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Tender

Technology Services 4

Crown Commercial Service

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Scope

Reference

RM6190

Description

This framework is for the provision of technology and digital consultancy services, transition and SIAM, end user services, infrastructure services, live service management and maintenance, asset management, application development and lifecycle management services, data management, security management and transformation services.

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.

Total value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 12 December 2025 to 11 June 2028
- Possible extension to 11 December 2028
- 3 years

Description of possible extension:

The duration of framework 1 in this scheme is 30 months.

Main procurement category

Services

CPV classifications

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48000000 - Software package and information systems
- 50000000 - Repair and maintenance services

- 51000000 - Installation services (except software)
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services

Contract locations

- UK - United Kingdom
 - GG - Guernsey
 - IM - Isle of Man
 - JE - Jersey
 - AI - Anguilla
 - BM - Bermuda
 - FK - Falkland Islands
 - GI - Gibraltar
 - GS - South Georgia and South Sandwich Islands
 - IO - British Indian Ocean Territory
 - KY - Cayman Islands
 - MS - Montserrat
 - PN - Pitcairn, Henderson, Ducie and Oeno Islands
 - SH - Saint Helena, Ascension and Tristan da Cunha
 - TC - Turks and Caicos Islands
 - VG - British Virgin Islands
-

Lot 1. Technology and Digital Consultancy Services

Description

Provides access to technology and digital consultancy services including:

- technology and digital strategy
- service design
- other technology and digital consultancy services

Lot value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Transition & Service Integration and Management (SIAM)

Description

Provides access to a range of services to deliver technology service transition and SIAM

including:

- project and programme management
- service transition implementation and management
- post service transition management and review
- risk analysis and management
- knowledge transfer

Lot value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. End User Services

Description

Provide access to a range of services to deliver end user services including:

- end user support
- end user computing and device management

Lot value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3a. End User Services (lower value and complexity)

Description

Lot 3a: Provide access to a range of services (lower value and complexity) to deliver end user services including:

- end user support
- end user computing and device management

Lot value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Infrastructure Management

Description

Provide access to a range of services to deliver infrastructure management including:

- IT operations and service management
- security management
- network infrastructure management
- hardware and software asset management

Lot value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4a. Infrastructure Management (lower value and complexity)

Description

Provide access to a range of services (lower value and complexity) to deliver infrastructure management including:

- IT operations and service management
- security management
- network infrastructure management
- hardware and software asset management

Lot value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Application and Data Management

Description

Provide access to a range of services to deliver application and data management including:

- application development, management and support
- data warehouse, database and data management

Lot value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5a. Application and Data Management (lower value and complexity)

Description

Provide access to a range of services (lower value and complexity) to deliver application and data management including:

- application development, management and support
- data warehouse, database and data management

Lot value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 6. Major Technology Services Transformation Programmes

Description

Provides access to a range of services covering lots 1, 2, 3, 4 and 5.

Lot value (estimated)

- £16,000,000,000 excluding VAT
- £19,200,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

11 December 2033

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

1%

Further information about fees

The Supplier will pay, excluding VAT, 1% of all the Charges for the Deliverables invoiced to the Buyer under all Call-Off Contracts.

Framework operation description

Refer to Framework Schedule 7 for details of the competitive selection processes for the award of contracts under this framework.

In the event that there is a challenge to the Competition and such a challenge is confined to any one particular Lot, the Authority reserves the right to the extent that it is lawful to do so, to conclude a Framework Contract with the successful Suppliers in respect of the Lot(s) that has (have) not been so challenged." and this should go in the lot descriptions the rest is covered in the ITT The Authority also reserves the right to extend Lots by varying duration's.

Call-Off Contracts may be awarded by Buyers either via a Competitive Selection Process or under Lots 1, 2, 3, 3a, 4, 4a, 5 and 5a only using an Award Without Competition process, as described in Framework Schedule 7 of the Framework Contract. If a Buyer wishes to award a Call-Off Contract under the Framework using the Award Without Competition process, the Buyer must use the Framework Catalogues for the relevant Lot, which will be made available to Buyers by the Authority, and must apply the objective mechanism for supplier selection set out within Framework Schedule 7 of the Framework Contract to the Catalogue Item(s) available within Framework Catalogues that meet the Buyer's requirements. The Catalogue Items available within the Framework Catalogues may be updated from time to time during the Framework Contract Period in line with the specific Catalogue operation and update process described in Annex A to Framework Schedule 7 of the Framework Contract.

