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Contract

PROVISION OF RECEPTION CENTRE SERVICES AT HM NAVAL BASE DEVONPORT - UK5

Submarine Delivery Agency

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

Notice identifier: 2025/S 000-083011

Procurement identifier (OCID): ocds-h6vhtk-05db32 ([view related notices](#))

Published 15 December 2025, 3:43pm

Scope

Description

PROVISION OF RECEPTION CENTRE SERVICES AT HM NAVAL BASE

DEVONPORT. The Contractor is required to provide a comprehensive

range of Reception Centre Services to permanent Authority staff,

contractors and visitors to

the Naval Base at Devonport. As the initial point of contact for those

visiting the Naval Base, the Contractor shall ensure that services are

delivered

to a high quality, professional standard, as appropriate to a military

establishment to ensure that the reputation of the Naval Base is

enhanced.

Footnote.

The contract came into force on the 01st of June 2025.

Dates within this notice are retrospective to allow for late publication of this notice.

Contract 1. 712533450 -PROVISION OF RECEPTION CENTRE SERVICES AT HM NAVAL BASE DEVONPORT - UK5

Supplier

- Devonport Royal Dockyard Limited

Contract value

- £2,691,641 excluding VAT
- £3,229,970.40 including VAT

Above the relevant threshold

Date signed

21 November 2025

Contract dates

- 16 December 2025 to 31 March 2028
- Possible extension to 28 February 2030
- 4 years, 2 months, 16 days

Description of possible extension:

Additional Years

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Option years 4&5

CPV classifications

- 79992000 - Reception services

Key performance indicators

Name	Reporting frequency
Hours of Operation	3 months
Customer Satisfaction Process	3 months
Reception Centre Environment	3 months
Naval Base Security Access Passes	3 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

The Reception Centre Service is critical to base operational outputs.

A failed competition in 2023 resulted in the previous contract being extended to May 2024 to allow for parallel single-source negotiations with the incumbent DRDL.

Supplier

Devonport Royal Dockyard Limited

- Companies House: 02077752

HMNB Devonport

Plymouth

PL1 4SG

United Kingdom

Email: info@babcockinternational.com

Website: <https://www.babcockinternational.com>

Region: UKK41 - Plymouth

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 712533450 -PROVISION OF RECEPTION CENTRE SERVICES AT HM
NAVAL BASE DEVONPORT - UK5

Contracting authority

Submarine Delivery Agency

- Public Procurement Organisation Number: PBHX-4625-LVPD

Devonport

Plymouth

PL2 2BG

United Kingdom

Email: julie.rawlinson103@mod.gov.uk

Website: <https://www.gov.uk/government/organisations/submarine-delivery-agency>

Region: UKK41 - Plymouth

Organisation type: Public authority - central government