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Tender

Didcot Town Council IT support contract tender

Didcot Town Council

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

Notice identifier: 2025/S 000-043348

Procurement identifier (OCID): ocds-h6vhtk-056633

Published 28 July 2025, 10:56am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Reference

DTCIT2025

Description

Didcot Town Council has embraced many changes over the last five years - especially in the IT infrastructure of the Council offices and is now seeking an organisation to provide an IT Support contract which will include management of our existing IT infrastructure; telephony; connectivity; licensing and security.

The Council is looking for a preferred single supplier to provide the support, account management and billing for all services delivered. It is essential that there is a clear point of contact for specific roles and responsibilities.

The contract will be for an initial three years with an option to extend for an additional two years and beyond. All contracts will be subject to satisfactory performance and by mutual agreement. Didcot Town Council aim to reach a provisional decision on the award of the contract by the Full Council meeting due to be held on Monday 8th September 2025 and the successful bidder will be required to work as soon as schedules allow.

Scope of the work required:

- * Ongoing support for staff and Cllrs with Council issued hardware
- * Managing and providing ongoing support with Microsoft 365 accounts
- * Maintenance of Council documents in Sharepoint
- * Assisting with any issues relating to 3rd party specialist software
- * Managing a range of different devices including laptops, tablets, mobile phones and printers
- * Managing the security of the Council's IT systems
- * Managing the Council's wifi networks, internet lines and any connectivity issues across the portfolio of Council buildings
- * Running a programme of training for staff and Town Cllrs - especially relating to the avoidance of phish emails
- * Ad hoc IT projects such as software up-grades; the provision of internet/wifi connectivity in a new Community Centre due to open in November 2025, plus more
- * Opportunities to quote for VOIP Telephony and mobiles
- * Detailed service legal agreement including response times

* Dedicated account manager who will be pro-active in the management of our IT needs with regular meetings and updates as required

- please see the attached documents for more detailed information.

The anticipated value based on an initial three year contract, is around £30,000 per annum, or £90,000 over three years (excluding VAT). This does not include new devices; telephony; internet and wifi for the new building and conversion from Windows 10 to Windows 11.

Deadline for responses is 12 noon on Friday 15th August 2025.

Bidding documents may be posted in a sealed document and marked 'IT Opportunity - PRIVATE AND CONFIDENTIAL' marked for the attention of Mrs Janet Wheeler, Town Clerk and Responsible Financial Officer, Council Offices, Didcot Civic Hall, Britwell Road, Didcot, Oxfordshire, OX11 7HN.

Alternatively, bidding documents may be emailed (jwheeler@didcot.gov.uk) but must be password protected - the password should be texted to the Town Clerk - number supplied as required.

Please see attached documents for full details of this tender.

Total value (estimated)

- £30,000 excluding VAT
- £36,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 30 September 2025 to 30 September 2028
- Possible extension to 30 September 2030
- 5 years, 1 day

Description of possible extension:

The contract will be for an initial three years with an option to extend for an additional two years and beyond.

Main procurement category

Services

CPV classifications

- 50312600 - Maintenance and repair of information technology equipment
- 72250000 - System and support services
- 72261000 - Software support services
- 72610000 - Computer support services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Submission

Enquiry deadline

8 August 2025, 11:59pm

Tender submission deadline

15 August 2025, 12:00pm

Submission address and any special instructions

The tender documents should answer all the areas covered by the scope of works. It will be the responsibility of the different bids to cover everything detailed in the attached papers.

Any queries should be on email sent to the Town Clerk - jwheeler@didcot.gov.uk - these emails may be shared with DTC staff or Town Councillors as part of the tender process.

The successful applicant will be the bid which demonstrates the best understanding of our sector. The price will be a secondary consideration. Tenders must remain open for at least 60 days after the closing date.

The bidding documents may be posted in a sealed document and marked IT Opportunity - PRIVATE AND CONFIDENTIAL for the attention of Janet Wheeler, Town Clerk and RFO, Council Offices, Didcot Civic Hall, Britwell Road, Didcot, Oxon, OX11 7HN.

Documents can be emailed to jwheeler@didcot.gov.uk but must be password protected.

www.didcot.gov.uk

Tenders may be submitted electronically

Yes

Award criteria

Please see attached documents.

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

[Covering letter for IT contract - July 2025.pdf](#)

[List of devices & software.xlsx](#)

[Invitation to tender - IT support contract.pdf](#)

Contracting authority

Didcot Town Council

- Public Procurement Organisation Number: PLNG-4121-DHBG

Town Council Offices, Britwell Road

Didcot

OX11 7HN

United Kingdom

Contact name: Janet Wheeler

Telephone: 01235 812637

Email: council@didcot.gov.uk

Website: <http://www.didcot.gov.uk>

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government