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Planning

Enterprise IT Service Desk (RFI)

Ministry of Defence

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

Notice identifier: 2025/S 000-047866

Procurement identifier (OCID): ocds-h6vhtk-04ea80

Published 12 August 2025, 9:57am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

A change has been made to this notice updating the title

Scope

Reference

714171455 - UK2

Description

The current Enterprise 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 Enterprise 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

Engagement

Engagement deadline

16 April 2025

Engagement process description

The Authority would like to notify you of a potential upcoming procurement, and by doing so is keen to understand where the market stands in terms of its requirement relating to the Enterprise IT Service Desk. The Authority is initially interested in getting responses to a series of questions within the RFI.

Following the receiving responses to the RFI, the Authority proposes to engage in a series of industry engagements. Dates and structure are to be confirmed.

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