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Tender

## Information Technology Service Management

Defence Equipment and Support

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-034769

Procurement identifier (OCID): ocds-h6vhtk-04fc5d ([view related notices](#))

Published 24 June 2025, 2:40pm

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## Scope

## Reference

714523452 - SPISN/0308

## Description

The Authority seeks Expressions of Interests from qualified providers that have the capability to transition and deliver an IT Service Management (ITSM) managed service via a Multisource Service Integration (MSI) operating model. Through this arrangement the successful supplier(s) will support The Authority to establish strategic partnerships and leverage the expertise, skills, and best practice of internal teams and industry partners across the Enterprise Service Model (ESM) Supplier EcoSystem.

ServiceNow shall be used as the single integrated platform for managing all critical ITSM practices and provide a centralised enterprise system for managing service delivery to users. The supplier(s) is expected to support, sustain and optimise ServiceNow (The Authority's platform of choice under this contract) to ensure the tool is delivering maximum

value and optimised for performance to both interface and integrate effectively with other systems. There is a requirement for the tool to be scalable to evolve to meet current and future business needs.

The nature of this delivery space requires industry partners to operate as part of a collaborative joint mission approach to maximise the effectiveness of the whole force, in an operating centre where technical risk is managed at the highest level. Operating in the SECRET Domain, the service will predominantly be UK based but will operate globally in a connected and disconnected state. This creates opportunities for a combined problem centric approach to solving challenges at pace, experimenting with innovative solutions, as well as traditional support requirements.

The Contractor is further expected to provide, and work collaboratively with The Authority, and other suppliers (in accordance with the Enterprise Target Architecture):

- Transition to Multisource Service Integration (MSI) operating model acting as an enabling function, managing coherence and delivering service management. The Authority will retain the function of Service Integrator to maintain oversight, governance and accountability.
- Evolve the ITSM function utilising the key principles laid out in the ITSM strategy
- Deliver Service Management Functions aligned to ITIL 4 practices on behalf of The Authority
- Support to and optimisation of the ServiceNow tooling (on-prem).
- The current and future onboarding of additional industry partners.

Training on the usage of the ServiceNow tooling.

The initial Contract duration is estimated to be for a period of 5 years with 2 (1 +1) option years.

Potential Providers are to note that in order to fulfil this requirement, the chosen supplier will be exposed to and required to safeguard nationally sensitive information/data bearing a security classification up to and including SECRET UK EYES ONLY level. Potential providers are also required to complete vulnerability assessments on the platform as specified by The Authority.

The Authority therefore requires potential providers to have Provisional Facility Security Clearance status or be willing to gain FSC status to manage these security requirements throughout the entire supply chain by the Tender issue date. Potential Providers who do not meet this minimum eligibility criteria will be sifted out during the PSQ evaluation stage. Potential suppliers who wish to be sponsored through the FSC process by The Authority to note - there is no financial cost for Suppliers undertaking FSC accreditation, but they may be required to make changes to their site, infrastructure, and business administration, at their own cost, to meet the standards required for accreditation. There is also a requirement for personnel working on the development and implementation system to hold DV clearance.

It should be noted that this requirement shall be classed as 'exempt' from PA 2023. This notice is being advertised out for Expressions of Interest and completion of Procurement Specific Questionnaire (PSQ) stage and shall then be removed from the DSP platform and taken forward offline.

Based on the size and complexity of this requirement, SME involvement is essential to enable the solution to be as agile as possible. The Authority welcomes innovative ideas to be shared / discussed on how we can better understand and utilise SMEs throughout The IT Service Management requirement.

It should be noted that a significant proportion of the Technical Assessment Criteria / Weighting will be allocated to SME involvement in both the PSQ and Tender documentation and incentivised in any subsequent Contract.

Please note:

The classification of this PSQ is Official Sensitive and shall be submitted using the DSP platform.

As advised at Industry Day, should companies wish to, they can submit one A4 supplementary document at sensitive which will be treated as SECRET by the Authority.

Submission of any supplementary information is limited to one A4 page, font Arial 11 with no pictures or diagrams.

Full responses must be completed in DSP. Should you fail to provide your response in DSP and submit with your supplementary information, your submission will be deemed non-complaint and excluded from the Tender process.

The supplementary documents must be double wrapped and sealed, the inner wrapping marked secret and addressed to Sophie Parish, the outer wrapping should be addressed to THE SECURITY CONTROLLER of SPISN, MOD Abbey Wood, #8110 I Rowan 1c | Bristol | BS34 8JH.

The package must be sent via approved courier.

The contents of the package must contain a receipt for our Security Controller to sign and return to yourselves.

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

- £65,000,000 excluding VAT
- £78,000,000 including VAT

Above the relevant threshold

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

- 1 April 2026 to 31 March 2033
- 7 years

### **Options**

The right to additional purchases while the contract is valid.

1+1 Option Years

### **Main procurement category**

Services

### **CPV classifications**

- 72222300 - Information technology services

## **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

11 July 2025, 4:00pm

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

21 July 2025, 4:00pm

### **Submission address and any special instructions**

If you are interested in participating in this competition, expressions of interest must be made through the Defence Sourcing Portal (DSP).

The Procurement Specific Questionnaire (PSQ) can be accessed via the direct DSP Opportunity Listing link attached:

<https://contracts.mod.uk/esop/guest/go/opportunity/detail?opportunityId=59687>

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

27 February 2026

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### **Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Technical ability	Will include as minimum technical solution, delivery approach, risk, social value and behaviours	Quality	60%
Commercial	Will include price, commercial model factors and economic consideration	Price	40%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Special regime

Defence and security

### Competitive flexible procedure description

Below are the procedure steps that will be followed. Further detail will be communicated to the successful suppliers from the PSQ stage:

Tender Notice and PSQ published

Down select to 3-6 bidders

Request for Solution released to bidders

High level co creation workshops

Down select to 2 bidders

Detailed co creation workshops

Best and Final Offer

Contract Award

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## Contracting authority

### Defence Equipment and Support

- Public Procurement Organisation Number: PVRL-5831-GLMM

MOD Abbey Wood

Bristol

BS34 8JH

United Kingdom

Contact name: MoD DE&S SPISN

Email: [DESSPISN-Comrcl@mod.gov.uk](mailto:DESSPISN-Comrcl@mod.gov.uk)

Website: <https://www.gov.uk/government/organisations/defence-equipment-and-support>

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Organisation type: Public authority - central government