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Pipeline

Service Management L2 (Manned) Helpdesk

NS&I

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-027013

Procurement identifier (OCID): ocds-h6vhtk-0524ad

Published 23 May 2025, 4:54pm

Scope

Description

Provision of a centralised helpdesk for NS&I and Supplier Staff. Level 2 i.e. manned.

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 30 September 2030
- 4 years, 6 months

Main category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

1 January 2026

Contracting authority

NS&I

- Public Procurement Organisation Number: PJNT-9481-WXVY

Sanctuary Buildings

London

SW1P 3BT

United Kingdom

Email: Commercial@nsandi.com

Region: UKI32 - Westminster

Organisation type: Public authority - central government