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Planning

Enterprise IT Service Desk - UK2 - Market Engagement Event

Ministry of Defence

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-073555

Procurement identifier (OCID): ocds-h6vhtk-04ea9c ([view related notices](#))

Published 13 November 2025, 1:49pm

Scope

Reference

714171455 - UK2

Description

The current Enterprise IT Service Desk contract provides IT Service Desk services to circa 220,000 Authority users within the Official and Secret domains expires in June 2027. The Authority is looking to procure a new Enterprise IT Service Desk capability to provide continuity of these critical IT support services for Defence users from this date.

Total value (estimated)

- £140,000,000 excluding VAT

- £168,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 10 June 2027 to 9 June 2034
- 7 years

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services
- 72253100 - Helpdesk services
- 72253200 - Systems support services
- 79512000 - Call centre

Engagement

Engagement deadline

27 November 2025

Engagement process description

The Authority have previously issued several UK2 notifications in respect of the upcoming Enterprise IT Service Desk procurement (also known as Project Novus). A link to published notices against this procurement can be found below.

<https://www.find-tender.service.gov.uk/procurement/ocds-h6vhtk-04ea9c>

The previous engagements with industry have resulted in the distribution and completion of a Request For Information (RFI). The Authority also hosted a limited number of 1-2-1 sessions between the 4th -15th August 2025 to further explore the themes that emerged from the RFI responses.

Upon reflection of the outputs from both the RFI and 1-2-1 sessions, the Authority would like to invite interested suppliers to a further Market Engagement Session. The purpose of the session will be to provide interested industry partners with an update on the Authority's thinking as a result of the early market engagement, the expected procurement timelines as well as the next steps. The session will be held 1000-1200 on the 27th November and will be hosted virtually via teams . Any attendees that are interested in attending the Market Engagement Event can register their interest by completing the form linked below by the 21st November 2025. Invites will then be shared w/c 24th November.

<https://forms.office.com/e/VhiTHh83xL>

Please note that for the avoidance of doubt, this notice is not a call for competition and companies who do not register their interest will still be free to participate in any future procurement. The Authority will publish further notices prior to launching any procurement.

Procedure

Special regime

Defence and security

Contracting authority

Ministry of Defence

- Public Procurement Organisation Number: PHVX-4316-ZVGZ

Ministry of Defence

Corsham

SN13 9NR

United Kingdom

Email: UKStratcomDD-CM-OSM-Mailbox@mod.gov.uk

Website: <https://www.gov.uk/government/organisations/ministry-of-defence>

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - central government