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Tender

## **WHC - 3rd party Security Operations Centre 3 year contract**

West Herts College

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

Notice identifier: 2026/S 000-017164

Procurement identifier (OCID): ocds-h6vhtk-065cb4

Published 26 February 2026, 9:45am

### **Scope**

### **Reference**

CA17266

### **Description**

The Scope

- Deliver 24/7 cyber monitoring to react to threats within incident SLA.
- Take on cyber threat tickets that are raised via West Herts – Averaging 2 tickets a day (Mainly Phishing Attacks).
- Monitor and triage security alerts from security tooling and logs.
- Tier 3 analyst should be involved in decision making not AI tooling. AI tooling should be used for detection and data gathering not for actioning any changes.
- Support the West Herts security team via best practices and be a part of the key DR

testing, pen testing and recovery actions.

- Access to an account manager or team lead when needed.

- Support small change activity when required,

o 20% Small Change

o 80% Day to day Operations

- Looking for a small team resource pool to start with this will be reviewed each year as the business demand grows.

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

- £90,000 excluding VAT

- £108,000 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 August 2026 to 31 July 2029

- 3 years

### **Main procurement category**

Services

### **CPV classifications**

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

## **Contract locations**

- UK - United Kingdom
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## **Participation**

### **Particular suitability**

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

### **Enquiry deadline**

4 March 2026, 12:00pm

### **Tender submission deadline**

13 March 2026, 12:00pm

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

To access this opportunity, log in to <https://suppliers.multiquote.com> and view the opportunity. If you are not registered with MultiQuote, please visit <https://suppliers.multiquote.com>, complete the registration form on the log in page and quote the title and reference of the notice in your registration.

## Tenders may be submitted electronically

Yes

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## Award criteria

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Quality	Quality	Quality	60.00%
Price	Price	Price	40.00%

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## Procedure

### Procedure type

Below threshold - open competition

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## Contracting authority

### West Herts College

- Public Procurement Organisation Number: PYCL-3178-PCTP

Hempstead Road

Watford

WD1 3EZ

United Kingdom

Telephone: 01923 812000

Email: [emma.doree@westherts.ac.uk](mailto:emma.doree@westherts.ac.uk)

Region: UKH23 - Hertfordshire

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