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Contract

## **Digital Workplace Services, End User Compute and IT Service Management Service**

NATIONAL ENERGY SYSTEM OPERATOR LIMITED

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-049571

Procurement identifier (OCID): ocids-h6vhtk-02874b

Published 18 August 2025, 3:29pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

NATIONAL ENERGY SYSTEM OPERATOR LIMITED

St Catherine's Lodge Bearwood Road

Wokingham

RG415BN

#### **Contact**

Maria Slimpa

#### **Email**

[maria.slimpa1@neso.energy](mailto:maria.slimpa1@neso.energy)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Companies House**

11014226

**Internet address(es)**

Main address

<https://www.neso.energy/>

**I.6) Main activity**

Electricity

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Digital Workplace Services, End User Compute and IT Service Management Service

**II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

TCS will support NESO with IT Service Management and Digital Workplace Services, including the Service Desk, support channels, devices, M365, and Identity & Access Management.

**II.1.6) Information about lots**

This contract is divided into lots: No

**II.2) Description**

## **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

## **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

## **II.2.4) Description of the procurement**

TCS will be the strategic support partner for IT Service Management and Digital Workplace Services for NESO. This covers the delivery and operations of our Service Desk and support channels, IT Service Management alongside Digital Workplace Services which includes Devices, M365, Identity & Access Management.

## **II.2.11) Information about options**

Options: Yes

Description of options

NESO reserves the right to extend Supplier's services for an additional three years

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# **Section IV. Procedure**

## **IV.1) Description**

### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

## **IV.2) Administrative information**

### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-000004](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

18 July 2025

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

OFGEM

London

Country

United Kingdom