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Tender

DBS Security Operations Centre (SOC) Service

DBS

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-072909

Procurement identifier (OCID): ocds-h6vhtk-058556 ([view related notices](#))

Published 11 November 2025, 3:41pm

Scope

Reference

C26340

Description

DBS is progressing a major transformation of its legacy IT estate, moving to modern, Software-as-a-Service (SaaS)–based applications.

As part of this transformation, DBS intends to procure a modern, CREST accredited Security Operations Centre (SOC) Service to protect and monitor its next-generation estate.

The SOC will be implemented on the next generation estate only, there is no requirement for SOC services on the legacy estate which is mainly greenfield and as such there is no history of security logs, events or incidents for the applications in scope.

It will include multiple SaaS-based services, a data integration platform, connection to third-party services (which may provide log feeds), and potentially other IaaS/PaaS cloud based services, for which the service shall be capable of onboarding and monitoring.

Multiple third parties work with the Buyer to deliver technology and business services and have access to the Buyer's information and systems. End point, network and other supporting services (email and productivity tools for example) are provided to the Buyer and monitored by the Home Office and as such are out of scope of the SOC Service;

DBS holds information that is highly sensitive and must not be subject to compromise. It depends on real-time, accurate transactions, any compromise to the integrity of such data could lead to significant losses;

DBS collects, stores and manages Personal Data (including sensitive Personal Data); and

DBS services provide evidence to legal bodies that require full audit and visibility of data creation, manipulation and access as part of legislative and regulatory requirements.

DBS require a supplier to design, build and maintain the SOC that is compliant with / aligned to the NCSC guide on building a SOC encompassing: the operating model; onboarding; detection; threat intelligence; and Security Incident response and management.

The SOC must be available and operate 24 hours a day, 7 days a week (at all times).

More information about DBS and its operations can be found at: Disclosure and Barring Service - GOV.UK (www.gov.uk).

Total value (estimated)

- £9,400,000 excluding VAT
- £11,200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 July 2026 to 5 July 2029
- Possible extension to 5 July 2031
- 5 years

Description of possible extension:

The contract will have an initial term of three (3) years, with the option to extend for two (2) additional periods of twelve (12) months each . Any decision to apply an extension will be made in accordance with the terms and conditions of the contract and applicable procurement legislation.

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 72222300 - Information technology services
- 72212730 - Security software development services
- 72500000 - Computer-related services
- 48200000 - Networking, Internet and intranet software package
- 72260000 - Software-related services
- 79710000 - Security services

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

Details can be found in the PSQ

Technical ability conditions of participation

Details can be found in the PSQ

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Tenders

Tender submission deadline

4 February 2026, 5:00pm

Submission address and any special instructions

The procurement will be conducted electronically via the eSourcing Portal (Jaggaer). All communication and document exchange for this procurement will take place through this portal.

Registration:

To participate, suppliers must first be registered on the Jaggaer eSourcing Portal. Registration can be completed online at <https://homeoffice.app.jaggaer.com> by selecting 'To register click here'. Suppliers must have a valid DUNS number (issued by Dun & Bradstreet) for the organisation that would enter into contract with DBS.

Access to procurement documents:

To obtain access to the procurement documentation, suppliers must first request access to the Conflict of Interest (Col), Ethical Wall Agreement (EWA) and Non-Disclosure Agreement (NDA) documents by emailing DBSTenders@dbs.gov.uk. Your email must clearly state the exact organisation name used when registering on the Jaggaer portal.

Once your organisation has been validated, the DBS Procurement Team will enable access to the procurement event within Jaggaer.

Pre-qualification requirement:

Completion and submission of the Col, EWA and NDA documentation is a mandatory precondition for access to the PSQ and ITT. DBS will review submitted documents and confirm eligibility.

Please see the "Competitive Flexible Procedure Description" section for further details.

