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Planning

Provision of IT Managed Service

County Durham and Darlington Fire and Rescue Authority

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-083492

Procurement identifier (OCID): ocds-h6vhtk-05f704

Published 16 December 2025, 3:46pm

Scope

Reference

PA005-161225

Description

Introduction

This planned procurement notice is issued to inform potential suppliers of an upcoming opportunity to provide IT Managed Services. The contracting authority is seeking to engage a qualified service provider to deliver comprehensive IT management, support, and consultancy across its operations.

Background

The contracting authority currently operates a range of IT systems and infrastructure essential to the delivery of its services. To ensure continued efficiency, security, and innovation, the authority intends to appoint a specialist IT Managed Service Provider (MSP) capable of supporting both current and future requirements.

Scope of Services

Will include, but is not limited to:

- 24/7 IT helpdesk support
- Proactive monitoring and maintenance of networks, servers, and end-user devices
- Cybersecurity management, including threat detection and response
- Cloud services management and optimisation
- Software and hardware asset management
- IT consultancy and strategic planning
- Backup, Disaster recovery and business continuity planning
- Regular reporting and performance reviews

Procurement Process

The procurement will be conducted in accordance with applicable PA23 regulations. Further details, including premarket engagement, tender process, evaluation criteria, and timelines, will be set out in the forthcoming notices.

Contract dates (estimated)

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2033
- 7 years

Description of possible extension:

Extension periods will be available for up to a maximum of 4 years from the original contract end date and will be issued on a yearly basis. Extension periods will be granted to the supplier based on the contract being fulfilled to a satisfactory level and will be subject to regular reviews.

Main procurement category

Services

CPV classifications

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

Contract locations

- UKC - North East (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

2 March 2026

Tender submission deadline

30 April 2026, 11:59pm

Submission address and any special instructions

<https://sell2.in-tend.co.uk/blpd/home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 May 2026

Other information

Payment terms

Payment of undisputed invoices will be made within 30 days of a valid invoice being submitted electronically to finance@ddfire.gov.uk

Invoices must be submitted in a valid format to be accepted.

Procedure

Procedure type

Open procedure

Contracting authority

County Durham and Darlington Fire and Rescue Authority

- Public Procurement Organisation Number: PHZD-9911-YYLH

Service HQ

Durham

DH1 1TW

United Kingdom

Email: procurement@ddfire.gov.uk

Website: <https://www.ddfire.gov.uk/>

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government