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Tender

PLM Service Management Support - PP-UKIFS-369

UK INDUSTRIAL FUSION SOLUTIONS LTD

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-081529

Procurement identifier (OCID): ocds-h6vhtk-05f2ce

Published 10 December 2025, 2:05pm

Scope

Reference

PP-UKIFS-369

Description

1. Summary of Requirement

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 workflow.

2. Key Technical Scope

- Service desk support (ITIL4-aligned) for ~270 users initially, scaling to ~500 users.
- Support migration from UKAEA Ivanti ticketing system to STEP ticketing system.

- Assist with onboarding industrial partners and cloud migration (Dec 2025-Mar 2026).
- Provide training materials and support for up to 20 PLM capabilities.
- Business and platform administration tasks, including IAM, license monitoring, and dashboard maintenance.
- Personnel must hold BPSS (service desk) and SC clearance (business/platform admin).

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://ukifs.delta-esourcing.com/tenders/UK-UK-Oxfordshire:-Information-technology-services./8G5QA388HR>

To respond to this opportunity, please click here:

<https://ukifs.delta-esourcing.com/respond/8G5QA388HR>

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

Description of possible extension:

Up to 6 months (see ITT for further information)

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

See ITT for further information

Technical ability conditions of participation

See ITT for further information

Submission

Enquiry deadline

6 January 2026, 1:00pm

Tender submission deadline

16 January 2026, 5:00pm

Submission address and any special instructions

<https://ukifs.delta-esourcing.com>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

28 January 2026

Award criteria

Name	Description	Type
Tecnical	70%	Quality
Social Value	10%	Quality
Total Contract Value	20%	Price

Weighting description

Technical: 70%

Price: 20%

Social Value: 10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

UK INDUSTRIAL FUSION SOLUTIONS LTD

- Public Procurement Organisation Number: PCRM-7973-DCBL

UK Industrial Fusion Solutions Ltd, Culham Campus

Oxfordshire

OX14 3DB

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)