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Pipeline

Enterprise IT Service Desk - UK1 - Pipeline Notice

Ministry of Defence

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

Notice identifier: 2025/S 000-047909

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

Published 12 August 2025, 10:38am

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 - UK1

Description

The current Enterprise IT Service Desk contract provides IT Service Desk services 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.

Please note: The information in this UK1 Pipeline Notice is purely for information, and no further details are available at this stage. Further details will be provided in a future notice if the opportunity progresses.

Total value (estimated)

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

Contract dates (estimated)

- 10 June 2027 to 9 June 2032
- 5 years

Main category

Services

CPV classifications

- 72222300 - Information technology services
- 72253100 - Helpdesk services
- 72253200 - Systems support services

- 79512000 - Call centre

Submission

Publication date of tender notice (estimated)

16 December 2025

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