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Contract

Digital Outcomes and Specialists 5

The Minister for the Cabinet Office acting through Crown Commercial Service (CCS)

F03: Contract award notice

Notice identifier: 2021/S 000-002539

Procurement identifier (OCID): ocds-h6vhtk-029152

Published 8 February 2021, 10:56pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service (CCS)

The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

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

Buyer's address

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

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 and Specialists 5

Reference number

RM1043.7

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 has 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 requested a compliant procurement vehicle to access digital outcomes, specialists and supporting services.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,000,000,000

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

The successful suppliers for Digital outcomes suppliers will help research, test, design, build, release, iterate, support or retire a digital service. Digital outcomes suppliers will — comply with the technology code of practice

(<https://www.gov.uk/service-manual/technology/code-of-practice.html>),

— work according to the government service design manual (<https://www.gov.uk/service-manual>),

— understand what it means to work on one of the discovery, alpha, beta, live or retirement phases

outlined in the government service design manual(<https://www.gov.uk/service-manual>).

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 will be exclusively delivered by the supplier personnel (where supplier personnel is defined as employees or subcontractors).

—Any supplier who provide services through an agency model are aware that other CCS agreements are available to offer services as an agency.

Digital outcomes suppliers will provide at least one of the following:

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.2.11) 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.2.14) Additional information

Initial 12 months with an optional 12 month extension

II.2) Description

II.2.1) Title

Digital Specialist's

Lot No

2

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

The successful Suppliers awarded the Digital specialist's framework will provide government departments and teams with specialists for work on a service, programmed or projects. The work they do has a defined scope and deliverable.

Digital specialists suppliers will:

- only provide specialists from their existing team,
- offer evidence of competence in each role if requested by the buyer,
- ensure all roles support the government service design manual's description

(<https://www.gov.uk/service-manual/the-team>) of what you need to build a successful service.

Examples of digital specialist briefs include:

- a user researcher for the discovery phase of the prison visits tool,
- a delivery manager to work on the transition of the replacement driving licence product from beta to live,
- a front-end developer to work on the beta of the MOT recording product, which is part of the MOT registrations service.

— Services must be exclusively delivered by the supplier personnel (where supplier personnel is defined as employees or subcontractors).

— Suppliers who provide services through an agency model are aware that other CCS agreements are available to offer services as an agency.

Digital specialists suppliers must provide at least one of the following roles:

- agile coach,
- business analyst,
- communications manager,
- content designer,
- cyber security consultant,
- delivery manager or project manager,
- designer,
- developer,
- performance analyst,
- portfolio manager,
- product manager,
- programme delivery manager,
- quality assurance analyst,
- service manager,
- technical architect,
- user researcher— visual designer,
- web operations engineer,
- data engineer,

- data scientist,
- data architect.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

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.2.14) Additional information

Initial 12 months with an optional 12 month extension.

II.2) Description

II.2.1) Title

User Research Studios

Lot No

3

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

The successful Suppliers on the User Research framework, will inform the development of all government digital services.

User research studios suppliers will provide:

— user research studio hire in the right location on specific dates

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

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.2.14) Additional information

Initial 12 months with an optional 12 month extension.

II.2) Description

II.2.1) Title

User Research Participants

Lot No

4

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.2.11) 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.2.14) Additional information

Initial 12 months with an optional 12 month extension.

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

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: [2020/S 197-478606](#)

Section V. Award of contract

Contract No

RM1043.7

Lot No

1

Title

Digital Outcomes

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 January 2021

V.2.2) Information about tenders

Number of tenders received: 999

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Browser London Limited

16 Wadebridge Square,

Dorchester

DT1 1AQ

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

National registration number

06681071

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £140,000,000

Section V. Award of contract

Contract No

RM1043.7

Lot No

2

Title

Digital Specialists

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 January 2021

V.2.2) Information about tenders

Number of tenders received: 999

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

XONETIC LIMITED

New King's Court Tollgate, Chandler's Ford,

Eastleigh

SO53 3LG

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

National registration number

02926318

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £575,000,000

Section V. Award of contract

Contract No

RM1043.7

Lot No

3

Title

User Research Studios

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 January 2021

V.2.2) Information about tenders

Number of tenders received: 999

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

SUPER USER STUDIO LIMITED

Warwick House 65-66 Queen Street

London

EC4R 1EB

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

National registration number

06717922

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £5,000,000

Section V. Award of contract

Contract No

RM1043.7

Lot No

4

Title

User Research Participants

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 January 2021

V.2.2) Information about tenders

Number of tenders received: 999

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Users Needs Ltd

390 Westdale Lane, Mapperley

Nottingham

NG3 6ES

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

National registration number

11509382

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £20,000,000

Section VI. Complementary information

VI.3) Additional information

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement.

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

<https://www.contractsfinder.service.gov.uk/Notice/30bbc7ba-0d56-4083-aca1-f701d15c94d8>

- 1) Redacted Commercial Agreement;
- 2) List of Successful Suppliers;
- 3) Customer list

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 were required to 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. To participate in this procurement, bidders were required to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

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@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom