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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): ocds-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

Procedure

Procedure type

Using pre-Procurement Act commercial tool

Commercial tool being used

CCS Framework Agreement, RM6100 Technology Services 3

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

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - central government