

Broadband Tender – FAQ

The DfE guidance is that each primary school have a minimum of 100mbps down and 30mbps upload, are you intending to procure resilient connectivity that is compliant with guidance?

Yes we would like to be quoted for compliant set ups with the DfE guidance where this is possible.

Are your requirements based on current usage at sites and therefore this is just a like for like replacement or would this be an upgrade on current connections?

The ITT was written based on the current broadband in place but we are open to options for upgrades to help become DfE compliant.

Can I ask what the requirements are around connectivity-site/leased lines for the 18 schools listed?

We would like to ensure all schools are DfE compliant.

Is there any inclusion for backup lines to be included to follow DfE spec?
Yes please.

FTTC is a service currently being withdrawn from the marketplace and replaced with FTTP. Would the Trust accept an option for FTTP?

Yes the Trust would be happy to receive quotes for FTTP.

Does the Trust require a managed service as part of this procurement?

The Trust requires a managed service.


Is this a wires only tender or do you also require managed services?

This is a wires & managed services tender

For High Greaves Infant and Junior Schools, could you clarify if this is one school sharing a leased line across the split site or do they each have their own?

The schools are classed as two schools but do share a building and a leased line.

For High Greave Infant and Junior School, is the comms room the same location for both sites?



The main comms cabinet with line going in is located in the Infants, the schools have additional cabinets around both schools.

Are you open to the submission of a variance solution that is fully compliant with DfE guidance, in addition to a solution that delivers only what you have asked for in the ITT document?

Yes we are happy to receive a variance solution in addition to the solution in the ITT.

Do you currently have a dual connection at sites in place should a connection at site fail?

If the connection fails we currently contact a support team, we do not have backup lines.

Are there any requirements for filtering or firewalls to be provided?

No we currently have a contract with Smoothwall for our web filtering and firewalls.

Are existing routers to be utilised, in which case what are they?

We currently have Drayteks in place in modem mode but initially had a lot of issues with these during implementation so are open to recommend routers that would work with our Smoothwalls.

What is the contract length?

The contract length is 3 years with the possibility to extend for a further 2 years. The reference to 6 months notice in the ITT is if the contract is not working for either party during the length of the contract. We are happy to negotiate on the 6 months notice with the successful bidder.

What areas of added value are you looking for?


We are looking at what extra the provider can offer the Trust. A few examples are training, designated account manager for queries on implementation, sponsoring a schools football kit etc.

In regards to delivery approach, are you just wanting suppliers to provide our standard methodology and implementation plans?

We would like the supplier to provide a standard methodology and implementation plan.

Is there a document template for responses or is the organisation expecting free-form submissions?

There is no document template, we are accepting free form submissions



Are there any requirement for the sites to interact with each other on WAN (centralised Services)?

No we do not require any sites to interact with each other.

Do you have onsite IT team at the schools if configuration should be needed for the handsets or do you have a 3rd party team that work off-site? Or will this need to be considered in our proposal?

We have a Trust IT team of 3 members that can be on sites when and where needed to help with configuration and implementation.

Are there any static IP addresses required for the 15 addresses in the tender?

Yes some schools have alarms and VOIP phones that will need setting up with static IPs.

Would you like the installation process to be done over the summer holidays as school will be off and the contract starts on the 1st of September 2023?

Yes installation will be carried out during the Summer holidays.

The tender asks for on-site engineering, for Broadband services the standard is to mail out pre-configured routers, is this acceptable or do you require on-site installation?

We are happy for the routers to be sent out.

What is the correct postcode for Chaddesden Park Primary School?

The correct postcode is DE21 6JW.