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Planning

PLM Service Management Support

UK INDUSTRIAL FUSION SOLUTIONS LTD

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

Notice identifier: 2025/S 000-081165

Procurement identifier (OCID): ocds-h6vhtk-05f211

Published 9 December 2025, 4:05pm

Scope

Reference

PP-UKIFS-369

Description

UKIFS seeks a supplier to provide service management support for the Dassault 3DEXPERIENCE PLM system within the STEP Programme. The service will include embedded helpdesk support (1st-3rd line), liaison with Dassault for 4th line, platform administration, user training, and business administration tasks. The contract supports continuity of PLM service management during a critical phase of STEP's design definition workstream.

Further information will be provided via a Tender Notice (to be published)

To view this notice, please click here:

<https://ukifs.delta-esourcing.com/delta/viewNotice.html?noticeId=1000121991>

Total value (estimated)

- £400,000 excluding VAT
- £480,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 10 February 2026 to 10 February 2027
- Possible extension to 10 August 2027
- 1 year, 6 months, 1 day

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services
- 72253000 - Helpdesk and support services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

24 June 2025

The engagement was carried out before this notice was published.

Engagement process description

1. Summary of Engagement

UKIFS conducted preliminary market engagement to inform the development of requirements for the procurement of PLM Service Management Support within the STEP Programme. This engagement aimed to understand considerations around service delivery, security, and transition needs.

2. Engagement Details

Participants:

- Dassault (strategic partner providing 3DEXPERIENCE software)
- Technia (supplier to UKAEA, of which UKIFS is a wholly owned subsidiary)
- Format: Separate c.30-minute virtual sessions via Microsoft Teams

Topics Covered:

- Location and working arrangements, including security requirements
- Information security and access management considerations
- Transition from UKAEA support team to outsourced provider
- Migration and upgrade requirements
- Estimated ticket volumes and support time assumptions

3. Outcome

The engagement helped UKIFS refine its understanding of service requirements and

operational considerations. No confidential or non-public information was shared with suppliers beyond what is now included in the published technical specifications, as part of the corresponding (active) open tender for this requirement. The final requirements were developed independently by UKIFS approximately three months after the engagement.

Contracting authority

UK INDUSTRIAL FUSION SOLUTIONS LTD

- Public Procurement Organisation Number: PCRM-7973-DCBL

UK Industrial Fusion Solutions Ltd, Culham Campus

Oxfordshire

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United Kingdom

Contact name: Operational Procurement Team

Email: operationalprocurement.step@ukifs.uk

Region: UKJ14 - Oxfordshire

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)