

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/046629-2025>

Contract

## **Look Ahead Care & Support - IT Managed Service Provider**

Look Ahead Care and Support

F03: Contract award notice

Notice identifier: 2025/S 000-046629

Procurement identifier (OCID): ocids-h6vhtk-04cf4c

Published 6 August 2025, 3:46pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Look Ahead Care and Support

Cally Yard, 439 Caledonian Road

London

N7 9BG

#### **Contact**

Christopher Barber

#### **Email**

[ChristopherBarber@lookahead.org.uk](mailto:ChristopherBarber@lookahead.org.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.lookahead.org.uk/>

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA29828](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA29828)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

---

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Look Ahead Care & Support - IT Managed Service Provider

**II.1.2) Main CPV code**

- 72222300 - Information technology services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

The purpose of this tender is to identify a suitable supplier to deliver an IT Managed Service Provider solution to include a number of services under the following headings:

-24/7 Managed Service Desk

-Server hosting

- Backup as a Service (BaaS)
- Security services
- Procurement, billing and builds
- Reporting and Service Reviews
- Technical and innovation guidance, advice and support in conjunction with the Look Ahead IT strategic plan

It is the intention that this service will be awarded under one contract to one supplier. To deliver the requirements, an initial 3-year contract will be awarded with an optional extension of an additional 24 months. Therefore a total potential contract length of 5 years.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £3,157,590

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72222300 - Information technology services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

The purpose of this tender is to identify a suitable supplier to deliver an IT Managed Service Provider solution to include a number of services under the following headings:

- 24/7 Managed Service Desk
- Server hosting
- Backup as a Service (BaaS)

- Security services
- Procurement, billing and builds
- Reporting and Service Reviews
- Technical and innovation guidance, advice and support in conjunction with the Look Ahead IT strategic plan

It is the intention that this service will be awarded under one contract to one supplier. To deliver the requirements, an initial 3-year contract will be awarded with an optional extension of an additional 24 months. Therefore a total potential contract length of 5 years.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-000936](#)

---

## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

29 July 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 10

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 10

Number of tenders received by electronic means: 10

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Smartdesc Limited

133 Whitechapel High Street

London

E1 7QA

Telephone

+44 2030066711

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £3,157,590

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

(MT Ref:235219)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>