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Tender

Digital Outcomes 6

The Minister for the Cabinet Office acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2022/S 000-001105

Procurement identifier (OCID): ocds-h6vhtk-030ae9

Published 13 January 2022, 10:55pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3150103503

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/ccs>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.contractsfinder.service.gov.uk/Notice/08c8b0bc-ed2d-4698-8dc8-87512455eb8e>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.applytosupply.digitalmarketplace.service.gov.uk/>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Outcomes 6

Reference number

RM1043.8

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

Crown Commercial Service as the contracting authority intends to put in place a pan government collaborative framework agreement for use by UK public sector bodies identified at VI.3) (and any future successors to these organisations). These bodies have a need for a compliant procurement vehicle to access digital outcomes and user research services.

II.1.5) Estimated total value

Value excluding VAT: £813,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 3

II.2) Description

II.2.1) Title

Digital Outcomes

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72230000 - Custom software development services
- 72232000 - Development of transaction processing and custom software

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Digital outcomes suppliers can help research, test, design, build, release, iterate, support or retire a digital service.

Digital outcomes suppliers must work according to:

? the Technology Code of Practice: <https://www.gov.uk/guidance/the-technology-code-of-practice>

? and understand what it means to work on one of the Discovery, Beta, Live or Retirement phases described in the Service Manual: <https://www.gov.uk/service-manual>

? support Buyers to comply with the above through successful Service Standard assessments: <https://www.gov.uk/service-manual/digital-by-default>

? to develop Services based on Open Standards Principles and accessible data protocols, to ensure they are interoperable: <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles>

? to comply with any adopted open standards that are compulsory in government: <https://www.gov.uk/government/collections/open-standards-for-government-data-and-technology>

Examples of recent digital outcomes include:

— a discovery phase to create an information systems vision for the business functions of an NHS department,

- development of online resources to support medieval history teaching in secondary schools,
- the build of an online, front-end billing application to replace a paper-based system for Ministry of Justice.
- Services must be exclusively delivered by the supplier personnel (where supplier personnel is defined as employees or subcontractors).
- Any supplier wishing to provide services through an agency model should be aware that other CCS agreements are available to offer services as an agency.

Digital outcomes suppliers must provide at least one of the following capabilities:

Performance analysis and data

Security

Service delivery

Software development

Support and operations

Testing and auditing

User experience and design

User research

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.6) Estimated value

Value excluding VAT: £788,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Optional 12 month extension

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

User Research Studios

Lot No

2

II.2.2) Additional CPV code(s)

- 73110000 - Research services
- 73111000 - Research laboratory services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

User research should inform the development of all government digital services. User research studios suppliers must provide:

— user research studio hire in the right location on specific dates; with the required technical facilities to enable observation and recording of people as they engage with designs, prototypes and live public sector services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.6) Estimated value

Value excluding VAT: £10,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Optional 12 month extension

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

User Research Participants

Lot No

3

II.2.2) Additional CPV code(s)

- 73110000 - Research services
- 79300000 - Market and economic research; polling and statistics

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

All government digital services will:

— use research to develop a deep knowledge of who the service users are and what that means for the design of the service,

— have a plan for ongoing user research and usability testing to continuously seek feedback from users to improve the service. User research participants suppliers must provide:

— access to user research participants who best reflect the users of a service.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.6) Estimated value

Value excluding VAT: £15,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Optional 12 month extension

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Candidates will be assessed in accordance with Section 5 of the 2015 Public Contract Regulations (implementing the directive) on the basis of information provided in response to an invitation to tender (ITT) registering for access.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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.2.2) Time limit for receipt of tenders or requests to participate

Date

24 February 2022

Local time

3:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

24 February 2022

Local time

3:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

As part of this contract notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/08c8b0bc-ed2d-4698-8dc8-87512455eb8e>

- 1) Contract notice transparency information for the agreement;
- 2) Contract notice authorised customer list;
- 3) Rights reserved for CCS framework.
- 4) Procurement documents - Invitation to Tender and T's & C's

On 2.4.2014 Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders should make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet.

Refer to <https://www.ncsc.gov.uk/information/cyber-essentials-faqs> for more information.

Some purchases under this Framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 – Invitation to tender documentation). In such cases, Call-offs from this Framework Agreement will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the Framework Agreement and any Call-off Contracts to reflect that buyer's specific needs.

Registering for access:

This procurement will be managed electronically via the Digital Marketplace. This will be the route for sharing all information and communicating with bidders.

For assistance relating to how to log in to Digital MarketPlace please contact the Crown Commercial Service service desk operated by email at cloud_digital@crownccommercial.gov.uk

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crownccommercial.gov.uk

Country

United Kingdom

Internet address

<https://www.crownccommercial.gov.uk/>