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Award

Field Services short-term

Home Office

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Notice identifier: 2025/S 000-066811

Procurement identifier (OCID): ocds-h6vhtk-05d006 ([view related notices](#))

Published 20 October 2025, 3:56pm

Scope

Reference

CLS project_18880

Description

IT support at buyer sites up and down the country

Contract 1. Field Services

Supplier

- ITM Communications Limited

Contract value

- £3,840,000 excluding VAT
- £4,608,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

31 October 2025

Contract dates (estimated)

- 1 November 2025 to 31 October 2026
- 1 year

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

There is, across a large IT estate, a fairly predictable monthly demand for IT support which is covered by a steady monthly charge although each element of support within this expected demand will require an optional request against a catalogue of services. There is likely also to be a less predictable need for potentially large amounts of IT support in

relation to buyer initiatives that depend on IT. These needs for support in respect of buyer initiatives may be sufficiently large as not to be covered by the steady monthly charge and in that sense would represent "additional purchases while the contract is valid".

CPV classifications

- 72611000 - Technical computer support services

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - technical reasons

The directly awarded contract provides continuity while we execute a procurement against CCS framework Technology Services 3. The market is aware of this procurement.

Supplier

ITM Communications Limited

- Public Procurement Organisation Number: PDMP-9384-LQPP

41 Alston Drive, Bradwell Abbey,

Milton Keynes

MK13 9HA

United Kingdom

Email: enquiries@itm.uk.com

Region: UKJ12 - Milton Keynes

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Field Services

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Email: commercialdatenterpriseservices@homeoffice.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government