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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): ocds-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

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

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

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- Server hosting
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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

Telephone

+44 3450103503

Country

United Kingdom

Internet address

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