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Contract

Service Desk Institute 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): ocids-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: <https://www.servicedeskintstitute.com/>

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