

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/072768-2025>

Contract

IT Help Desk Outsourcing

Office of Rail and Road

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

Notice identifier: 2025/S 000-072768

Procurement identifier (OCID): ocds-h6vhtk-05de9f

Published 11 November 2025, 12:36pm

Scope

Reference

ORR CT 25-49

Description

Provision of remote 1st to 3rd line IT support services for users at the Office of Rail and Road (ORR). Services include incident resolution, password resets, desktop and printer troubleshooting, and escalation via phone, email, and ServiceNow portal. Optional onboarding, reporting, and extended hours support are available.

Contract 1. IT Help Desk Outsourcing

Supplier

- Stone Technologies Limited

Contract value

- £145,385 excluding VAT
- £174,462 including VAT

Below the relevant threshold

Date signed

18 September 2025

Contract dates

- 1 October 2025 to 30 September 2026
- Possible extension to 30 September 2029
- 4 years

Description of possible extension:

The contract runs for an initial 36-month term from 1 October 2025, with a single extension option of up to 12 months, subject to three months' written notice and approval of an exit plan. A break clause allows for annual contract reviews at 12-month intervals, during which the Buyer may choose to terminate early based on strategic or performance considerations.

Main procurement category

Services

CPV classifications

- 72253100 - Helpdesk services

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - unknown

Supplier

Stone Technologies Limited

- Companies House: 02658501

Granite One Hundred

Stafford

ST18 9AA

United Kingdom

Email: Richard.hadland@convergtg.co.uk

Region: UKG24 - Staffordshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. IT Help Desk Outsourcing

Contracting authority

Office of Rail and Road

- Public Procurement Organisation Number: PMPH-6471-MDYY

25 Cabot Square

London

E14 4QZ

United Kingdom

Email: procurementteam@orr.gov.uk

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - central government

