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Tender

Look Ahead Care & Support - IT Managed Service Provider

Look Ahead Care and Support

F02: Contract notice

Notice identifier: 2025/S 000-000936

Procurement identifier (OCID): ocids-h6vhtk-04cf4c

Published 10 January 2025, 5:07pm

The closing date and time has been changed to:

13 February 2025, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Look Ahead Care and Support

Cally Yard, 439 Caledonian Road

London

N7 9BG

Contact

Christopher Barber

Email

ChristopherBarber@lookahead.org.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.lookahead.org.uk/>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA29828

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.mytenders.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.mytenders.co.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Look Ahead Care & Support - IT Managed Service Provider

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

The purpose of this tender is to identify a suitable supplier to deliver an IT Managed Service Provider solution to include a number of services under the following headings:

-24/7 Managed Service Desk

-Server hosting

-Backup as a Service (BaaS)

-Security services

-Procurement, billing and builds

-Reporting and Service Reviews

-Technical and innovation guidance, advice and support in conjunction with the Look Ahead IT strategic plan

It is the intention that this service will be awarded under one contract to one supplier. To deliver the requirements, an initial 3-year contract will be awarded with an optional extension of an additional 24 months. Therefore a total potential contract length of 5 years.

II.1.5) Estimated total value

Value excluding VAT: £3,200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The purpose of this tender is to identify a suitable supplier to deliver an IT Managed Service Provider solution to include a number of services under the following headings:

-24/7 Managed Service Desk

-Server hosting

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The tender and resulting contract comes with the option to extend the 36 month term of the contract for a further 24 months. Therefore a total 60 month or 5 year contract is available

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

11 February 2025

Local time

12:00pm

Changed to:

Date

13 February 2025

Local time

12:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

11 February 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=233452.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:233452)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>