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Tender

ICT Managed Service

NORTH STAR HOUSING GROUP

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

Notice identifier: 2025/S 000-030724

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

Published 6 June 2025, 4:45pm

Scope

Reference

NSHG0005

Description

North Star Housing Group is seeking to appoint a Managed Service Partner (MSP) to provide and support core ICT infrastructure and networks.

North Star's current managed service contract terminates in mid-February 2026 and 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 delivery of services to its headquarters in Stockton-on-Tees and eight smaller sites in the region, although it is envisaged that the MSP will deliver a significant amount of service remotely and limited attendance at North

Star premises may be required. Note that visits to staff homes or partner locations will not be required and that supply, support and logistics for end-user devices is not in-scope.

The scope of the MSP contract includes:

- Strategic Architecture
- Hosting
- Wide Area Networks
- Local Wired and Wireless Area Networks
- Second- and Third-Line Service Desk
- Security including Firewall Management
- Patching
- Backup
- Business Continuity
- End-User Device Services (limited to provision of thin-client desktop, e.g. Citrix)
- Account Management
- Monthly Service Reports and Meetings
- Onboarding of Services
- Rate Card for ad-hoc work

Total value (estimated)

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

Above the relevant threshold

Contract dates (estimated)

- 15 February 2026 to 15 February 2029
- Possible extension to 15 February 2032
- 6 years, 1 day

Description of possible extension:

15 February 2026 to 14 February 2029

3 years

Possible extension to 14 February 2032 at North Star's sole discretion

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

Participation

Technical ability conditions of participation

Bidders must have the capability to deliver all in-scope Managed Services from within their own resource or working with third parties where similar collaborative projects can be referenced.

Bidders must be able to demonstrate accreditation to Industry Standards or have equivalent documented processes in place as follows:

- Quality Management: ISO 9001
- ITIL Service Management: ISO 20000
- Business Continuity Planning: ISO 22301
- Security: Cyber Essentials Plus or ISO 27001/2

Bidders must be able to offer a hosting solution where all data in transit or at rest is held within the United Kingdom.

Bidders must be able to offer all second- and third-line Service Desk services, including 24x7 service monitoring, from locations in the United Kingdom only.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

19 June 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

3 July 2025, 12:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/northstarhousinggroup.aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

22 September 2025

Award criteria

Name	Type	Weighting
Technical	Quality	60%
Price	Price	30%
Social Value	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Stage One: Participation:

- Publish Tender Notice, providing access to the Requests to Participate document via Intend portal
- Receive Requests to Participate from interested suppliers.
- Assess responses against conditions of participation, exclusions and objective criteria to limit suppliers
- Inform Suppliers not invited to participate further (estimated 21 July 2025)
- Invite remaining Suppliers to submit final tenders.

Stage Two: Evaluate:

- Receive final tenders (estimated no later than 21 August 2025)

- Evaluate final tenders
- Meet with bidders (to be confirmed at a later date, estimated 16 September 2025)
- Determine Most Advantageous Tender

Stage Three: Award:

- Inform Suppliers of the outcome and issue assessment summaries
- Publish Contract Award Notice
- Following standstill enter into the contract with the winning Supplier
- Publish contract details notice

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

Website: <https://www.northstarhg.co.uk/>

Region: UKC11 - Hartlepool and Stockton-on-Tees

Organisation type: Public authority - sub-central government