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Tender

Service Desk Professional Support Service

Leeds Community Healthcare NHS Trust

UK4: Tender notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-052988

Procurement identifier (OCID): ocds-h6vhtk-0586c2 (view related notices)

Published 2 September 2025, 8:48am

Scope

Description

Support in the end-to-end design and implementation of a new service desk arrangement. This will initially require a discovery piece of work, to understand how we currently work, the support we provide, and the requirements of our wider organisation.

Total value (estimated)

- £50,000 excluding VAT
- £60,000 including VAT

Below the relevant threshold

Contract dates (estimated)

• 2 December 2025 to 1 December 2026

• 1 year

Main procurement category

Services

CPV classifications

• 72600000 - Computer support and consultancy services

Contract locations

• UK - United Kingdom

Participation

Conditions of participation

The supplier must be able to provide their services within 2 months of the contract being awarded (expected to be late 2025) and be able to fully deliver their recommendations within 12 months.

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

26 September 2025, 12:00pm

Tender submission deadline

3 October 2025, 12:00pm

Submission address and any special instructions

Via the Atamis Health Family System -

https://atamis-1928.my.site.com/ProSpend__CustomCommunitiesLogin?startURL=/one/one.app#/alohaRedirect/apex/Supplier_Portal_2019

Tenders may be submitted electronically

Yes

Award criteria

Name	Туре	Weighting	
Requirement Spec	Quality	50.00%	
Pricing	Cost	40.00%	
Social Reqs	Quality	10.00%	

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

IT and CS Service Desk Reqs for Professional Support Services DV0.3 8Aug25.xlsx

Appendix A - IT and CSM Structures_Aug25.docx

Contracting authority

Leeds Community Healthcare NHS Trust

• Public Procurement Organisation Number: PZXV-8867-VHCQ

First Floor, Stockdale House

Leeds

LS6 1PF

United Kingdom

Email: lcht.procurement@nhs.net

Website: https://www.noecpc.nhs.uk

Region: UKE42 - Leeds

Organisation type: Public authority - central government