

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/009340-2025>

Contract

Service Desk Telephone Support - Shared Technology Services

London Borough of Brent

F03: Contract award notice

Notice identifier: 2025/S 000-009340

Procurement identifier (OCID): ocds-h6vhtk-04ed11

Published 14 March 2025, 8:58am

Section I: Contracting authority

I.1) Name and addresses

London Borough of Brent

Brent Civic Centre, Engineers Way

Wembley

HA9 0FJ

Contact

Mr Mike Ligorio

Email

Mike.Ligorio@brent.gov.uk

Telephone

+44 2089371748

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.brent.gov.uk/>

Buyer's address

<http://www.brent.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Service Desk Telephone Support - Shared Technology Services

Reference number

DN750540

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

On behalf of Shared Technology Services, London Borough of Brent is seeking tenders via an Open procedure for Service Desk Telephone Support on 24 x 7 x 365 basis.

It is mandatory for Shared Technology Services to have service desk telephone support on 24 x 7 x 365 basis. The anticipated delivery date will be 1st April 2025. The proposed contract term is 1 year, + 1 year extension.

The requirement is to provide a first-line telephone support service for the three council partners (London Borough of Brent, London Borough of Lewisham and London Borough of Southwark) and the LGA to run alongside the STS onsite, UAT and central service desk teams.

Shared Technology Services (STS) provides IT infrastructure management and support to three partner councils, namely the London Boroughs of Brent, Lewisham and Southwark. Additional supported services include networks, messaging and collaboration services, support for end-user devices such as laptops, tablets and mobile phones, as well as providing the service desk to resolve IT-related incidents and requests.

The three partner councils that provide governance over STS are Brent, Lewisham and Southwark, as set out in the Inter Authority Agreement (IAA). Brent is the lead council in the respect that it is the employer for all officers within STS and also carries out procurements and contracts on behalf of STS. The services provided by STS include the procurement and management of IT related services for each of the three councils. The procurement is undertaken in accordance with the Procurement Protocols in the IAA.

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £200,000 / Highest offer: £460,000 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 79500000 - Office-support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

On behalf of Shared Technology Services, London Borough of Brent is seeking tenders via an Open procedure for Service Desk Telephone Support on 24 x 7 x 365 basis.

It is mandatory for Shared Technology Services to have service desk telephone support on 24 x 7 x 365 basis. The anticipated delivery date will be 1st April 2025. The proposed contract term is 1 year, + 1 year extension.

The requirement is to provide a first-line telephone support service for the three council partners (London Borough of Brent, London Borough of Lewisham and London Borough of Southwark) and the LGA to run alongside the STS onsite, UAT and central service desk teams.

Shared Technology Services (STS) provides IT infrastructure management and support to three partner councils, namely the London Boroughs of Brent, Lewisham and Southwark. Additional supported services include networks, messaging and collaboration services, support for end-user devices such as laptops, tablets and mobile phones, as well as providing the service desk to resolve IT-related incidents and requests.

The three partner councils that provide governance over STS are Brent, Lewisham and Southwark, as set out in the Inter Authority Agreement (IAA). Brent is the lead council in the respect that it is the employer for all officers within STS and also carries out procurements and contracts on behalf of STS. The services provided by STS include the procurement and management of IT related services for each of the three councils. The procurement is undertaken in accordance with the Procurement Protocols in the IAA.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 55%

Price - Weighting: 45%

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: [2024/S 112-500012](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 February 2025

V.2.2) Information about tenders

Number of tenders received: 8

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

V.2.3) Name and address of the contractor

Node4 Ltd

Millennium Way, Pride Park

Derby

DE24 8HZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Lowest offer: £200,000 / Highest offer: £460,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Brent

Wembley

HA9 0FJ

Country

United Kingdom