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Planning

714171455 - Defence IT Service Desk - UK2 - Industry Engagement

Ministry of Defence

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-038990

Procurement identifier (OCID): ocds-h6vhtk-04ea9c

Published 10 July 2025, 2:29pm

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Scope

Description

The current Defence IT Service Desk contract provides IT Service Desk services (described below) to circa 220,000 Authority users within the Official and Secret domains expires in June 2027. The Authority is looking to procure a new Defence IT Service Desk capability to provide continuity of these critical IT support services for Defence users from this date.

Total value (estimated)

- £140,000,000 excluding VAT
- £168,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 10 June 2027 to 9 June 2032
- 5 years

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services
- 72253100 - Helpdesk services
- 72253200 - Systems support services
- 79512000 - Call centre

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

25 July 2025

Engagement process description

Following receipt of responses to the RFI (the RFI information can be found by clicking on the 'view related notices' section), the Authority is planning to hold a series of 1-2-1's with industry to explore in further detail areas covered by the RFI, including (but not limited to):

1. Innovation;
2. Charging;
3. Transition
4. Level Playing Field.

These 1-2-1 sessions will take place between the 4th -15th August 2025 and hosted over teams. A response to the RFI is not a prerequisite to being able to participate in the 1-2-1's, however it would be helpful to the Authority to have RFI responses if you have not completed one yet.

To register your interest and to book a time slot please contact us via email using the details in the Contracting Authority section of this notification. Places are limited and therefore the Authority reserves the right to cap the number of engagements. All interested parties should register your interest in attending by email to UKStratcomDD-CM-OSM-Mailbox@mod.gov.uk by 25th July 2025

Please note that for the avoidance of doubt, this notice is not a call for competition and companies who do not register their interest will still be free to participate in any future procurement. The Authority will publish further notices prior to launching any procurement.

Procedure

Special regime

Defence and security

Contracting authority

Ministry of Defence

- Public Procurement Organisation Number: PHVX-4316-ZVGZ

Ministry of Defence

Corsham

SN13 9NR

United Kingdom

Email: UKStratcomDD-CM-OSM-Mailbox@mod.gov.uk

Website: <https://www.gov.uk/government/organisations/ministry-of-defence>

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - central government