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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

Submission

Publication date of tender notice (estimated)

1 September 2025

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

Region: UKL21 - Monmouthshire and Newport

Organisation type: Public authority - central government