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Contract

Provision of Dovetail Software Subscription Renewal

Crown Commercial Service

UK7: Contract details notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-012596

Procurement identifier (OCID): ocds-h6vhtk-04efae (view related notices)

Published 2 April 2025, 3:33pm

Scope

Reference

CCZZ25A02

Description

The current research recording tools or platforms available to the user researcher team for research, for example, MS Teams & User Testing.com are inadequate. The user research team's approach to recording interviews has been ad-hoc and at best suboptimal. It is difficult to accurately record research interviews, undertake detailed analyses and share the findings. In addition, due to the non-standardised tool used by the user research team to record and transcribe user research interview sessions, it is difficult to report and share research findings in a way that is consistent and effective. This tool will improve the UCD team's ability to share research findings with stakeholders and colleagues.

To address these challenges and reduce the time required to accurately transcribe research data, and build, and optimise research insights, the research team would benefit from a wide range of tools and research recording capabilities available in the market-

amongst which is the Dovetail Software. Following the market review, Dovetail provided the following benefits which other tools by other providers didn't provide.

From a technical perspective, Dovetail provides enhanced capacity in user research analysis, data transcription, and collaboration. Through its transcription tools and content tags, AI summarises ideas. It has also facilitated the process of managing content, making it easier to organise and find. Dovetail streamlines working with qualitative data. It automates transcription, organise, and analyse all our user interviews. Previously, managing interviews and feedback was time-consuming, but now we just upload the video, and Dovetail handles the transcription. Its AI-powered features help us quickly understand key feedback points. Dovetail can connect with third-party providers directly giving us real-time insights and streamlining the process even further. The tool also satisfies all CCS GDPR and security concerns and requirements

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Contract 1. Provision of Dovetail Software Subscription Renewal

Supplier

- Dovetail Research Pty.Ltd

Contract value

- £25,016.85 excluding VAT

- £30,020.22 including VAT

Below the relevant threshold

Date signed

24 March 2025

Contract dates

- 2 April 2025 to 1 April 2027

- 2 years

Main procurement category

Services

CPV classifications

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

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Procedure

Procedure type

Below threshold - without competition

Supplier

Dovetail Research Pty.Ltd

Level 1, 276 Devonshire Street

Surry Hills

NSW 2010

Australia

Email: dsmith@dovetail.com

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Dovetail Software Subscription Renewal

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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

Region: UKD72 - Liverpool

Organisation type: Public authority - central government