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Planning

Enterprise IT Service Desk - UK2 - Provider Register

Ministry of Defence

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

Notice identifier: 2025/S 000-048963

Procurement identifier (OCID): ocds-h6vhtk-04ea9c ([view related notices](#))

Published 15 August 2025, 6:39am

Scope

Reference

714171455 - UK2

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.

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

30 October 2025

Engagement process description

As we progress with the preparation for the Enterprise IT Service Desk / Project Novus

procurement we would like to create a register of interested providers, whether as Prime or Sub-Contractors, that could be shared with other potential providers to commence discussions around potential supply chain solutions and to support SME engagement. If you would be interested in being on the register, can you please provide contact details using the form below. Participation in this exercise is not mandatory but strongly encouraged and contact details of those who express an interest only will be shared with others who have also responded.

<https://forms.office.com/Pages/ResponsePage.aspx?id=7WB3vINZS0iuldChbfoJ5T0S4G0-rFhNvUzq55uFbIhUMDNaSUI5SUswUUQ4WlgrRU1NVU9OMDRVUi4u>

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