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Contract

## **Membership to Chartered Institute of Customer Services 2025-2028**

UK Hydrographic Office

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-068503

Procurement identifier (OCID): ocds-h6vhtk-05d410

Published 27 October 2025, 11:49am

### **Scope**

### **Reference**

4500064612

### **Description**

A 3 year membership to the Chartered Institute of Customer Services from 2025 to 2028.

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### **Contract 1. Membership to Chartered Institute of Customer**

## **Services 2025-2028**

### **Supplier**

- The Institute of Customer Service

### **Contract value**

- £30,000 excluding VAT
- £36,000 including VAT

Below the relevant threshold

### **Date signed**

27 October 2025

### **Contract dates**

- 1 November 2025 to 31 October 2028
- 3 years

### **Main procurement category**

Services

### **CPV classifications**

- 98112000 - Services furnished by professional organisations

## Contract locations

- UK - United Kingdom
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## Procedure

### Procedure type

Below threshold - without competition

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## Supplier

### The Institute of Customer Service

4 Gainsford St

London

SE1 2NE

United Kingdom

Email: [Sarah.Wilson@icsmail.co.uk](mailto:Sarah.Wilson@icsmail.co.uk)

Website: <https://www.instituteofcustomerservice.com/>

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Membership to Chartered Institute of Customer Services 2025-2028

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## **Contracting authority**

### **UK Hydrographic Office**

- Public Procurement Organisation Number: PZZG-9616-WGXT

Admiralty Way

Taunton

TA1 2DN

United Kingdom

Contact name: James Bishop

Email: [procurement@ukho.gov.uk](mailto:procurement@ukho.gov.uk)

Region: UKK23 - Somerset

Organisation type: Public authority - central government