

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/022442-2025>

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

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

Other information**Conflicts assessment prepared/revised**

Yes

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

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

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

Contracting authority

FCDO Services

- Public Procurement Organisation Number: PXRT-4666-VHHJ

Hanslope Park

Milton Keynes

MK19 7BH

United Kingdom

Email: purchasingenquiries@fcdo.gov.uk

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

Region: UKJ12 - Milton Keynes

Organisation type: Public authority - central government