

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/052988-2025>

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	Type	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