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Tender

ICT Hardware and Software Support and Maintenance framework

Stoke on Trent City Council

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

Notice identifier: 2025/S 000-052697

Procurement identifier (OCID): ocds-h6vhtk-05523f ([view related notices](#))

Published 1 September 2025, 10:21am

Scope

Reference

S R/2025/478

Description

Stoke-on-Trent City Council wishes to appoint an Information Communication Technology partner to assist in the supply, delivery, maintenance, support and implementation of its ICT requirements over a four year period.

The framework will be made available to public contracting authorities in Stoke-on-Trent, Staffordshire and Cheshire.

Commercial tool

Establishes a framework

Total value (estimated)

- £15,000,000 excluding VAT
- £18,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 14 November 2025 to 13 November 2029
- 4 years

Main procurement category

Goods

CPV classifications

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48500000 - Communication and multimedia software package
- 48700000 - Software package utilities
- 48800000 - Information systems and servers

Contract locations

- UKD62 - Cheshire East
- UKG23 - Stoke-on-Trent

- UKG24 - Staffordshire CC

Framework

Maximum number of suppliers

1

Maximum percentage fee charged to suppliers

3%

Framework operation description

This Framework Agreement enables the Council and other eligible participating bodies to procure Deliverables through individual call-off contracts during the Framework period.

When a Customer wishes to procure Deliverables, they may issue a Call-Off Invitation to the Supplier, requesting a Quotation. The Supplier will respond with a Quotation that includes:

A description of the proposed Deliverables;

Any relevant implementation or delivery plans; and

Pricing, calculated in accordance with the agreed Pricing Mechanism, which includes:

the anticipated cost of the Deliverables,

an agreed margin, and

(for Non-Council Customers only) a management charge.

If the Customer accepts the Quotation, they will issue an Order, forming a call-off contract. This contract will incorporate:

the terms of the Framework Agreement,

the Customer's Order,

any specific requirements issued with the Call-Off Invitation, and

the Supplier's Quotation.

Customers are not obligated to proceed with a call-off after receiving a Quotation and may cancel or delay the process without incurring any cost or penalty.

Call-offs may be awarded with or without further competition, depending on the nature of the requirement and the award method selected.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

This framework may be used by the Council and other UK public sector bodies operating within the geographical regions selected in this notice. This includes (but is not limited to) local authorities, NHS bodies, police and emergency services, housing associations, and other contracting authorities as defined in the Public Contracts Regulations 2015 and the Procurement Act 2023.

Contracting authority location restrictions

- UKD62 - Cheshire East
 - UKG23 - Stoke-on-Trent
 - UKG24 - Staffordshire CC
-

Participation

Legal and financial capacity conditions of participation

Capacity conditions are included within the tender questionnaire

Technical ability conditions of participation

Equivalent qualifications and standards are included within the tender questionnaire

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

19 September 2025, 4:00pm

Tender submission deadline

6 October 2025, 4:00pm

Submission address and any special instructions

<https://procontract.due-north.com/Procurer/Advert/View?advertId=c0a75e2f-4a78-f011-81>

[3a-005056b64545&fromAdvertEvent=True](#)

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

4 November 2025

Award criteria

Name	Type	Weighting
Software Management	Quality	15%
Account Management	Quality	15%
Social Value	Quality	15%
Software and Hardware Roadmaps	Quality	10%
Hardware Maintenance	Quality	10%
Technical Support	Quality	10%
Benchmarking	Quality	5%
Server Maintenance - Basket of Goods	Price	5%
Hardware Basket of Goods	Price	5%
Percentage Mark up on Hardware	Cost	5%
Percentage Mark up on Service	Cost	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Stoke on Trent City Council

- Public Procurement Organisation Number: PDQZ-1442-RZTZ

Civic Centre, Glebe Street

Stoke-on-Trent

ST4 1HH

United Kingdom

Contact name: Agnes Ashun

Email: categorymanagement@stoke.gov.uk

Website: <https://www.stoke.gov.uk/>

Region: UKG23 - Stoke-on-Trent

Organisation type: Public authority - sub-central government