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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

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## **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)
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## 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=%2Fone%2Fone.app#/alohaRedirect/apex/Supplier\\_Portal\\_2019](https://atamis-1928.my.site.com/ProSpend_CustomCommunitiesLogin?startURL=%2Fone%2Fone.app#/alohaRedirect/apex/Supplier_Portal_2019)

### Tenders may be submitted electronically

Yes

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## Award criteria

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

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## Procedure

## Procedure type

Below threshold - open competition

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## 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](#)

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## 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](mailto:lcht.procurement@nhs.net)

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

Region: UKE42 - Leeds

Organisation type: Public authority - central government