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Tender

SPISN/0310_Enterprise IT Target Architecture - End User Services (Edge)

Defence Equipment and Support

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

Notice identifier: 2025/S 000-034970

Procurement identifier (OCID): ocds-h6vhtk-055327

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Scope

Description

Contract Duration: 5 years with 2 (1+1) option years

Contract Start Date: 1st April 2026

Contract Value: £38M - £81M

Description

The Authority seeks pre selection questionnaire responses from qualified providers that have the capability to develop and provision a managed services arrangement for a new Enterprise End User Services mission partner. Through this arrangement the successful supplier(s) will be responsible for the delivery of all end user devices and services¹ as well as the unified communications for a specialist user group.

The nature of this competitive edge requires industry partners to operate as part of a collaborative joint mission approach to maximise the effectiveness of the whole force, 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. 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 supplier is expected to support the current estate as well as working with The Authority towards technical refresh for approximately 5,500 end users across fixed UK locations and overseas deployments. This service must be provided as part of the service specification, which will be included within the Request for Solution document that will be provided to all companies who pass the Pre- Selection Questionnaire (PSQ).

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

Act as a mission partner and managed service provider

Support to deployed users

Solution design and supporting artefacts

Working in alignment with The Authority and the user group

Procurement, testing, building and deployment of all end user devices and the relevant supporting artefacts

Migration of existing applications and support of the applications once moved onto the new platform, including necessary interfaces with suppliers and teams where needed

Provide L2/L3/L4 support for all elements of the service line

Deployment and management of a unified communications solution

The initial Contract duration is estimated to be for a period of 5 years with 2 x 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, therefore there is a requirement for a proportion of technical staff are required to be DV cleared.

The Authority also requires potential providers to have Provisional Facility Security Clearance 2 status or be willing to gain FSC status to manage these security requirements throughout the entire supply chain by the RFS issue date. Potential Providers who do not

meet this minimum eligibility criteria will be sifted out during the DPSQ 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.

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.

While the classification of this PSQ will be held at OS, if companies wish to they may send sensitive information that will be treated in accordance with the appropriate government classification by courier to The Authority. Any evidence submitted this way must follow the same guidelines as the OS submissions; evidence for each question is limited to one A4 page, font Arial 11 with no pictures or diagrams. If suppliers wish they may answer one question across two classifications, however the total response will still be limited to the one A4 page cap as detailed within the question set.

The documents must be double wrapped and sealed, the inner wrapping marked secret and addressed to Ella Roper, the outer wrapping should be addressed to THE SECURITY CONTROLLER of SPISN, MOD Abbey Wood, #8110 | Rowan 1c | Bristol | BS34 8JH. All hard copy documents must be with The Authority by COP the Wednesday before the deadline.

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 on receipt.

Only supplementary information will be accepted in paper form. Full responses must be completed in the DSP. Should you fail to provide your full response in the DSP and if suppliers only submit supplementary information, your submission will be deemed non-complaint and excluded from the tender process.

This contract suitable for SMEs; large enterprises must include a percentage of SME involvement within their expression of interest/ Dynamic Pre-Selection Questionnaire (DPSQ) response.

It should be noted that this requirement shall be classed as 'exempt' from PA 2023. This notice is being advertised out for an Expressions of Interest and Completion of Procurement

Specific Questionnaire (PSQ) stage and shall then be withdrawn from the DSP platform and taken forward offline.

Total value (estimated)

- £81,000,000 excluding VAT
- £97,200,000 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.

2 x 1 year options for extension

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services

Participation

Particular suitability

Small and medium-sized enterprises (SME)

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/quest/go/opportunity/detail?opportunityId=60016>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

27 February 2026

Award criteria

Name	Description	Type	Weighting
Technical ability	Will include as a minimum technical solution, delivery approach, risk, social value and behaviours	Quality	60%

Name	Description	Type	Weighting
Commercial	Will include price, commercial model factors and economic consideration	Price	40%

Other information

Conflicts assessment prepared/revised

Yes

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

Justification for not publishing a preliminary market engagement notice

Market engagement has been completed however the PME ocids-h6vhtk-04fc5d is already linked to another Tender as it was a joint collaboration.

Contracting authority

Defence Equipment and Support

- Public Procurement Organisation Number: PVRL-5831-GLMM

MOD Abbey Wood

Bristol

BS34 8JH

United Kingdom

Email: DESSPSN-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