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Pipeline

## **Provision of a Cloud Contact Centre for ONS**

Office for National Statistics

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

Notice identifier: 2025/S 000-046391

Procurement identifier (OCID): ocds-h6vhtk-058226

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### **Scope**

### **Description**

GovDelivery Communications Cloud Contact Centre for ONS

### **Commercial tool**

Establishes a framework

### **Total value (estimated)**

- £2,228,006 excluding VAT
- £2,673,607.20 including VAT

### **Contract dates (estimated)**

- 13 March 2026 to 12 March 2034
- 8 years

## **Main category**

Services

## **CPV classifications**

- 72300000 - Data services

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## **Submission**

### **Publication date of tender notice (estimated)**

1 September 2025

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## **Contracting authority**

### **Office for National Statistics**

- Public Procurement Organisation Number: PMZG-4913-JQXG

Government Buildings, Cardiff Road

Newport

NP10 8XG

United Kingdom

Email: [CommercialTeam@ons.gov.uk](mailto:CommercialTeam@ons.gov.uk)

Region: UKL21 - Monmouthshire and Newport

Organisation type: Public authority - central government