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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

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## **Submission**

### **Publication date of tender notice (estimated)**

16 December 2025

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## **Procedure**

### **Special regime**

Defence and security

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## **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](mailto: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