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Contract

## Technology Services 4

Crown Commercial Service

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

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## Scope

## Reference

RM6190

## Description

This framework is for the provision of technology and digital consultancy services, transition and SIAM, end user services, infrastructure services, live service management and maintenance, asset management, application development and lifecycle management services, data management, security management and transformation services.

Bidders that were successful in the two corresponding Matrix Component Lots (as applicable to each Matrix Lot) have been automatically added to the relevant Matrix Lots

as listed below:

Lot 1: 1.2, 1.3, 1.4, 1.5, 1.3a, 1.4a, 1.5a

Lot 2: 1.2, 2.3, 2.4, 2.5

Lot 3: 1.3, 2.3, 3.4, 3.5

Lot 3a: 3a, 1.3a, 3a.4a, 3a.5a

Lot 4: 1.4, 2.4, 3.4, 4.5

Lot 4a: 1.4a, 3a.4a, 4a.5a

Lot 5: 1.5, 2.5, 3.5, 4.5

Lot 5a: 1.5a, 3a.5a, 4a.5a

## **Commercial tool**

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

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## **Lot 1. Technology and Digital Consultancy Services**

### **Description**

Provides access to technology and digital consultancy services including:

- technology and digital strategy

- service design
  - other technology and digital consultancy services
- 

## **Lot 2. Transition & Service Integration and Management (SIAM)**

### **Description**

Provides access to a range of services to deliver technology service transition and SIAM including:

- project and programme management
  - service transition implementation and management
  - post service transition management and review
  - risk analysis and management
  - knowledge transfer
- 

## **Lot 3. End User Services**

### **Description**

Provide access to a range of services to deliver end user services including:

- end user support
  - end user computing and device management
- 

## **Lot 3a. End User Services (lower value and complexity)**

## **Description**

Lot 3a: Provide access to a range of services (lower value and complexity) to deliver end user services including:

- end user support
  - end user computing and device management
- 

## **Lot 4. Infrastructure Management**

### **Description**

Provide access to a range of services to deliver infrastructure management including:

- IT operations and service management
  - security management
  - network infrastructure management
  - hardware and software asset management
- 

## **Lot 4a. Infrastructure Management (lower value and complexity)**

### **Description**

Provide access to a range of services (lower value and complexity) to deliver infrastructure management including:

- IT operations and service management
- security management

- network infrastructure management
  - hardware and software asset management
- 

## **Lot 5. Application and Data Management**

### **Description**

Provide access to a range of services to deliver application and data management including:

- application development, management and support
  - data warehouse, database and data management
- 

## **Lot 5a. Application and Data Management (lower value and complexity)**

### **Description**

Provide access to a range of services (lower value and complexity) to deliver application and data management including:

- application development, management and support
  - data warehouse, database and data management
- 

## **Lot 6. Major Technology Services Transformation Programmes**

### **Description**

Provides access to a range of services covering lots 1, 2, 3, 4 and 5.

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## **Framework**

### **Open framework scheme end date (estimated)**

11 December 2033

### **Maximum percentage fee charged to suppliers**

1%

### **Further information about fees**

The Supplier will pay, excluding VAT, 1% of all the Charges for the Deliverables invoiced to the Buyer under all Call-Off Contracts.

### **Framework operation description**

Refer to Framework Schedule 7 for details of the competitive selection processes for the award of contracts under this framework.

In the event that there is a challenge to the Competition and such a challenge is confined to any one particular Lot, the Authority reserves the right to the extent that it is lawful to do so, to conclude a Framework Contract with the successful Suppliers in respect of the Lot(s) that has (have) not been so challenged." and this should go in the lot descriptions the rest is covered in the ITT The Authority also reserves the right to extend Lots by varying durations.

Call-Off Contracts may be awarded by Buyers either via a Competitive Selection Process or under Lots 1, 2, 3, 3a, 4, 4a, 5 and 5a only using an Award Without Competition process, as described in Framework Schedule 7 of the Framework Contract. If a Buyer wishes to award a Call-Off Contract under the Framework using the Award Without Competition process, the Buyer must use the Framework Catalogues for the relevant Lot, which will be made available to Buyers by the Authority, and must apply the objective mechanism for supplier selection set out within Framework Schedule 7 of the Framework Contract to the Catalogue Item(s) available within Framework Catalogues that meet the Buyer's requirements. The Catalogue Items available within the Framework Catalogues may be updated from time

to time during the Framework Contract Period in line with the specific Catalogue operation and update process described in Annex A to Framework Schedule 7 of the Framework Contract.

