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Award

Protective Monitoring Transition and Exit

Home Office

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-081235

Procurement identifier (OCID): ocds-h6vhtk-05f22c ([view related notices](#))

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Scope

Reference

P_19864

Description

The 2-month continuation (plus 1-month contingency) of the current protective monitoring service using IBM QRadar for on-premises and AWS-based Buyer-owned infrastructure and applications, to allow for transition to the in-house, long-term replacement solution. An operational support team monitor, support and patch the Protective Monitoring service and QRadar components including onboarding of new log sources. A Security Operations Centre (SOC) provides analysis of alerts, carries out triage and investigation of any potential security event, and alerts the Buyer.

The monitoring service will be delivered from January 1st 2026 until March 31st 2026. An operational support team shall monitor, support and patch the Protective Monitoring service and QRadar components including onboarding of new log sources. A Security

Operations Centre (SOC) shall provide analysis of alerts, carries out triage and investigation of any potential security event, and alert the Buyer.

The replacement in-house, long-term replacement solution is in the final stages of development and governance with an anticipated go-live of Jan/Feb 2026 with the current IBM QRadar contract terminating on 31st December 2025 with no further extensions available, this short-term continuation contract is required to support transition.

Contract 1

Supplier

- IBM UK Ltd

Contract value

- £216,000 excluding VAT
- £313,200 including VAT

Above the relevant threshold

Award decision date

2 December 2025

Standstill period

- End: 18 December 2025

- 8 working days

Earliest date the contract will be signed

23 December 2025

Contract dates (estimated)

- 1 January 2026 to 30 May 2026
- 4 months, 30 days

Main procurement category

Services

CPV classifications

- 72212732 - Data security software development services

Procedure

Procedure type

Direct award

Supplier

IBM UK Ltd

- Companies House: 01503908

Building C, IBM Hursley Office

Winchester

SO21 2JN

United Kingdom

Email: jzillessen@uk.ibm.com

Region: UKJ36 - Central Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Email: collaborativeprocurement@homeoffice.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government