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Tender

## **P-3271 IT Hardware Maintenance and Support Services**

Translink

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-016925

Procurement identifier (OCID): ocds-h6vhtk-056734 ([view related notices](#))

Published 25 February 2026, 2:08pm

### **Scope**

### **Description**

Translink is seeking to appoint a single supplier to support their Information Services Division with delivery of the following service areas: a. Hardware maintenance (physical servers, SAN/NAS, client devices eg laptops, desktops, and printers) b. Out of hours support (break / fix SLA for physical servers - 24 hours per day, 7 days per week, with a 4 hour response, 4 hour fix agreement). c. Business continuity services and testing d. Transition and transformation services (e.g. transition from one operational site(s) to an alternative/implementing new services e.g. print management.)

### **Total value (estimated)**

- £3,000,000 excluding VAT
- £3,600,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 14 June 2026 to 13 June 2029
- Possible extension to 13 June 2032
- 6 years

Description of possible extension:

The Contract may be extended, on agreement with both parties, for 3 periods of 1 year.

## **Main procurement category**

Services

## **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support
- 72110000 - Hardware selection consultancy services
- 72120000 - Hardware disaster-recovery consultancy services
- 72130000 - Computer-site planning consultancy services
- 72140000 - Computer hardware acceptance testing consultancy services
- 72150000 - Computer audit consultancy and hardware consultancy services

## **Contract locations**

- UKN - Northern Ireland
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## **Submission**

### **Enquiry deadline**

16 March 2026, 12:00pm

### **Tender submission deadline**

24 March 2026, 12:00pm

### **Submission address and any special instructions**

<https://etendersni.gov.uk/epps>

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

30 April 2026

### **Recurring procurement**

Publication date of next tender notice (estimated): 1 February 2032

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## Award criteria

Name	Type	Weighting
Quality	Quality	70%
Cost	Cost	30%

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## Other information

### Applicable trade agreements

- Government Procurement Agreement (GPA)

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

### Special regime

Utilities

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## Contracting authority

### Translink

- Public Procurement Organisation Number: PTMT-7134-NRMV

22 Great Victoria Street

Belfast

BT2 7LX

United Kingdom

Email: [procurement@translink.co.uk](mailto:procurement@translink.co.uk)

Region: UKN06 - Belfast

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

Devolved regulations that apply: Northern Ireland