Where two or more Suppliers are successfully appointed to an available Lot for this Framework, excluding Lot 6, Matrix Lots will be formed. The matrix lots, and corresponding component lots, are set out in Attachment 1 and in Framework Schedule 1 Specification.

### **Award method when using the framework**

Either with or without competition

### **Contracting authorities that may use the framework**

Please refer to attachment RM6190 Technology Services 4 -

Customer List

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## **Contract 1. Lot 1 - Technology and Digital Consultancy Services**

## **Lots**

Lot 1. Technology and Digital Consultancy Services

## **Supplier**

- Withheld Section94 Supplier

## **Contract value**

- £960,000,000 excluding VAT
- £1,152,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

## **Date signed**

12 December 2025

## **Contract dates**

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028
- 3 years

Description of possible extension:

Framework one (1) is for a term of 30 months with an option to extend for 6 months



## **Main procurement category**

Services

## **CPV classifications**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
  - 48000000 - Software package and information systems
  - 50000000 - Repair and maintenance services
  - 51000000 - Installation services (except software)
  - 72000000 - IT services: consulting, software development, Internet and support
  - 73000000 - Research and development services and related consultancy services
- 

## **Contract 2. Lot 2. Transition & Service Integration and Management (SIAM)**

### **Lots**

Lot 2. Transition & Service Integration and Management (SIAM)

### **Supplier**

- Withheld Section94 Supplier

### **Contract value**

- £1,600,000,000 excluding VAT
- £1,920,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Date signed**

12 December 2025

### **Contract dates**

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028
- 3 years

Description of possible extension:

Framework one (1) is for a term of 30 months with an option to extend for 6 months

### **Main procurement category**

Services

### **CPV classifications**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48000000 - Software package and information systems

- 50000000 - Repair and maintenance services
  - 51000000 - Installation services (except software)
  - 72000000 - IT services: consulting, software development, Internet and support
  - 73000000 - Research and development services and related consultancy services
- 

## **Contract 3. Lot 3. End User Services**

### **Lots**

Lot 3. End User Services

### **Supplier**

- Withheld Section94 Supplier

### **Contract value**

- £1,600,000,000 excluding VAT
- £1,920,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Date signed**

12 December 2025

### **Contract dates**

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028
- 3 years

Description of possible extension:

Framework one (1) is for a term of 30 months with an option to extend for 6 months

## **Main procurement category**

Services

## **CPV classifications**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
  - 48000000 - Software package and information systems
  - 50000000 - Repair and maintenance services
  - 51000000 - Installation services (except software)
  - 72000000 - IT services: consulting, software development, Internet and support
  - 73000000 - Research and development services and related consultancy services
- 

## **Contract 4. Lot 3a. End User Services (lower value and complexity)**

### **Lots**

Lot 3a. End User Services (lower value and complexity)

## **Supplier**

- Withheld Section94 Supplier

## **Contract value**

- £480,000,000 excluding VAT
- £576,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

## **Date signed**

12 December 2025

## **Contract dates**

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028
- 3 years

Description of possible extension:

Framework one (1) is for a term of 30 months with an option to extend for 6 months

## **Main procurement category**

## Services

### CPV classifications

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
  - 48000000 - Software package and information systems
  - 50000000 - Repair and maintenance services
  - 51000000 - Installation services (except software)
  - 72000000 - IT services: consulting, software development, Internet and support
  - 73000000 - Research and development services and related consultancy services
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## Contract 5. Lot 4. Infrastructure Management

### Lots

Lot 4. Infrastructure Management

### Supplier

- Withheld Section94 Supplier

### Contract value

- £2,080,000,000 excluding VAT
- £2,496,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Date signed**

12 December 2025

### **Contract dates**

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028
- 3 years

Description of possible extension:

Framework one (1) is for a term of 30 months with an option to extend for 6 months

### **Main procurement category**

Services

### **CPV classifications**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48000000 - Software package and information systems
- 50000000 - Repair and maintenance services
- 51000000 - Installation services (except software)
- 72000000 - IT services: consulting, software development, Internet and support

- 73000000 - Research and development services and related consultancy services
- 

