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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,

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](#)

Procedure

Procedure type

Below threshold - without competition

Supplier

Help Scout PBC

DEPT CH 14492

Palatine

60055-4492

United States

Email: help@helpscout.net

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. DDaT25227 - Helpscout Subscription

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

Region: UKK14 - Swindon

Organisation type: Public authority - central government

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

Region: UKK14 - Swindon

Contact organisation

Contact UK Shared Business Services Ltd for any enquiries.