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Pipeline

Telephony Managed Service Contract

Maritime and Coastguard Agency

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

Notice identifier: 2025/S 000-030025

Procurement identifier (OCID): ocds-h6vhtk-054312

Published 4 June 2025, 4:41pm

Scope

Description

The telephony platform underpins the MCA's telephony capability as a whole directly provisioning HM Coastguard, corporate users and three contact centres.

Total value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Contract dates (estimated)

- 1 October 2026 to 30 September 2029
- 3 years

Main category

Services

CPV classifications

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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

30 September 2025

Procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

Maritime and Coastguard Agency

- Public Procurement Organisation Number: PCWN-9665-QVMZ

105 Commercial Road

Southampton

SO15 1EG

United Kingdom

Email: Contracts@mcga.gov.uk

Region: UKJ32 - Southampton

Organisation type: Public authority - central government