Where two or more Suppliers are

successfully appointed to an available Lot for this Framework, excluding Lot 6, Matrix Lots will be formed. The matrix lots, and corresponding component lots, are set out in Attachment 1 and in Framework Schedule 1 Specification.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Please refer to attachment RM6190 Technology Services 4 - Customer List

Participation

Legal and financial capacity conditions of participation

Lot 1. Technology and Digital Consultancy Services

Lot 2. Transition & Service Integration and Management (SIAM)

Lot 3. End User Services

Lot 3a. End User Services (lower value and complexity)

Lot 4. Infrastructure Management

Lot 4a. Infrastructure Management (lower value and complexity)

Lot 5. Application and Data Management

Lot 5a. Application and Data Management (lower value and complexity)

Lot 6. Major Technology Services Transformation Programmes

The conditions of participation relating to the legal and financial capacity are set out in the

ITT, in the procurement specific questionnaire. The conditions of participation will be assessed in accordance with the assessment methodologies detailed in the procurement specific questionnaire and Attachment 2 How to tender.

Technical ability conditions of participation

Lot 1. Technology and Digital Consultancy Services

Lot 2. Transition & Service Integration and Management (SIAM)

Lot 3. End User Services

Lot 3a. End User Services (lower value and complexity)

Lot 4. Infrastructure Management

Lot 4a. Infrastructure Management (lower value and complexity)

Lot 5. Application and Data Management

Lot 5a. Application and Data Management (lower value and complexity)

Lot 6. Major Technology Services Transformation Programmes

The conditions of participation relating to technical capability are set out in the ITT, in the procurement specific questionnaire. The conditions of participation will be assessed in accordance with the assessment methodologies detailed in the procurement specific questionnaire and Attachment 2 How to tender.

Particular suitability

Lot 1. Technology and Digital Consultancy Services

Lot 2. Transition & Service Integration and Management (SIAM)

Lot 3. End User Services

Lot 3a. End User Services (lower value and complexity)

Lot 4. Infrastructure Management

Lot 4a. Infrastructure Management (lower value and complexity)

Lot 5. Application and Data Management

Lot 5a. Application and Data Management (lower value and complexity)

Lot 6. Major Technology Services Transformation Programmes

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

24 April 2025, 3:00pm

Tender submission deadline

22 May 2025, 3:00pm

Submission address and any special instructions

<https://crowncommercialservice.bravosolution.co.uk>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 December 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 December 2027

Award criteria

Lot 1. Technology and Digital Consultancy Services

Name	Type	Weighting
Technology and Digital Consultancy Services	Quality	90%
Social Value and Accessibility Declaration	Quality	10%

Lot 2. Transition & Service Integration and Management (SIAM)

Name	Type	Weighting
Transition and SIAM	Quality	90%
Social Value and Accessibility Declaration	Quality	10%

Lot 3. End User Services

Lot 3a. End User Services (lower value and complexity)

Name	Type	Weighting
End User Services	Quality	90%
Social Value and Accessibility Declaration	Quality	10%

Lot 4. Infrastructure Management

Lot 4a. Infrastructure Management (lower value and complexity)

Name	Type	Weighting
Infrastructure Management	Quality	90%

Name	Type	Weighting
Social Value and Accessibility Declaration	Quality	10%

Lot 5. Application and Data Management

Lot 5a. Application and Data Management (lower value and complexity)

Name	Type	Weighting
Application Management	Quality	45%
Data Management	Quality	45%
Social Value and Accessibility Declaration	Quality	10%

Lot 6. Major Technology Services Transformation Programmes

Name	Type	Weighting
Major Technology Services Transformation Programmes	Quality	90%
Social Value and Accessibility Declaration	Quality	10%

Other information

Description of risks to contract performance

1. Minimum and maximum total contract value thresholds for Lots 3, 3a, 4, 4a, 5 and 5a becoming redundant due to inflation or changing Buyer spending trends making it impossible to use all of the Lots as intended.

2. The application of Matrix Lots process making it impossible to use all of the Lots as intended.

Applicable trade agreements

- Government Procurement Agreement (GPA)

- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[RM6190 Technology Services 4 - Customer List.pdf](#)

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Email: supplier@crowncommercial.gov.uk

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

Region: UKD72 - Liverpool

Organisation type: Public authority - central government