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Contract

Vertical Application Solutions

Crown Commercial Service

F03: Contract award notice
Notice identifier: 2023/S 000-010281
Procurement identifier (OCID): ocds-h6vhtk-030b82
Published 7 April 2023, 2:54pm

Section I: Contracting authority

I.1) Name and addresses

Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3150103503

Country

United Kingdom

Region 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.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

Vertical Application Solutions

Reference number

RM6259

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 (CCS) as the Authority has put in place a pan-Government Collaborative Agreement for the provision of Vertical Application Solutions to be utilised

by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations. This commercial agreement will be the vehicle for all who require software that was developed to meet the needs of their particular industry, as well as the associated essential hardware and professional services required to deliver the relevant software solution, in one procurement.

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: £1,840,000,000

II.2) Description

II.2.1) Title

Business Applications Solutions

Lot No

1

II.2.2) Additional CPV code(s)

- 03000000 - Agricultural, farming, fishing, forestry and related products

- 48170000 - Compliance software package

- 48217000 - Transaction-processing software package

- 48311000 - Document management software package

- 48311100 - Document management system

- 48440000 - Financial analysis and accounting software package

- 48441000 - Financial analysis software package

- 48442000 - Financial systems software package

- 48444100 - Billing system

- 48445000 - Customer Relation Management software package

- 48450000 - Time accounting or human resources software package

- 48451000 - Enterprise resource planning software package

- 48517000 - IT software package

- 48900000 - Miscellaneous software package and computer systems

- 48931000 - Training software package

- 48983000 - Development software package

- 48984000 - Graphical user interface (GUI) tools

- 71356300 - Technical support services

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

- 72200000 - Software programming and consultancy services

- 72210000 - Programming services of packaged software products

- 72211000 - Programming services of systems and user software

- 72212000 - Programming services of application software

- 72212100 - Industry specific software development services

- 72212170 - Compliance software development services

- 72212200 - Networking, Internet and intranet software development services

- 72212211 - Platform interconnectivity software development services

- 72212217 - Transaction-processing software development services

- 72212218 - License management software development services

- 72212311 - Document management software development services

- 72212333 - Contact management software development services

- 72212400 - Business transaction and personal business software development services

- 72212422 - Software development services suites

- 72212440 - Financial analysis and accounting software development services

- 72212441 - Financial analysis software development services

- 72212442 - Financial systems software development services

- 72212443 - Accounting software development services

- 72212445 - Customer Relation Management software development services

- 72212517 - IT software development services

- 72212700 - Software development services utilities

- 72212900 - Miscellaneous software development services and computer systems

- 72232000 - Development of transaction processing and custom software

- 72260000 - Software-related services

- 72261000 - Software support services

- 72262000 - Software development services

- 72263000 - Software implementation services

- 72265000 - Software configuration services

- 72266000 - Software consultancy services

- 72267000 - Software maintenance and repair services

- 72267100 - Maintenance of information technology software

- 72267200 - Repair of information technology software

- 72268000 - Software supply services

- 72416000 - Application service providers

- 72500000 - Computer-related services

- 72510000 - Computer-related management services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Business Applications Solutions: Provision of solutions including for Local Government-Specific solutions. Including identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support. It includes Revenues and Benefits Solutions, payment processing and cash receipting

solution, Civil Enforcement solutions and Other Business Application Solutions.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 82

Price - Weighting: 18

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

Education, Community Health and Social Care Solutions

Lot No

2

II.2.2) Additional CPV code(s)

