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Contract

Field Services short-term

Home Office

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

Notice identifier: 2025/S 000-074663

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

Published 18 November 2025, 10:52am

Scope

Reference

CLS project_18880

Description

IT support at buyer sites up and down the country

Contract 1. Project_18880 - Field Services uncompeteted short-term

Supplier

- ITM Communications Limited

Contract value

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

Above the relevant threshold

Date signed

31 October 2025

Contract dates

- 1 November 2025 to 31 October 2026
- 1 year

Main procurement category

Services

CPV classifications

- 72611000 - Technical computer support services

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Incident Resolution	Number of unmitigated Incidents Resolved within 4 hours, 8 hours and 5 days for Priority 1, 2 and 3 Incidents respectively, to all resolved Incidents at Priority 1, 2 and 3.	1 months
Workflow Task Update	Number of Workflow Tasks updated within 10 Working Days, to all updated Workflow Tasks.	1 months
Catalogue Request Delivery	Number of Catalogue Requests delivered within 10 Working Days, to all delivered Catalogue Requests.	1 months
Social Value: Workforce Engagement and Voice	Ratio of pilot activities being delivered to groups for which the Supplier has provided satisfactory description of: the group involved; the rationale for and approach to defining that group; the high-level nature of the pilot activity including expected duration; how the pilot activity with the group may produce relevant outcomes, to all pilot activities being delivered to groups.	1 months
Social Value: Supporting Individuals to Gain, Remain, and Progress in Work	Ratio of cumulative completed activities for the Supplier's new performance management / career development framework to cumulative activities planned for completion.	1 months

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

- Companies House: 05379449

41 Alston Drive

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

Supported employment provider: No

Public service mutual: No

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Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Email: CommercialDDaTEnterpriseServices@homeoffice.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government