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Award

Digital Outcomes and Specialists 7

Crown Commercial Service

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004688

Procurement identifier (OCID): ocds-h6vhtk-04fb0d ([view related notices](#))

Published 20 January 2026, 10:59am

Scope

Reference

RM1043.9

Description

This framework enables public sector organisations to procure suppliers to deliver digital, data, and technology services in line with government policies, standards, and best practices.

The scope for this framework contract supports delivery across all service manual agile life cycle phases (discovery, alpha, beta, live and retirement) to deliver application development and user-centred design services to build great digital products and services that meet citizen needs.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Lot 1. Digital Outcomes

Description

Lot 1 enables Buyers to procure suppliers to deliver specific, outcome-based digital projects in line with agile methodologies and government digital standards.

Lot 2. Digital Capability and Delivery Partner

Description

Lot 2 enables Buyers to procure suppliers to support the delivery of long-term digital transformation programmes, capability-building initiatives, and strategic resource augmentation

Lot 3. Digital Specialists

Description

Lot 3 enables Buyers to procure individual digital specialists with expertise in specific Digital Roles. These specialists support defined projects, services, and transformation

initiatives by bringing targeted skills into existing teams.

Lot 4. User Research Studios and Participants

Description

Lot 4 enables Buyers to hire studio space and/or recruit user research participants to test digital services

Contract 1. Lot 1 - Digital Outcomes

Lots

Lot 1. Digital Outcomes

Supplier

- Withheld Section94 Supplier

Contract value

- £3,240,000,000 excluding VAT
- £3,888,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

19 January 2026

Date assessment summaries were sent to tenderers

19 January 2026

Standstill period

- End: 29 January 2026
- 8 working days

Earliest date the contract will be signed

30 January 2026

Contract dates (estimated)

- 30 January 2026 to 29 July 2027
- Possible extension to 29 January 2029
- 3 years

Description of possible extension:

The initial duration of the Framework is 18 months, with an option to extend for 18

months.

CCS reserves the right to extend lots by varying durations.

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom
-

Contract 2. Lot 2. Digital Capability and Delivery Partner

Lots

Lot 2. Digital Capability and Delivery Partner

Supplier

- Withheld Section94 Supplier

Contract value

- £6,700,000,000 excluding VAT

- £8,040,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

19 January 2026

Date assessment summaries were sent to tenderers

19 January 2026

Standstill period

- End: 29 January 2026
- 8 working days

Earliest date the contract will be signed

30 January 2026

Contract dates (estimated)

- 30 January 2026 to 29 July 2027
- Possible extension to 29 January 2029
- 3 years

Description of possible extension:

The initial duration of the Framework is 18 months, with an option to extend for 18 months.

CCS reserves the right to extend lots by varying durations.

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom
-

Contract 3. Lot 3. Digital Specialists

Lots

Lot 3. Digital Specialists

Supplier

- Withheld Section94 Supplier

Contract value

- £2,000,000,000 excluding VAT

- £2,400,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

19 January 2026

Date assessment summaries were sent to tenderers

19 January 2026

Standstill period

- End: 29 January 2026
- 8 working days

Earliest date the contract will be signed

30 January 2026

Contract dates (estimated)

- 30 January 2026 to 29 July 2027
- Possible extension to 29 January 2029
- 3 years

Description of possible extension:

The initial duration of the Framework is 18 months, with an option to extend for 18 months.

CCS reserves the right to extend lots by varying durations.

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom
-

Contract 4. Lot 4. User Research Studios and Participants

Lots

Lot 4. User Research Studios and Participants

Supplier

- Withheld Section94 Supplier

Contract value

- £60,000,000 excluding VAT

- £72,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

19 January 2026

Date assessment summaries were sent to tenderers

19 January 2026

Standstill period

- End: 29 January 2026
- 8 working days

Earliest date the contract will be signed

30 January 2026

Contract dates (estimated)

- 30 January 2026 to 29 July 2027
- Possible extension to 29 January 2029
- 3 years

Description of possible extension:

The initial duration of the Framework is 18 months, with an option to extend for 18 months.

CCS reserves the right to extend lots by varying durations.

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 73110000 - Research services
- 79300000 - Market and economic research; polling and statistics

Contract locations

- UK - United Kingdom

Information about tenders

Lot 1. Digital Outcomes

- 1748 tenders received
- 2 tenders assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)

- 1 supplier awarded contracts
 - 1 supplier unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [Withheld Section94 supplier - 2nd profile](#)
-

Lot 2. Digital Capability and Delivery Partner

- 289 tenders received
 - 2 tenders assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 1 supplier unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [Withheld Section94 supplier - 2nd profile](#)
-

Lot 3. Digital Specialists

- 1357 tenders received
- 2 tenders assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [Withheld Section94 supplier - 2nd profile](#)
-

Lot 4. User Research Studios and Participants

- 112 tenders received
 - 2 tenders assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 1 supplier unsuccessful (details included for contracts over £5 million)
-

Unsuccessful suppliers

- [Withheld Section94 supplier - 2nd profile](#)
-

Procedure

Procedure type

Open procedure

Suppliers

Withheld Section94 Supplier

- Public Procurement Organisation Number: PBXY-3232-WNHZ

Withheld address line 1

Withheld Town

SW1A 2AS

United Kingdom

Telephone: +44 3454102222

Email: withheldemail@noreply.com

Website: <https://www.crowncommercial.gov.uk/agreements/RM1043.9>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1 - Digital Outcomes

Contract 2. Lot 2. Digital Capability and Delivery Partner

Contract 3. Lot 3. Digital Specialists

Contract 4. Lot 4. User Research Studios and Participants

Withheld Section94 supplier - 2nd profile

- Public Procurement Organisation Number: PGYY-2165-QXNQ

Withheld address line 1

Withheld Town

SW1A 2AS

United Kingdom

Website: <https://www.crowncommercial.gov.uk/agreements/RM1043.9>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Telephone: +44 3454102222

Email: supplier@crowcommercial.gov.uk

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

Region: UKD72 - Liverpool

Organisation type: Public authority - central government