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Contract

Out of Hours Library and IT Support Service

University of Hertfordshire

F03: Contract award notice

Notice identifier: 2026/S 000-005643

Procurement identifier (OCID): ocds-h6vhtk-04cf80

Published 22 January 2026, 10:48am

Section I: Contracting authority

I.1) Name and addresses

University of Hertfordshire

College Lane

Hatfield

AL10 9AB

Contact

Procurement Dept.

Email

categorymanager-ict@herts.ac.uk

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.herts.ac.uk

Buyer's address

<https://in-tendhost.co.uk/universityofhertfordshire>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Out of Hours Library and IT Support Service

Reference number

24042

II.1.2) Main CPV code

- 72253000 - Helpdesk and support services

II.1.3) Type of contract

Services

II.1.4) Short description

The University of Hertfordshire and its subsidiary companies ("The University") is conducting a tender process for the provision of an Out of hours I.T and Library Support Service to approximately 30,000+ students and 3360 staff Full requirements specification is set out within the tender documents

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £200,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

University is based in Hertfordshire but the service will be a remote provision

II.2.4) Description of the procurement

the provision of an Out of hours I.T and Library Support Service to approximately 30,000+ students and 3360 staff as per the requirements set out in tender pack Appendix A – Background and Requirements Specification

II.2.5) Award criteria

Quality criterion - Name: Service delivery and fit to requirements. Experience and Expertise / Weighting: 70

Price - Weighting: 30

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 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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-001012](#)

Section V. Award of contract

Contract No

24042

Title

Out of Hours IT and Library Support Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 January 2026

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

University of Northumbria at Newcastle

Newcastle Upon Tyne

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £200,000

Total value of the contract/lot: £155,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom