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Tender

## End User Workspace & Hosting

Reading Borough Council

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

Notice identifier: 2025/S 000-072503

Procurement identifier (OCID): ocds-h6vhtk-0559a5 ([view related notices](#))

Published 10 November 2025, 3:23pm

### Scope

### Reference

URN 25-S-151

### Description

In April 2021, Reading Borough Council transitioned to the 'ICT Future Operating Model' (FOM), with 3 external providers delivering 4 'towers' of services, managed and supported by an in-house team. Since then, we have been on a journey to delivering a reliable and robust service, which has been consistently reflected in strong staff satisfaction scores.

Our aim is to take this satisfaction to the next level in the Next Generation Operating Model, that increases customer satisfaction, service reliability and interoperability with associated applications.

1. Our End User Workspace (EUW) & Hosting contract provides services to 2,400 users, located across 66 sites as well as remote workers. This service is responsible for the management of 10 ITIL processes, namely: Service Desk, Incident Management, Problem Management, Change Management, Configuration Management, Service Level Management, Event Management, Availability Management, Capacity Management,

Release & Deployment. The organisation has invested significantly in streamlining ticket handling, adopting a shift-left approach and driving demand through our ITSM tool, ServiceNow.

Suppliers are encouraged to propose solutions that support this strategic direction, including: - A phased implementation plan to minimize service disruption - Integration with existing systems and services - Enhanced security, visibility, and control across the network Supplier Engagement The Council welcomes innovative proposals that: - Aligning with modern networking standards and security frameworks - Demonstrate scalability, resilience, and cost-effectiveness - Support the Council's digital transformation and sustainability goals

### **Total value (estimated)**

- £11,040,000 excluding VAT
- £13,800,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 30 June 2026 to 29 June 2031
- Possible extension to 29 June 2033
- 7 years

Description of possible extension:

2 x 1+1 year extensions based on supplier meeting contract performance requirements throughout the duration of the contract. There will be regular KPI reviews and supplier/Client engagement to assess standards and delivery.

### **Main procurement category**

Services

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

### **Contract locations**

- UKJ11 - Berkshire

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

1 December 2025, 12:00pm

### **Tender submission deadline**

15 December 2025, 12:00pm

## Submission address and any special instructions

<https://in-tendhost.co.uk/readingbc.aspx/Home>

## Tenders may be submitted electronically

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

30 January 2026

## Recurring procurement

Publication date of next tender notice (estimated): 30 June 2032

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## Award criteria

Name	Type	Weighting
Quality	Quality	60%
Price	Price	40%

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## Other information

## **Payment terms**

30 Days from confirmation of receipt of invoice

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **Contracting authority**

### **Reading Borough Council**

- Public Procurement Organisation Number: PWBJ-9435-VXQQ

Bridge Street

Reading

RG1 2LU

United Kingdom

Email: [pchub@reading.gov.uk](mailto:pchub@reading.gov.uk)

Region: UKJ11 - Berkshire

Organisation type: Public authority - sub-central government