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Pipeline

Observability Tool UK1 Notice

Department for Science, Innovation & Technology

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-072923

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

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Scope

Reference

prj_5952

Description

One Login's Observability tool will empower developers and support teams to investigate system issues with confidence, and identify problems before they escalate. We are seeking full-stack observability of end-to-end journeys, an intuitive interface, well-tuned alerting, compatibility with Serverless architecture, compatibility with open standards (e.g. OTEL, OCFF), and secure UK-based hosting. Insights from this tool will provide continuous visibility of SLIs, SLOs and error budgets across the service, empowering decision-making at all levels of the organisation and ensuring that One Login operates as intended. This tool is an essential part of our Observability strategy, enabling One Login to meet critical reliability and security commitments and scale to higher volumes - all while maintaining a smooth and responsive experience for users.

Total value (estimated)

- £6,000,000 excluding VAT
- £7,200,000 including VAT

Contract dates (estimated)

- 26 August 2026 to 25 August 2029
- Possible extension to 25 August 2031
- 5 years

Main category

Services

CPV classifications

- 72222300 - Information technology services
- 48000000 - Software package and information systems
- 48100000 - Industry specific software package

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

2 February 2026

Contracting authority

Department for Science, Innovation & Technology

- Public Procurement Organisation Number: PVWZ-3216-PVQL

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Region: UKI32 - Westminster

Organisation type: Public authority - central government

