Contract details notice

Procurement Act 2023, section 53 · Notice reference 008862-2026 · Published 29 April 2026

Contracting authority
Kingsholt City Council

Notice reference
008862-2026

Contract reference
KCC-ICT-24-0917

Supplier
Elmstead ICT Solutions Ltd (trading as Elmstead Digital)

Registration number
08867310

Procedure
Call-off from a framework

CPV codes
72253000, 72500000, 50320000

Date of award
20 February 2026

Contract entered into
27 February 2026

Start
1 April 2026

End (initial term)
31 March 2029

Options
24 months

Maximum term
60 months

Contract value
£2.31m ex VAT

Payment terms
45 days

Tenders received
3

About this contract

Kingsholt City Council has entered into a call-off contract under a national framework for a managed ICT service desk and end-user device support service. The service covers approximately 2,400 council staff across 31 sites, with a single point of contact for incidents and requests, device imaging and deployment, and asset management for laptops, tablets and smartphones.

The contract was awarded following a mini-competition among three framework suppliers. The successful supplier scored highest on the quality criteria, in particular on its proposed approach to first-time fix and to the transition from the incumbent provider.

Key performance indicators

1. First-time fix rate
2. Service availability (monthly)
3. Customer satisfaction score (quarterly survey)

Performance against each indicator will be reported monthly and published at least annually in a contract performance notice where required by section 71.

Payment

The Council has agreed payment terms of 45 days from receipt of a valid invoice. Invoices are submitted monthly in arrears against the service charge schedule.

Publication

This notice was published on 29 April 2026. The contract was entered into on 27 February 2026.

SYNTHETIC TEST DOCUMENT - fictional authority and supplier - not a real notice