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Contract

## **DDaT22441 Managed Service Provision**

UK SHARED BUSINESS SERVICES LIMITED

F03: Contract award notice

Notice identifier: 2023/S 000-011441

Procurement identifier (OCID): ocds-h6vhtk-03c282

Published 21 April 2023, 10:24am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

UK SHARED BUSINESS SERVICES LIMITED

Polaris House, North Star Avenue

SWINDON

SN21FF

#### **Contact**

Nicola Freeman

#### **Email**

[nicola.freeman@uksbs.co.uk](mailto:nicola.freeman@uksbs.co.uk)

#### **Telephone**

+44 1793867000

#### **Country**

United Kingdom

**Region code**

UKK14 - Swindon

**Companies House**

06330639

**Internet address(es)**

Main address

<https://www.uksbs.co.uk/>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

DDaT22441 Managed Service Provision

Reference number

DDaT22441

#### **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**

\*\*\* THIS IS AN AWARD NOTICE, NOT A CALL FOR COMPETITION\*\*\*

This procurement is being concluded following a mini competition under the Crown Commercial Services (CCS) RM6100 Technology 3 Framework Lot 2 Transition and Transformation.

The Contract is being awarded for a 3 year term with no options to extend. The £4,000,000 ex VAT value stated is estimated for the full 3 year term and is subject to work packages being issued. There is no guaranteed spend.

UK Shared Business Services Ltd (UK SBS) is owned by the Department for Business, Energy and Industrial Strategy (BEIS) and UK Research and Innovation (UKRI). It is a government shared service provider supporting 20k users (and 14k pensioners) with one of the widest ranges of service provision within the UK public sector. We provide administrative and professional services to six public sector partners across Finance, HR and Payroll, Information Technology (IT), and Procurement. We have a unique partnership relationship with our owners, who are also our largest clients, and whose employees are the end-users of our services. With a team of over 600 based in Swindon, Billingham and Newport, we provide seamless support to our partners so that they can focus on their core missions.

Together with our partners and aligned to the Cabinet Office Government Shared Services (GSS) Strategy, we are exploring opportunities to grow and will transform the

end-to-end way we work. We are seeking to enable this by major partner-sponsored new systems programmes that would see us move from two legacy on-prem ERP platforms to become a modern SaaS, multi-platform, digitally enabled organisation, delivering quality end-user experience effectively and efficiently. To prepare for this, UK SBS is undergoing significant changes in its own internal leadership, capacity, capability, culture and ways of working as we strive to deliver efficiencies and service quality improvement alongside increasing service volumes.

Aspects of delivery of the GSS strategy (Shared-Services-Strategy-for-Government-March-2021.pdf ([publishing.service.gov.uk](https://publishing.service.gov.uk))) and their potential impacts on UK SBS remain uncertain. Coupled with public sector funding constraints and a volatile employment market, UK SBS is seeking a flexible and agile partner who can provide professional technology and ancillary organisational effectiveness expertise, contingency capacity and challenging support to UK SBS so that technology can enable and drive a successful transformation, despite these challenges.

Our requirement is for the successful bidder to assign a core team for the duration of the contract to determine small and large projects and manage the pipeline of work in order to be continually adding value and bringing benefits and efficiencies.

3 Example work packages are identified in the documentation and will form the basis of evaluation.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

Value excluding VAT: £4,000,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

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

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

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## **II.2.5) Award criteria**

Quality criterion - Name: PROJ1.1 Understanding of the Requirement and Suitability to deliver / Weighting: 10%

Quality criterion - Name: PROJ1.2 Approach and Methodology (Core Team) / Weighting: 16%

Quality criterion - Name: PROJ1.3 Core team Composition / Weighting: 16%

Quality criterion - Name: WP1.1 Approach and Methodology - Work Package 1 - Service Efficiency through automation / Weighting: 3%

Quality criterion - Name: WP1.2 Ability to deliver (resource, risk management and expertise) - Work Package 1 - Service efficiency through automation / Weighting: 3%

Quality criterion - Name: WP2.1 Approach and methodology - Work Package 2 - Client on-boarding to Finance Service / Weighting: 3%

Quality criterion - Name: WP2.2 Ability to deliver (resource, risk management and expertise) - Work Package 2 - Client on-boarding to Finance Service / Weighting: 3%

Quality criterion - Name: WP3.1 Approach and methodology - Work Package 3 - New Telephony Platform / Weighting: 3%

Quality criterion - Name: WP3.2 Ability to deliver (resource, risk management and expertise) - Work Package 3 - New Telephony Platform / Weighting: 3%

Quality criterion - Name: SV1.1 Social value - tackling workforce inequality / Weighting: 5%

Quality criterion - Name: SV1.2 Social value - net zero / Weighting: 5%

Price - Weighting: 30%

## **II.2.11) Information about options**

Options: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Further competition was carried out under Crown Commercial Services (CCS) Framework RM6100 Technology 3 Framework (Lot 2 Transition and Transformation.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract**

### **Contract No**

DDaT22441

### **Title**

DDaT22441 Managed Service Provision (MSP)

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

29 March 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 0

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

**V.2.3) Name and address of the contractor**

PricewaterhouseCoopers LLP

1 Embankment Place

London

WC2N 6RH

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

OC303525

Internet address

<https://www.pwc.com/>

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £4,000,000

Total value of the contract/lot: £4,000,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Price is the estimated total value over the 3 year period

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

UK Shared Business Services Ltd

Polaris House, North Star Avenue

Swindon

Email

[policy@uksbs.co.uk](mailto:policy@uksbs.co.uk)

Country

United Kingdom