## **Contract 6. Lot 4a. Infrastructure Management (lower value and complexity)**

### **Lots**

Lot 4a. Infrastructure Management (lower value and complexity)

### **Supplier**

- Withheld Section94 Supplier

### **Contract value**

- £480,000,000 excluding VAT
- £576,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Date signed**

12 December 2025

### **Contract dates**

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028



- 3 years

Description of possible extension:

Framework one (1) is for a term of 30 months with an option to extend for 6 months

## **Main procurement category**

Services

## **CPV classifications**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
  - 48000000 - Software package and information systems
  - 50000000 - Repair and maintenance services
  - 51000000 - Installation services (except software)
  - 72000000 - IT services: consulting, software development, Internet and support
  - 73000000 - Research and development services and related consultancy services
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## **Contract 7. Lot 5. Application and Data Management**

### **Lots**

Lot 5. Application and Data Management

### **Supplier**

- Withheld Section94 Supplier

### **Contract value**

- £3,200,000,000 excluding VAT
- £3,840,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Date signed**

12 December 2025

### **Contract dates**

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028
- 3 years

Description of possible extension:

Framework one (1) is for a term of 30 months with an option to extend for 6 months

### **Main procurement category**

Services

### **CPV classifications**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
  - 48000000 - Software package and information systems
  - 50000000 - Repair and maintenance services
  - 51000000 - Installation services (except software)
  - 72000000 - IT services: consulting, software development, Internet and support
  - 73000000 - Research and development services and related consultancy services
- 

## **Contract 8. Lot 5a. Application and Data Management (lower value and complexity)**

### **Lots**

Lot 5a. Application and Data Management (lower value and complexity)

### **Supplier**

- Withheld Section94 Supplier

### **Contract value**

- £1,600,000,000 excluding VAT
- £1,920,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

### **Date signed**

12 December 2025

### **Contract dates**

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028
- 3 years

Description of possible extension:

Framework one (1) is for a term of 30 months with an option to extend for 6 months

### **Main procurement category**

Services

### **CPV classifications**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
  - 48000000 - Software package and information systems
  - 50000000 - Repair and maintenance services
  - 51000000 - Installation services (except software)
  - 72000000 - IT services: consulting, software development, Internet and support
  - 73000000 - Research and development services and related consultancy services
- 

## **Contract 9. Lot 6. Major Technology Services Transformation Programmes**

## **Lots**

Lot 6. Major Technology Services Transformation Programmes

## **Supplier**

- Withheld Section94 Supplier

## **Contract value**

- £4,000,000,000 excluding VAT
- £4,800,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

## **Date signed**

12 December 2025

## **Contract dates**

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028
- 3 years

Description of possible extension:

Framework one (1) is for a term of 30 months with an option to extend for 6 months

## **Main procurement category**

Services

## **CPV classifications**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48000000 - Software package and information systems
- 50000000 - Repair and maintenance services
- 51000000 - Installation services (except software)
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services

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## **Other information**

### **Applicable trade agreements**

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

### **Conflicts assessment prepared/revised**

Yes

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## Procedure

### Procedure type

Open procedure

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## Supplier

### Withheld Section94 Supplier

- Public Procurement Organisation Number: PBXY-3232-WNHZ

Withheld address line 1

Withheld Town

SW1A 2AS

United Kingdom

Email: [withheldemail@noreply.com](mailto:withheldemail@noreply.com)

Website: <https://www.crowncommercial.gov.uk/agreements/RM6190>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1 - Technology and Digital Consultancy Services

Contract 2. Lot 2. Transition & Service Integration and Management (SIAM)

Contract 3. Lot 3. End User Services

Contract 4. Lot 3a. End User Services (lower value and complexity)

Contract 5. Lot 4. Infrastructure Management

Contract 6. Lot 4a. Infrastructure Management (lower value and complexity)

Contract 7. Lot 5. Application and Data Management

Contract 8. Lot 5a. Application and Data Management (lower value and complexity)

Contract 9. Lot 6. Major Technology Services Transformation Programmes

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## **Contracting authority**

### **Crown Commercial Service**

- Public Procurement Organisation Number: PBZB-4962-TVLR

The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Telephone: 0345 410 2222

Email: [info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk)



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

Region: UKD72 - Liverpool

Organisation type: Public authority - central government