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Award

ICT Managed Service

NORTH STAR HOUSING GROUP

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061614

Procurement identifier (OCID): ocds-h6vhtk-050613 ([view related notices](#))

Published 2 October 2025, 11:25am

Scope

Reference

NSHG0005

Description

North Star Housing Group is seeking to appoint a Managed Service Partner (MSP) to provide and support core ICT infrastructure and networks.

North Star's current managed service contract terminates in mid-February 2026 and its architecture was designed around a legacy co-location data centre and MPLS network design. Over recent years, North Star has adopted a "Cloud First" strategy for the delivery of its ICT services and many of its legacy systems are now delivered as Software as a Service (SaaS) solutions. A small number of applications remain to be hosted by the appointed MSP, and these will potentially further reduce during the contract term as further hosted applications are replaced by SaaS solutions

The MSP will be required to support North Star's delivery of services to its headquarters in Stockton-on-Tees and eight smaller sites in the region, although it is envisaged that the MSP will deliver a significant amount of service remotely and limited attendance at North

Star premises may be required. Note that visits to staff homes or partner locations will not be required and that supply, support and logistics for end-user devices is not in-scope.

The scope of the MSP contract includes:

- Strategic Architecture
- Hosting
- Wide Area Networks
- Local Wired and Wireless Area Networks
- Second- and Third-Line Service Desk
- Security including Firewall Management
- Patching
- Backup
- Business Continuity
- End-User Device Services (limited to provision of thin-client desktop, e.g. Citrix)
- Account Management
- Monthly Service Reports and Meetings
- Onboarding of Services
- Rate Card for ad-hoc work

Total value (estimated)

£1,800,000 excluding VAT

£2,160,000 including VAT

Above the relevant threshold

Contract dates (estimated)

15 February 2026 to 15 February 2029

Possible extension to 15 February 2032

6 years, 1 day

Description of possible extension:

15 February 2026 to 14 February 2029

3 years

Possible extension to 14 February 2032 at North Star's sole discretion

Contract 1. ICT Managed Service

Supplier

- ANS GROUP LIMITED

Contract value

- £1,800,000 excluding VAT
- £2,160,000 including VAT

Above the relevant threshold

Award decision date

22 September 2025

Date assessment summaries were sent to tenderers

2 October 2025

Standstill period

- End: 13 October 2025
- 8 working days

Earliest date the contract will be signed

14 October 2025

Contract dates (estimated)

- 15 February 2026 to 15 February 2029
- Possible extension to 15 February 2032
- 6 years, 1 day

Description of possible extension:

Possible extension to 14 February 2032 at North Star's sole discretion

Main procurement category

Services

CPV classifications

- 30211300 - Computer platforms
- 72222300 - Information technology services
- 72250000 - System and support services

Contract locations

- UKE - Yorkshire and the Humber

Information about tenders

- 10 tenders received
- 10 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 3 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 9 suppliers unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Special regime

Concession

Supplier

ANS GROUP LIMITED

- Companies House: 03176761
- Public Procurement Organisation Number: PDCR-5791-CBWT

1 Archway

Manchester

M15 5QJ

United Kingdom

Email: tenders@ansgroup.co.uk

Website: <https://www.ans.co.uk/>

Region: UKD33 - Manchester

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. ICT Managed Service

Contracting authority

NORTH STAR HOUSING GROUP

- Companies House: IP21256R
- Public Procurement Organisation Number: PTGM-5183-NXYN

Endeavour House

Thornaby

TS17 6QN

United Kingdom

Email: procurement@northstarhg.co.uk

Region: UKC11 - Hartlepool and Stockton-on-Tees

Organisation type: Public authority - sub-central government