

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003167-2025>

Not applicable

## **Look Ahead Care & Support - IT Managed Service Provider**

Look Ahead Care and Support

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-003167

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

Published 30 January 2025, 4:20pm

### **Section I: Contracting authority/entity**

#### **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](mailto: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](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA29828)

---

## **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.

---

## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2025/S 000-000936](#)

---

## Section VII. Changes

### VII.1) Information to be changed or added

#### VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

Time limit

Instead of

Date

11 February 2025

Local time

12:00pm

Read

Date

13 February 2025

Local time

12:00pm

Section number

IV.2.7

Place of text to be modified

## Conditions for opening of tenders

Instead of

Date

11 February 2025

Local time

1:00pm

Read

Date

13 February 2025

Local time

1:00pm

## **VII.2) Other additional information**

Please note that due to the significant interest we have received for this tender and the subsequent volume of questions we have had, we have extended the deadline for responses.

Thank you.