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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): ocds-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

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

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Ofgem

London

Country

United Kingdom