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Contract

## **DDaT25227 - Helpscout Subscription**

UK Research and Innovation

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-028123

Procurement identifier (OCID): ocds-h6vhtk-0527fa

Published 28 May 2025, 2:07pm

## **Scope**

## **Reference**

DDaT25227

## **Description**

\*\*\*\*\* THIS IS A CONTRACT DETAILS NOTICE, NOT A CALL FOR COMPETITION \*\*\*\*\*

This procurement is being concluded without competition due to an absence of competition for technical reasons, only a particular supplier can supply the goods, services or works required.

UK Research and Innovation had a requirement for the provision of a Helpscout Subscription,

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## **Contract 1. DDaT25227 - Helpscout Subscription**

### **Supplier**

- Help Scout PBC

### **Contract value**

- 15955.20 USD excluding VAT
- 15955.20 USD including VAT

Below the relevant threshold

### **Date signed**

2 May 2025

### **Contract dates**

- 2 May 2025 to 1 May 2026
- 1 year

### **Main procurement category**

Goods

### **CPV classifications**

- 48000000 - Software package and information systems

### **Contract locations**

- UK - United Kingdom

### **Signed contract documents**

[PO\\_88\\_4070408506\\_0\\_US.pdf](#)

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## **Procedure**

### **Procedure type**

Below threshold - without competition

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## **Supplier**

## Help Scout PBC

DEPT CH 14492

Palatine

60055-4492

United States

Email: [help@helpscout.net](mailto:help@helpscout.net)

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. DDaT25227 - Helpscout Subscription

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## Contracting authority

### UK Research and Innovation

- Public Procurement Organisation Number: PDQJ-7126-JDHG

Polaris House, North Star Avenue

Swindon

SN2 1FL

United Kingdom

Email: [commercial@ukri.org](mailto:commercial@ukri.org)

Region: UKK14 - Swindon

Organisation type: Public authority - central government

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## Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

### **UK Shared Business Services Ltd**

Summary of their role in this procurement: Shared Service Provider

- Public Procurement Organisation Number: PMPN-7535-GNTG

Polaris House, North Star Avenue

Swindon

SN2 1FF

United Kingdom

Email: [ddatprocurement@uksbs.co.uk](mailto:ddatprocurement@uksbs.co.uk)

Region: UKK14 - Swindon

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## **Contact organisation**

Contact UK Shared Business Services Ltd for any enquiries.