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Contract

## **Web Methods Managed Service, Software Maintenance and Support**

FCDO Services

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

Notice identifier: 2025/S 000-022442

Procurement identifier (OCID): ocds-h6vhtk-04fe6c ([view related notices](#))

Published 19 May 2025, 9:10am

### **Scope**

### **Reference**

XLYP A120/035/25LJ

### **Description**

Managed Service for Software Maintenance and Support - Biometric System

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### **Contract 1. Managed Service for Software Maintenance and**

## **Support - Biometric System**

### **Supplier**

- IBM UNITED KINGDOM LIMITED

### **Contract value**

- £5,838,731.50 excluding VAT
- £7,006,477.80 including VAT

Above the relevant threshold

### **Date signed**

22 April 2025

### **Contract dates**

- 22 April 2025 to 31 March 2028
- 2 years, 11 months, 9 days

### **Main procurement category**

Goods

### **CPV classifications**

- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems

**Contract locations**

- UK - United Kingdom

**Key performance indicators**

Name	Reporting frequency
Incident Management	1 months
Service Measurement	1 months
System Monitoring	1 months

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**Other information****Conflicts assessment prepared/revised**

Yes

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**Procedure****Procedure type**

Direct award

**Direct award justification**

Single supplier - technical reasons

Additional or repeat goods, services or works - extension or partial replacement

The contracting authority wishes to buy additional services which are the same or compatible with existing provisions (both those already supplied or that are contracted to be supplied). A change of supplier would result in the contracting authority receiving services that are different from, or incompatible with, the existing services and that difference or incompatibility would result in disproportionate technical difficulties in operation or maintenance

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## Supplier

### **IBM UNITED KINGDOM LIMITED**

- Public Procurement Organisation Number: PNQM-8935-PYGQ

Building C, IBM Hursley Office, Hursley Park Road

Winchester

SO21 2JN

United Kingdom

Email: [ukcat@uk.ibm.com](mailto:ukcat@uk.ibm.com)

Region: UKJ36 - Central Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Managed Service for Software Maintenance and Support - Biometric System

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## Contracting authority

### FCDO Services

- Public Procurement Organisation Number: PXRT-4666-VHHJ

Hanslope Park

Milton Keynes

MK19 7BH

United Kingdom

Email: [purchasingenquiries@fcdo.gov.uk](mailto:purchasingenquiries@fcdo.gov.uk)

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

Region: UKJ12 - Milton Keynes

Organisation type: Public authority - central government