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Contract

RM6181 - Contract Award - Consumer Advise and Information Phoneline

DESNZ & DSIT Group Commercial

F03: Contract award notice

Notice identifier: 2026/S 000-004274

Procurement identifier (OCID): ocds-h6vhtk-060889

Published 19 January 2026, 11:48am

Section I: Contracting authority

I.1) Name and addresses

DESNZ & DSIT Group Commercial

London

Email

NZBIcommercial@energysecurity.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-energy-security-and-net->

[zero](#)

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

RM6181 - Contract Award - Consumer Advise and Information Phonenumber

II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

To deliver the next phase of the Consumer Advice and Information (CAI) Phonenumber service from March 2026. The service will provide impartial, expert energy advice and assisted digital support to consumers in England regarding clean heat and energy efficiency home improvements, helping consumers to understand and access government schemes, retrofit options, and energy-saving measures

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,369,832.40

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Consumer and Advise services

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Contract awarded under Crown Commercial services Framework agreement RM6181 Lot 1

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Title

Consumer Advice and Information Phonenumber

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 January 2026

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Hinduja Global Solutions UK Limited (HGS)

Preston

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,369,832.40

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Department for Energy Security & Net Zero (DESNZ)

London

Country

United Kingdom