- 48160000 - Library software package

- 48161000 - Library management system

- 48170000 - Compliance software package

- 48180000 - Medical software package

- 48190000 - Educational software package

- 48217000 - Transaction-processing software package

- 48440000 - Financial analysis and accounting software package

- 48441000 - Financial analysis software package

- 48442000 - Financial systems software package

- 48444100 - Billing system

- 48500000 - Communication and multimedia software package

- 48517000 - IT software package

- 48814000 - Medical information systems

- 48814200 - Patient-administration system

- 48814300 - Theatre management system

- 48900000 - Miscellaneous software package and computer systems

- 48931000 - Training software package

- 48983000 - Development software package

- 71356300 - Technical support services

- 72200000 - Software programming and consultancy services

- 72210000 - Programming services of packaged software products

- 72211000 - Programming services of systems and user software

- 72212000 - Programming services of application software

- 72212100 - Industry specific software development services

- 72212160 - Library software development services

- 72212170 - Compliance software development services

- 72212180 - Medical software development services

- 72212190 - Educational software development services

- 72212200 - Networking, Internet and intranet software development services

- 72212211 - Platform interconnectivity software development services

- 72212422 - Software development services suites

- 72212451 - Enterprise resource planning software development services

- 72212500 - Communication and multimedia software development services

- 72212900 - Miscellaneous software development services and computer systems

- 72212931 - Training software development services

- 72260000 - Software-related services

- 72261000 - Software support services

- 72262000 - Software development services

- 72263000 - Software implementation services

- 72265000 - Software configuration services

- 72266000 - Software consultancy services

- 72267000 - Software maintenance and repair services

- 72267100 - Maintenance of information technology software

- 72267200 - Repair of information technology software

- 72268000 - Software supply services

- 72316000 - Data analysis services

- 72416000 - Application service providers

- 72500000 - Computer-related services

- 72510000 - Computer-related management services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Education, Community Health and Social Care Solutions: including solution identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support.

It includes Learning Applications; Education, Academic Scheduling and Management Solutions; Community Health and Social Care market specific solutions; and Enterprise Health Solutions.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 82

Price - Weighting: 18

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

Housing, Environment and Planning Solutions

Lot No

3

II.2.2) Additional CPV code(s)

- 48170000 - Compliance software package

- 48517000 - IT software package

- 48813000 - Passenger information system

- 48813200 - Real-time passenger information system

- 48931000 - Training software package

- 48983000 - Development software package

- 71354100 - Digital mapping services

- 71356300 - Technical support services

- 71400000 - Urban planning and landscape architectural services

- 71410000 - Urban planning services

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

- 72200000 - Software programming and consultancy services

- 72210000 - Programming services of packaged software products

- 72211000 - Programming services of systems and user software

- 72212000 - Programming services of application software

- 72212100 - Industry specific software development services

- 72212170 - Compliance software development services

- 72212200 - Networking, Internet and intranet software development services

- 72212211 - Platform interconnectivity software development services

- 72212324 - Charting software development services

- 72212326 - Mapping software development services

- 72212332 - Scheduling software development services

- 72212420 - Facilities management software development services and software development services suite

- 72212421 - Facilities management software development services

- 72212422 - Software development services suites

- 72212517 - IT software development services

- 72212700 - Software development services utilities

- 72212900 - Miscellaneous software development services and computer systems

- 72260000 - Software-related services

- 72261000 - Software support services

- 72262000 - Software development services

- 72263000 - Software implementation services

- 72265000 - Software configuration services

- 72266000 - Software consultancy services

- 72267000 - Software maintenance and repair services

- 72267100 - Maintenance of information technology software

- 72267200 - Repair of information technology software

- 72268000 - Software supply services

- 72416000 - Application service providers

- 72500000 - Computer-related services

- 72510000 - Computer-related management services

- 90714100 - Environmental information systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Housing, Environment and Planning solutions including solution identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support.

It includes Environmental; Planning; Building Control; Local Land Charges; Regulatory Services; Licensing; Property, Housing Management; Geographic Information System (GIS); Waste Management Solutions; Built Environment Solutions.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 82

Price - Weighting: 18

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

Citizen Services

Lot No

4

II.2.2) Additional CPV code(s)

