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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](mailto:tenders@rainbow.nsandi.com)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

<https://rainbow.nsandi.com>

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## **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.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

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

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## 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:

