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Not applicable

Digital Experience and Digital Enablement

NS&I

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-017177

Procurement identifier (OCID): ocds-h6vhtk-03c39a

Published 16 June 2023, 12:11pm

Section I: Contracting authority/entity

I.1) Name and addresses

NS&I

London

SW1P 3BT

Email

tenders@rainbow.nsandi.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://rainbow.nsandi.com>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Experience and Digital Enablement

II.1.2) Main CPV code

- 66100000 - Banking and investment services

II.1.3) Type of contract

Services

II.1.4) Short description

Our goal is to simplify and improve every part of the NS&I customer experience with seamless end-to-end digital journeys. Digital Experience and Digital Enablement provides the capabilities needed to deliver these digital self-service experiences and journeys, via mobile app, website and voice assistant channels. We want to provide a great service, with the most suitable products, to allow customers to focus on saving for what matters to them.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-011675](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II.1.5)

Place of text to be modified

Estimated total value

Instead of

Text

£168,600,000

Read

Text

£112,500,000

Section number

II.2.4)

Place of text to be modified

Description of the procurement

Instead of

Text

The total estimated contract spend is £126m before VAT and inflation. The value of any extension requested is estimated at £42.6m. The proposed contract duration and extension options are:

Read

Text

The total estimated contract spend is £112.5m before VAT and inflation. The value of any extension requested is estimated at £32.6m. The proposed contract duration and extension options are:

