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Tender

Spennymoor Town Council: Provision of IT and Telephony Services

Spennymoor Town Council

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

Notice identifier: 2025/S 000-059553

Procurement identifier (OCID): ocids-h6vhtk-059345

Published 25 September 2025, 10:43am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Description

The Town Council is seeking to appoint a partner to provide IT and telephony services and associated support to our main offices at Spennymoor Town Hall and any other relevant council facilities

Total value (estimated)

- £141,375 excluding VAT
- £170,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years

Description of possible extension:

3yr contract + potential 2yr extension on satisfactory delivery

Options

The right to additional purchases while the contract is valid.

Potential for additional expenditure on IT hardware and software e.g. new laptops, additional users on MS365, additional software, etc

Main procurement category

Services

CPV classifications

- 32429000 - Telephone network equipment
- 32500000 - Telecommunications equipment and supplies
- 72222300 - Information technology services
- 72253000 - Helpdesk and support services
- 72400000 - Internet services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services
- 72700000 - Computer network services

Contract locations

- UKC - North East (England)

Participation

This procurement is reserved for

UK suppliers

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

24 September 2025, 5:00pm

Tender submission deadline

30 September 2025, 5:00pm

Submission address and any special instructions

info@spennymoor-tc.gov.uk

www.spennymoor-tc.gov.uk

Tenders may be submitted electronically

Yes

Award criteria

Quality: 60%

Quality of helpdesk and onsite support services 20%

Support offered in moving to modern ways of working including migration from physical server to cloud based storage and working 30%

Quality of case studies provided of services delivered to similar organisations/clients 10%

Cost: 40%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

[2025-09 ITQ - STC IT and Telephony.docx](#)

Word version of IT & Telephony ITQ document

[Clarification Questions.pdf](#)

Responses to clarification questions submitted by potential bidders as at 25/09/2025

Contracting authority

Spennymoor Town Council

- Public Procurement Organisation Number: PLHW-8896-XTTX

Town Hall

Spennymoor

DL16 6DG

United Kingdom

Contact name: John Cooper

Telephone: 01388815276

Email: info@spennymoor-tc.gov.uk

Website: <http://WWW.spennymoor-tc.gov.uk>

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government