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Contract

Technology Services 4

Crown Commercial Service

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

Notice identifier: 2026/S 000-001978

Procurement identifier (OCID): ocids-h6vhtk-04eac3 ([view related notices](#))

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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.

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.

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

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

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

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

Other information

Applicable trade agreements

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

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

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

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

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

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Region: UKD72 - Liverpool

Organisation type: Public authority - central government