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Planning

## **714171455 - Defence IT Service Desk (RFI)**

Ministry of Defence

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-023837

Procurement identifier (OCID): ocds-h6vhtk-04ea9c

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### **Scope**

### **Reference**

714171455 - UK2

### **Description**

The current Defence IT Service Desk contract provides IT Service Desk services (described below) to circa 220,000 Authority users within the Official and Secret domains expires in June 2027. The Authority is looking to procure a new Defence IT Service Desk capability to provide continuity of these critical IT support services for Defence users from this date.

### **Total value (estimated)**

- £140,000,000 excluding VAT
- £168,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 10 June 2027 to 9 June 2032
- 5 years

### **Main procurement category**

Services

### **CPV classifications**

- 72222300 - Information technology services
- 72253100 - Helpdesk services
- 72253200 - Systems support services
- 79512000 - Call centre

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## **Engagement**

### **Engagement deadline**

16 April 2025

## **Engagement process description**

The Authority would like to notify you of a potential upcoming procurement, and by doing so is keen to understand where the market stands in terms of its requirement relating to the Defence IT Service Desk. The Authority is initially interested in getting responses to a series of questions within the RFI.

The RFI has been published on DSP and can be found at <https://contracts.mod.uk/esop/guest/go/opportunity/detail?opportunityId=59614>

Following the receiving responses to the RFI, the Authority proposes to engage in a series of industry engagements. Dates and structure are to be confirmed.

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## **Procedure**

### **Special regime**

Defence and security

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## **Contracting authority**

### **Ministry of Defence**

- Public Procurement Organisation Number: PHVX-4316-ZVGZ

Ministry of Defence

Corsham

SN13 9NR

United Kingdom

Email: [UKStratcomDD-CM-OSM-Mailbox@mod.gov.uk](mailto:UKStratcomDD-CM-OSM-Mailbox@mod.gov.uk)

Website: <https://www.gov.uk/government/organisations/ministry-of-defence>

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - central government