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Contract

Service Desk Certification (SDC) Programme

Maritime and Coastguard Agency

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-051348

Procurement identifier (OCID): ocds-h6vhtk-058df5

Published 26 August 2025, 4:02pm

Scope

Reference

TCA 3/7/1844

Description

This procurement is for the Service Desk Certification (SDC) Programme to be delivered by the Service Desk Institute (SDI). The programme will run over a period of three years and nine months and comprises 18.5 delivery days. SDI's certification is the only globally recognised, independently audited framework specifically designed for service desk operations. It is aligned with the Global Best Practice Standard for Service Desk and provides maturity benchmarking, structured improvement plans, and independent validation.

Expenses are recoverable in line with DfT Policy rates.

Contract 1. Service Desk Certification (SDC) Programme

Supplier

- CUSTOMERS INTERNATIONAL LIMITED Trading as Service Desk Institute

Contract value

- £29,900 excluding VAT
- £35,880 including VAT

Below the relevant threshold

Date signed

26 August 2025

Contract dates

- 28 August 2025 to 26 June 2029
- 3 years, 9 months, 30 days

Main procurement category

Services

CPV classifications

- 80510000 - Specialist training services

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - without competition

Supplier

CUSTOMERS INTERNATIONAL LIMITED Trading as Service Desk Institute

Globe House Eclipse Park, Sittingbourne Road, Maidstone

Kent,

ME14 3EN

United Kingdom

Email: contracts@mcga.gov.uk

Region: UKJ45 - Mid Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Service Desk Certification (SDC) Programme

Contracting authority

Maritime and Coastguard Agency

- Public Procurement Organisation Number: PCWN-9665-QVMZ

105 Commercial Road

Southampton

SO15 1EG

United Kingdom

Email: Contracts@mcga.gov.uk

Website: <https://www.gov.uk/government/organisations/maritime-and-coastguard-agency>

Region: UKJ32 - Southampton

Organisation type: Public authority - central government