriate to ensure potential suppliers have reasonable time in which to take such amendment into account, the Response Deadline shall, at the discretion of BAC, be extended.

Compliance of tender response submission – Any goods and/or services offered should be on the basis of and strictly in accordance with the ITT (including, without limitation, any specification of BAC's requirements, these Tender Conditions and the Contract) and all other documents and any clarifications or updates issued by BAC as part of this Procurement Process.

Rejection of tender responses or other documents – A tender response or any other document requested by BAC may be rejected which:

- contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes to the format of the tender documentation provided.
- contains handwritten amendments which have not been initialled by the authorised signatory.

- does not reflect and confirm full and unconditional compliance with all of the documents issued by BAC forming part of the ITT.
- contains any caveats or any other statements or assumptions qualifying the tender response that are not capable of evaluation in accordance with the evaluation model or requiring changes to any documents issued by BAC in any way.
- is not submitted in a manner consistent with the provisions set out in this ITT.
- is received after the Response Deadline.

Disqualification – If you breach these Tender Conditions, if there are any errors, omissions or material adverse changes relating to any information supplied by you at any stage in this Procurement Process, if any other circumstances set out in this ITT, and/or in any supporting documents, entitling BAC to reject a tender response apply and/or if you or your appointed adviser's attempt:

- to inappropriately influence this Procurement Process.
- to fix or set the price for goods or services.
- to enter into an arrangement with any other party that such party shall refrain from submitting a tender response.
- to enter into any arrangement with any other party (other than another party that forms part of your consortium bid or is your proposed sub-contractor) as to the prices submitted; or
- to collude in any other way
- to engage in direct or indirect bribery or canvassing by you or your appointed advisers in relation to this Procurement Process; or
- to obtain information from any of the employees, agents or advisors of BAC concerning this Procurement Process (other than as set out in these Tender Conditions) or from another potential supplier or another tender response,

BAC shall be entitled to reject your tender response in full and to disqualify you from this Procurement Process. Subject to the "Liability" Tender Condition below, by participating in this Procurement Process you accept that The Place shall have no

liability to a disqualified potential supplier in these circumstances.

Tender costs – You are responsible for obtaining all information necessary for preparation of your tender response and for all costs and expenses incurred in preparation of the tender response. Subject to the “Liability” Tender Condition below, you accept by your participation in this procurement, including without limitation the submission of a tender response, that you will not be entitled to claim from BAC any costs, expenses, or liabilities that you may incur in tendering for this procurement irrespective of whether or not your tender response is successful.

Rights to cancel or vary this Procurement Process - By issuing this ITT, entering into clarification communications with potential suppliers or by having any other form of communication with potential suppliers, BAC is not bound in any way to enter into any contractual or other arrangement with you or any other potential supplier. It is intended that the remainder of this Procurement Process will take place in accordance with the provisions of this ITT, but BAC reserves the right to terminate, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice to all potential supplier in writing. Subject to the “Liability” Tender Condition below, BAC will have no liability for any losses, costs or expenses caused to you as a result of such termination, amendment or variation.

Consortium Members and sub-contractors – It is your responsibility to ensure that any staff, consortium members, sub-contractors and advisers abide by these Tender Conditions and the requirement of this ITT.

Liability – Nothing in these Tender Conditions is intended to exclude or limit the liability of BAC in relation to fraud or in other circumstances where BAC liability may not be limited under any applicable law.

## **Confidentiality and Information Governance**

All information supplied to you by BAC, including this ITT and all other documents relating to this Procurement Process, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your tender response) unless the information is already in the public domain or is required to be disclosed under any applicable laws.

You shall not disclose, copy or reproduce any of the information supplied to you as part of this Procurement Process other than for the purposes of preparing and submitting a tender response. There must be no publicity by you regarding the Procurement Process or the future award of any contract unless BAC has given express written consent to the relevant communication.

BAC reserves the right to disclose all documents relating to this Procurement Process, including without limitation your tender response, to any employee, third party agent, adviser or other third party involved in the procurement in support of, and/or in collaboration with, BAC. BAC further reserves the right to publish the Contract once awarded and/or disclose information in connection with supplier performance under the Contract in accordance with any public sector transparency policies (as referred to below).

By participating in this Procurement Process, you agree to such disclosure and/or publication by BAC in accordance with such rights reserved by it under this paragraph.

Tender responses are also submitted on the condition that the appointed supplier will only process personal data (as may be defined under any relevant data protection laws) that it gains access to in performance of this Contract in accordance with BAC instructions and will not use such personal data for any other purpose. The contracted supplier will undertake to process any personal data on BAC's behalf in accordance with the relevant provisions of any relevant data protection

laws and to ensure all consents required under such laws are obtained.

**Tender Validity**

Your response should remain open for acceptance for a period of 60 days from the Response Deadline. A response valid for a shorter period may be rejected.