Support:

For any technical issues with the eSourcing Portal, please contact the Jaggaer Supplier Helpdesk: customersupport@jaggaer.com, 0800 069 8630 (08:00 – 18:00, Monday to Friday)

Government Central Digital Platform:

All bidders must be registered on the Government's Central Digital Platform for Supplier Registration before their tender can be accepted by DBS, available at <https://supplierregistration.cabinetoffice.gov.uk/>. Registration is mandatory under the Procurement Act 2023.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

27 May 2026

Award criteria

| Name | Type | Weighting |
|--------------|-------------|------------------|
| Technical | Quality | 60% |
| Price | Price | 30% |
| Social Value | Quality | 10% |

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Competitive flexible procedure

Competitive flexible procedure description

The procurement will follow a Competitive Flexible Procedure. This will be a single stage procurement where Bidders are asked to submit a response to the PSQ and ITT on the same date. Only bidders that pass the PSQ will have their tender response evaluated. No additional steps will be used.

Following publication of this Tender Notice, bidders will be required to complete a Conflict of Interest (CoI) declaration, an Ethical Wall Agreement (EWA) and Non-Disclosure Agreement (NDA) before receiving access to the Invitation to Tender (ITT). Completion of these will be a gateway requirement for access to the ITT, and bidders must submit their completed documents within the timescales set out in this Tender Notice. Following confirmation of compliance, the ITT will be released simultaneously to all eligible bidders in early December 2025.

Indicative procurement timeline (which is subject to change at DBS's discretion):

- Tender Notice publication: 11/11/2025
- Access provided to CoI / EWA / NDA documents: 11/11/2025
- Deadline for submission of CoI / EWA / NDA documents: 21/11/2025 at 1700
- PSQ and ITT issued to all eligible bidders (see below): early December 2025
- Clarification question period deadline: late January 2026
- Final clarification question log issued: late January 2026
- PSQ and ITT submission deadline: early February 2026

Eligible bidders are bidders who have received confirmation from DBS that their submitted CoI / EWA / NDA documents have been counter-signed. Please allow approximately four (4) working days for DBS to process your submission and confirm eligibility.

DBS may consider allowing late submission of CoI / EWA / NDA documents, however in no circumstances can bidders submit this documentation after 05/01/2026 at 1700. Bidders who are late to submit their CoI / EWA / NDA documents will be required to submit their PSQ and ITT responses on the same date as bidders who submit their CoI / EWA / NDA documents on time.

The PSQ will be assessed on a pass/fail basis covering legal, financial and technical requirements. Case studies demonstrating relevant SOC delivery experience will also be assessed on a pass/fail basis within the PSQ. Tenders from bidders that pass all PSQ

criteria will then be evaluated. Bidders who fail the PSQ will be excluded and will not have their tenders evaluated.

A clarification process will operate during the PSQ and ITT period to enable bidders to seek clarification from DBS. There will be no dialogue, validation, or negotiation stages included in the process.

Due diligence will be undertaken by DBS prior to Contract Award to provide assurance that there are no material risks that could prevent contract signature i.e. if a Supplier bidding for the contract no longer meets the minimum standards required, and their Tender is rejected as a result, DBS reserves the right to award the Contract to the next highest scoring Supplier.

Please note DBS reserves the right at any stage of the procurement to abandon the competition and not award a contract. DBS also reserves the right to make minor amendments to the procurement documentation (for example, to clarify or refine requirements), provided such changes are not substantial and do not distort competition. If amendments are made, DBS will consider whether any corresponding tender deadlines require revision and will issue updated documentation or notices where appropriate.

Documents

Documents to be provided after the tender notice

- Conflicts of Interest, Ethical Wall Agreement, and Non-Disclosure Agreement
- Conditions of Participation
- Invitation to Tender Documents

Contracting authority

DBS

- Public Procurement Organisation Number: PJXX-6763-PBZL

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Contact name: Lesley Draper

Email: DBSTenders@dbs.gov.uk

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government