- 48160000 - Library software package

- 48161000 - Library management system

- 48170000 - Compliance software package

- 48332000 - Scheduling software package

- 48517000 - IT software package

- 48931000 - Training software package

- 48983000 - Development software package

- 71356300 - Technical support services

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

- 72200000 - Software programming and consultancy services

- 72210000 - Programming services of packaged software products

- 72211000 - Programming services of systems and user software

- 72212000 - Programming services of application software

- 72212100 - Industry specific software development services

- 72212160 - Library software development services

- 72212170 - Compliance software development services

- 72212200 - Networking, Internet and intranet software development services

- 72212211 - Platform interconnectivity software development services

- 72212422 - Software development services suites

- 72212517 - IT software development services

- 72212700 - Software development services utilities

- 72212900 - Miscellaneous software development services and computer systems

- 72260000 - Software-related services

- 72261000 - Software support services

- 72263000 - Software implementation services

- 72265000 - Software configuration services

- 72266000 - Software consultancy services

- 72267000 - Software maintenance and repair services

- 72267100 - Maintenance of information technology software

- 72267200 - Repair of information technology software

- 72416000 - Application service providers

- 72500000 - Computer-related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Citizen Services solutions including solution identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support.

It includes Library solutions; Democratic and Citizen Engagement Systems; Museums systems; Sports and Recreation systems; Registrar systems; Burials and Crematoria Solutions.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 82

Price - Weighting: 18

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

Blue Light Solutions

Lot No

5

II.2.2) Additional CPV code(s)

- 48170000 - Compliance software package

- 48217000 - Transaction-processing software package

- 48440000 - Financial analysis and accounting software package

- 48441000 - Financial analysis software package

- 48442000 - Financial systems software package

- 48517000 - IT software package

- 48600000 - Database and operating software package

- 48610000 - Database systems

- 48611000 - Database software package

- 48613000 - Electronic data management (EDM)

- 48614000 - Data-acquisition system

- 48780000 - System, storage and content management software package

- 48900000 - Miscellaneous software package and computer systems

- 48931000 - Training software package

- 48983000 - Development software package

- 71356300 - Technical support services

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

- 72200000 - Software programming and consultancy services

- 72210000 - Programming services of packaged software products

- 72211000 - Programming services of systems and user software

- 72212000 - Programming services of application software

- 72212100 - Industry specific software development services

- 72212170 - Compliance software development services

- 72212200 - Networking, Internet and intranet software development services

- 72212211 - Platform interconnectivity software development services

- 72212212 - Optical jukebox server software development services

- 72212422 - Software development services suites

- 72212517 - IT software development services

- 72212700 - Software development services utilities

- 72212900 - Miscellaneous software development services and computer systems

- 72260000 - Software-related services

- 72261000 - Software support services

- 72262000 - Software development services

- 72263000 - Software implementation services

- 72265000 - Software configuration services

- 72266000 - Software consultancy services

- 72267000 - Software maintenance and repair services

- 72267100 - Maintenance of information technology software

- 72267200 - Repair of information technology software

- 72268000 - Software supply services

- 72416000 - Application service providers

- 72500000 - Computer-related services

- 72510000 - Computer-related management services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Blue Light Service-specific solutions including solution identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support.

It includes: Crime (Investigation); Intelligence; Case and Custody Applications; Surveillance and Reconnaissance; Forensics; Integrated Command and Control Systems (ICCS); Emergency Response and Crisis Management; Fraud Detection; Digital Asset Management; Recording and Audio-visual; Data Analytics (including Management Information and Business Intelligence); Real-time analytics.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 82

Price - Weighting: 18

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 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: 2022/S 000-022293

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 March 2023

V.2.2) Information about tenders

Number of tenders received: 116

Number of tenders received from SMEs: 48

Number of tenders received by electronic means: 116

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

V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

See Contracts Finder Notice for full supplier list

Liverpool

L3 9PP

Country

United Kingdom

NUTS code

• UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £1,840,000,000

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/d3b49ed8-c2b0-4642-b3b9-72fb57200560

1) Redacted Commercial Agreement

2) List of Successful Suppliers

 3) Approved Customer list

 4) Transparency Agenda

On 02/04/2014, 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.

Awarded Suppliers:

Lot 1 - 37 successful suppliers

Lot 2 - 32 successful suppliers

Lot 3 - 29 successful suppliers

Lot 4 - 9 successful suppliers

Lot 5 - 34 successful suppliers

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

Floor 9, Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

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