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Not applicable

Digital Experience and Digital Enablement

NS&I

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-037630

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

Published 21 December 2023, 10:47am

Section I: Contracting authority/entity

I.1) Name and addresses

NS&I

London

SW1P 3BT

Contact

NS&I Tenders

Email

tenders@rainbow.nsandi.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://nsandi-corporate.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

- 66110000 - Banking services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract has been awarded following the conclusion of a procurement process.

The Digital Experience and Digital Enablement package is the second procurement package in NS&I's Rainbow programme, and provides the capabilities needed to deliver digital self-service experiences and journeys to NS&I's retail banking customers, and to enable Assisted Digital support. It will deliver these services to mobile app, website and voice assistant channels.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-037627](#)

Section VII. Changes

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

Section number

V.2.1)

Place of text to be modified

Date

Instead of

Date

13 November 2023

Read

Date

13 December 2023