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Planning

ICT Managed Service

NORTH STAR HOUSING GROUP

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016416

Procurement identifier (OCID): ocds-h6vhtk-050613 ([view related notices](#))

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Scope

Reference

NSHG0005

Description

North Star Housing Group is undertaking preliminary market engagement from suitable providers, for a Managed Service Partner (MSP) to provide and support core ICT infrastructure and networks.

North Star's current managed service contract terminates in mid-March 2026 and was its architecture was designed around a legacy co-location data centre and MPLS network design. Over recent years, North Star has adopted a "Cloud First" strategy for the delivery of its ICT services and many of its legacy systems are now delivered as Software as a Service (SaaS) solutions. A small number of applications remain to be hosted by the appointed MSP, and these will potentially further reduce during the contract term as

further hosted applications are replaced by SaaS solutions.

The MSP will be required to support North Star's users at its headquarters in Stockton-on-Tees, eight smaller sites in the region and users who work either from home (a hybrid working model has been adopted since the Covid pandemic) or using mobile technologies in the field. Note that it is expected that the MSP will deliver a significant amount of service remotely and limited attendance at North Star premises around Stockton-on-Tees may be required. Visits to staff homes or partner locations will not be required.

Subject to revision prior to the publication of a Tender Notice, the scope of the MSP contract is expected to include:

- Hosting
- Wide Area Networks
- Local Wired and Wireless Area Networks
- Second- and Third-Line Service Desks
- Security including Firewall Management
- Patching
- Backup
- Business Continuity
- End-User Device Provision (currently Citrix); note that supply, support and logistics for end-user devices is not in-scope
- Account Management
- Monthly Service Reports and Meetings
- Onboarding of Services
- Rate Card for ad-hoc work

The contract values and dates are indicative at this time and will be confirmed when the Tender Notice is issued.

Total value (estimated)

- £1,800,000 excluding VAT
- £2,160,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 15 March 2026 to 14 March 2029
- Possible extension to 14 March 2033
- 7 years

Main procurement category

Services

CPV classifications

- 30211300 - Computer platforms
- 72222300 - Information technology services
- 72250000 - System and support services

Contract locations

- UKE - Yorkshire and the Humber
-

Engagement

Engagement deadline

31 May 2025

Engagement process description

This Preliminary Market Engagement is designed to assess the services available in the marketplace and suppliers who can provide these. This will inform the tender process and the specification of services, infrastructure and other items which will comprise the tender requirements.

This Preliminary Market Engagement is for North Star information gathering purposes only and does not form part of any formal Tender procedure. At any time prior to the issue of a Tender Notice, North Star may vary the specification or choose not to tender any or all of the in-scope items. Similarly, organisations that participate in this Preliminary Market Engagement are under no obligation to respond to any subsequent tender which North Star may issue.

The principal purpose of this preliminary market engagement is to advise and engage with the market prior to going to tender. Primary objectives are to:

- Establish potential bidder interest in the new contract
- Discuss solution, service and technology options
- Determine how suppliers can help to support North Star's ICT Strategy particularly with respect to "Cloud First" initiatives
- Discuss service management and service reporting options
- Explore the potential for innovation and added value
- Determine market capacity and drivers
- Establish key cost drivers, current cost bases, pricing model options and estimated delivery times and budgets
- Establish a fit for purpose service specification

The Preliminary Market Engagement process shall be conducted as a 1-hour workshop with each participant with a maximum of eight (8) workshops available. The workshops will be virtual meetings using Microsoft Teams. Suitably qualified suppliers may apply to attend participate in a workshop on 14 or 15 May 2025 at North Star's head office in Stockton-on-Tees. Details of how to apply are included in the above below-mentioned Brief. Please note that workshop appointments shall be allocated on a "first come first served basis" to interested parties responding as stated in this Brief.

Suppliers may request a copy of the Preliminary Market Engagement Brief by contacting North Star directly through the portal.

This Brief contains further information about:

- North Star's current MSP contract
- Proposed scope for the new service to be tendered
- Workshop Virtual workshop arrangements and appointment requests
- Discussion topics for the workshops.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 June 2025

Contracting authority

NORTH STAR HOUSING GROUP

- Companies House: IP21256R
- Public Procurement Organisation Number: PTGM-5183-NXYN

Endeavour House

Thornaby

TS17 6QN

United Kingdom

Email: procurement@northstarhg.co.uk

Region: UKC11 - Hartlepool and Stockton-on-Tees

Organisation type: Public authority - sub-central government