This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/016923-2025">https://www.find-tender.service.gov.uk/Notice/016923-2025</a>

Contract

# **Service Desk Institue Certification**

The Rotherham NHS Foundation Trust

UK7: Contract details notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-016923

Procurement identifier (OCID): ocds-h6vhtk-050759

Published 25 April 2025, 9:44am

## Scope

#### Reference

C355983

## **Description**

Service Desk Institute certification programme including support, training and consultancy days. Standard-based accreditation programme to certify Service Desk quality. Global Best Practice Standard for service management.

## **Contract 1. Service Desk Institute Certification**

# **Supplier**

• Customers International Limited t/as Service Desk Institute

#### **Contract value**

- £25,468 excluding VAT
- £30,561.60 including VAT

Below the relevant threshold

## **Date signed**

24 April 2025

#### **Contract dates**

- 5 August 2025 to 4 August 2026
- Possible extension to 4 August 2027
- 2 years

Description of possible extension:

Rolling - annual fee for maintenance of certification

## Main procurement category

Services

#### **CPV** classifications

• 72000000 - IT services: consulting, software development, Internet and support

## **Procedure**

## **Procedure type**

Below threshold - without competition

# **Supplier**

#### Customers International Limited t/as Service Desk Institute

Globe House Eclipse Park, Sittingbourne Road

Maidstone, Kent

**ME14 3EN** 

**United Kingdom** 

Email: david@sdi-e.com

Website: <a href="https://www.servicedeskinstitute.com/">https://www.servicedeskinstitute.com/</a>

Region: UKJ45 - Mid Kent

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Service Desk Institute Certification

# **Contracting authority**

#### The Rotherham NHS Foundation Trust

• Public Procurement Organisation Number: PWVB-6553-QVYV

Rotherham Hospital, Moorgate Road

Rotherham

S60 2UD

United Kingdom

Contact name: Caitlin Fish

Telephone: 01709424796

Email: caitlin.fish@nhs.net

Website: https://www.therotherhamft.nhs.uk

Region: UKE31 - Barnsley, Doncaster and Rotherham

Organisation type: Public authority - central government