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Pipeline

## **Provision of SIAM, Service Desk and ITSM**

The Insolvency Service

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-023176

Procurement identifier (OCID): ocids-h6vhtk-050c32

Published 20 May 2025, 12:23pm

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

Estimated Contract Dates have been amended and the Commercial tool being used for this Tender has been clearly identified.

### **Scope**

### **Reference**

FD1101

## Description

Provision of SIAM, Service Desk and ITSM Services

## Total value (estimated)

- £12,000,000 excluding VAT
- £14,000,000 including VAT

## Contract dates (estimated)

- 1 December 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years

## Main category

Services

## CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

## Contract locations

- UK - United Kingdom
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## Procedure

### Procedure type

Using pre-Procurement Act commercial tool

### Commercial tool being used

CCS Framework Agreement, RM6100 Technology Services 3

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## Contracting authority

### The Insolvency Service

- Public Procurement Organisation Number: PLGZ-7984-QRRR

1 Westfield Avenue

Stratford

E20 1HZ

United Kingdom

Email: [commercial@insolvency.gov.uk](mailto:commercial@insolvency.gov.uk)

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - central government