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Contract

IT Magement Service Tool

General Pharmaceutical Council

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

Notice identifier: 2025/S 000-027583

Procurement identifier (OCID): ocds-h6vhtk-052696

Published 27 May 2025, 9:53am

Scope

Reference

GPhC140QC

Description

We have around 300 staff. We have about 15 IT staff. Our service desk is located at our London office. We process around 300 tickets (incidents and service requests) per month.

We follow ITIL processes, so the tool needs to adhere to ITIL principles and support those processes.

In addition, we currently use our current tool for Change and Problem management, including asset management of laptops and mobile phones.

We are looking to procure a Software as a Service (SaaS) ITSM Tool to meet our requirements.

Contract 1. IT Service Management (ITSM) Tool

Supplier

- TOPDESK UK LIMITED

Contract value

- £4,569,189 excluding VAT
- £5,483,027 including VAT

Below the relevant threshold

Date signed

2 May 2025

Contract dates

- 2 May 2025 to 1 May 2028
- 3 years

Main procurement category

Services

CPV classifications

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

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Signed contract documents

[TOPDesk Award Notification Letter_signed.pdf](#)

Procedure

Procedure type

Below threshold - limited competition

Supplier

TOPDESK UK LIMITED

- Companies House: 05396062
- Public Procurement Organisation Number: PLXD-4134-VHBT

5 Elstree Gate

Borehamwood

WD6 1JD

United Kingdom

Email: info@topdesk.co.uk

Website: <https://www.topdesk.com/en/>

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. IT Service Management (ITSM) Tool

Contracting authority

General Pharmaceutical Council

- Public Procurement Organisation Number: PXRY-5513-YMDN

Level 14, One Cabot Square, Canary Wharf

London

E14 4QJ

United Kingdom

Contact name: Rene Kiliaan

Email: Procurement@pharmacyregulation.org

Website: <http://www.pharmacyregulation.org>

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government