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Pipeline

Application Maintenance and Support Services

DEPARTMENT FOR ENVIRONMENT FOOD & RURAL AFFAIRS

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

Notice identifier: 2022/S 000-033504

Procurement identifier (OCID): ocds-h6vhtk-03886c

Published 25 November 2022, 1:10pm

Scope

Title

Application Maintenance and Support Services

Reference

P-30609

Description

This requirement is for the provision of an Application Maintenance and Support (AMS) services contract?

- to pro-actively monitor and provide alerts for applications/services.?
- to manage, maintain and support applications that are currently managed by: ?
 - IBM under the e-nabling contract; ?
 - Capgemini under the Service Procurement contract; ?
 - Other third-party contracts that may be included in this contract. ?

- to manage, maintain and support applications that are developed by: ?
- internal software development teams; ?
- suppliers that develop applications for Defra that do not have an AMS capability; ?
- management of Software as a Service (SaaS) and Commercial of the Shelf (COTS)Software; and?
- minor application development work to support enhancements and continuous improvement.?
- for the transition of applications from IBM, Capgemini and other third party contracts to the new supplier.?
- for the on-boarding of ?
- applications developed by internal software development teams; ?
- applications developed by suppliers that develop applications for Defra that do not have an AMS capability;?
- Other third-party contracts that may be included in this contract; ?
- Software as a Service (SaaS) and Commercial of the Shelf (COTS)Software.?
- database administration
- to de-commission / transition applications where required.?
- take on the management of third party suppliers/licences (currently managed by IBM and Capgemini) for existing applications.?
- to transform the AMS services to meet the Future Mode of Operation requirements (option to be agreed).?
- which ensures that application documentation is always current.?
- to provide ongoing recurring reporting.?
- to work in a collaborative supplier eco-system to proactively manage issues and problems?
- to support the transition of the services to the replacement supplier (at the end of the

contract) in accordance with an agreed Exit Plan.?

Contract type

Services

Main category (CPV code)

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

Contract location

- UK - United Kingdom

Contract start date (estimated)

4 December 2023

Contract end date (estimated)

3 December 2028

Maximum value (estimated, excluding VAT)

£290,000,000

Renewal

No

Options

The right to additional purchases while the contract is valid.

No

Contract is not suitable for

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Buyer

DEPARTMENT FOR ENVIRONMENT FOOD & RURAL AFFAIRS

DEPARTMENT FOR ENVIRONMENT FOOD & RURAL AFFAIRS

Nobel House,17 Smith Square

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United Kingdom

Website:

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

Not on any register

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Procedure

Procurement start date (estimated)

When the contract notice or equivalent will be published.

28 November 2022

Commercial approach

Whether the procurement is for a new requirement or a reprocurement.

New requirement

Covered by the Government Procurement Agreement (GPA)

Yes