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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 ([view related notices](#))

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 workstream.

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)