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Tender

IT Support Provision

UNITED KINGDOM ANTI-DOPING LIMITED

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Notice identifier: 2025/S 000-083588

Procurement identifier (OCID): ocds-h6vhtk-05f744

Published 16 December 2025, 6:38pm

Scope

Description

UK Anti-Doping (UKAD) seeks to appoint a supplier to provide comprehensive IT support services for its Microsoft-based cloud and desktop environment.

The successful supplier will deliver:

On-site support: Minimum of two days per month across UKAD's Loughborough and London offices.

Remote support: Helpdesk services during UK office hours, issue resolution, ticketing, monthly reporting, and attendance at quarterly review meetings.

Core scope includes:

- Support for Microsoft Azure infrastructure (IaaS), Office 365 tenant, and EntraID identity management.
- Device management via Intune for Windows 11 desktops and iOS/Android mobile devices.
- Active Directory and DNS management.

- Desktop support and patch management.
- Cybersecurity measures including multi-factor authentication and compliance monitoring.

Strategic input: Guidance on IT strategy and participation in IT governance meetings.

Supplier must demonstrate proven experience in delivering secure IT services, including robust patching and proactive improvement recommendations.

Full details, including service levels and technical requirements, are provided in the Specification document within the tender pack.

It is anticipated that the cost of the annual services will be around £78,000 + VAT.

Total value (estimated)

- £468,000 excluding VAT
- £561,600 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 March 2026 to 28 February 2029
- Possible extension to 28 February 2032
- 5 years, 11 months, 28 days

Description of possible extension:

Contract values assumes an Initial 3 year contract plus three 1 year extensions (3 +1+1+1).

Options

The right to additional purchases while the contract is valid.

We may require consultancy support for strategic projects and development work.

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

Please refer to Specification.

Technical ability conditions of participation

Please refer to Specification.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

16 January 2026, 12:00pm

Tender submission deadline

30 January 2026, 12:00pm

Submission address and any special instructions

Please e-mail all tender submission documents to procurement@ukad.org.uk

Tenders may be submitted electronically

No

Languages that may be used for submission

English

Award decision date (estimated)

16 February 2026

Award criteria

| Name | Description | Type | Weighting |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------|
| Methodology to deliver the IT support provision requirements | Please refer to Appendix III (b) for question details. Please refer to Appendix IV for more details on the Evaluation categories, scoring methodologies, matrices and weightings. | Quality | 28% |
| Technical competency and knowledge of delivery staff | Please refer to Appendix III (b) for question details. Please refer to Appendix IV for more details on the Evaluation categories, scoring methodologies, matrices and weightings. | Quality | 21% |
| Fixed annual fee | Please refer to Appendix III (b) for question details. Please refer to Appendix IV for more details on the Evaluation categories, scoring methodologies, matrices and weightings. | Price | 20% |

| Name | Description | Type | Weighting |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|
| Keeping up to date with issues affecting UKAD's IT environment | Please refer to Appendix III (b) for question details. Please refer to Appendix IV for more details on the Evaluation categories, scoring methodologies, matrices and weightings. | Quality | 14% |
| Rate Card | Please refer to Appendix III (b) for question details. Please refer to Appendix IV for more details on the Evaluation categories, scoring methodologies, matrices and weightings. | Price | 10% |
| Ability to mobilise | Please refer to Appendix III (b) for question details. Please refer to Appendix IV for more details on the Evaluation categories, scoring methodologies, matrices and weightings. | Quality | 7% |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[UKAD IT Support Provision Tender Documents.zip](#)

Contracting authority

UNITED KINGDOM ANTI-DOPING LIMITED

- Companies House: 06990867
- Public Procurement Organisation Number: PPYZ-9177-QNHN

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Loughborough

LE11 3QF

United Kingdom

Email: procurement@ukad.org.uk

Website: <https://www.ukad.org.uk>

Region: UKF22 - Leicestershire CC and Rutland

Organisation type: Public authority - central government