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Contract

Technology Services 3

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2021/S 000-015464

Procurement identifier (OCID): ocds-h6vhtk-02c3da

Published 5 July 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

info@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

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

Technology Services 3

Reference number

RM6100

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 as the Contracting Authority has put in place a Pan Government Collaborative Framework Agreement for use by UK public sector bodies identified at VI.3 (and any future successors to these organisations), which include Central Government Departments and their Arm's Length Bodies and Agencies, Non Departmental Public Bodies, NHS bodies and Local Authorities.

Public Sector Bodies have a need for a technology service Framework Agreement, which will deliver local, regional and national technology service provides for the range of service outlined below.

The agreement will include but not be limited to the following tech support services:

- Hardware management and support
- Software management and support
- Network management and support
- Data management
- Enterprise security (Security Operations Centre – SOC services)
- Tech service discovery

- Tech service disaggregation
- Transition and transformation of existing tech services
- Tech strategy & service design

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: £2,000,000,000

II.2) Description

II.2.1) Title

Technology Strategy & Service Design

Lot No

1

II.2.2) Additional CPV code(s)

- 79410000 - Business and management consultancy services
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The buyer can award a call off contract via either completion of a further competition procedure or by applying the direct award criteria to the Supplier's Catalogue.

Strategy - Where requested by the Buyer, Suppliers will provide a range of services and to deliver full technology strategic design to Buyer. Services which may include but are not limited to:

Capability analysis - identification of current business capability (as is) and that which will

be needed for the future state (to be).

Enterprise architecture using the open group architecture framework (TOGAF) or similar

Technology gap assessments - the assessment and recommendation of the right technology to plug the capability gap between the as-is and the to-be.

Business models - identification of the correct commercial and operational models to deliver the technology strategy (insourced, outsourced or multi-sourced models).

Architectures - identification of the correct technology architecture to deliver the technology strategy (in-house hosted, private cloud, hybrid or public cloud).

Road-mapping - the development of technology roadmaps to co-ordinate the delivery of the technology strategy.

IT financial management - development of an IT financial management approach to support the technology strategy, in order to manage investment and costs and obtain business benefit from any investments.

Service Design - Where requested by the Buyer, Suppliers will provide a range of services to deliver full technology service design to Buyer. Services which may include but are not limited to:

Operational service design - working with customers and end users in order to design a service delivery model that meets the current and future business needs and demand.

Demand management - capacity planning processes and systems.

Service Levels, Performance Design - developing service levels and KPI's for services in scope, their measurement and reporting and how service provider(s) may work to achieve and maintain them.

Service Availability – designing monitoring, assurance and continuity of service processes and systems to meet current and future business needs.

Risk – ensuring proactive risk identification, mitigation and management to deliver service continuity.

Security – appropriate security protection in line with business needs.

Supply chain - designing, integration and management of commercial processes to ensure service integration and efficient operation in a multi supplier eco system.

Applications - identification and specification of any appropriate databases, applications or toolsets to deliver the services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Transition and Transformation

Lot No

2

II.2.2) Additional CPV code(s)

- 51610000 - Installation services of computers and information-processing equipment
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The buyer can award a call off contract via either completion of a further competition procedure or by applying the direct award criteria to the Supplier's Catalogue.

Where requested by the Buyer, Suppliers will provide a range of services to deliver full

technology service transition and transformation to Buyer. Services which may include but are not limited to:

The identification of the transition/transformation success factors and their measurement.

Risk analysis and risk management.

Audit and due diligence activities for the present customer estate. Project and programme management, including planning, delivery and reporting.

Implementing and managing the transition/transformation process and coordination of resources, potentially across a multi supplier environment.

Post transition/transformation review to identify if the objectives, success factors and benefits have been met and realised.

Legacy service decommissioning and disposal, including planning, delivery and coordination of activities.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Operational Services – End User Services

Lot No

3a

II.2.2) Additional CPV code(s)

- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 51610000 - Installation services of computers and information-processing equipment
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The buyer can award a call off contract via either completion of a further competition procedure or by applying the direct award criteria to the Supplier's Catalogue.

End User Support

Where requested by the Buyer, Suppliers will provide a range of services to deliver full end user support to Buyer. Services which may include but are not limited to:

Product support capabilities, including elements of hardware and software support.

Logging of problems.

Reporting and proactive results analysis of problem trends to suggest permanent fixes.

The dispatch of service technicians and/or parts.

End user training coordination and other technology related issues.

End User Computing and Device Management

Where requested by the Buyer, Suppliers will provide a range of services to deliver full end user computing and device management to Buyer. Services which may include but are not limited to:

Support for the full life cycle management of desktop, laptop, tablet, thin-client, handheld and peripheral assets

Device acquisition, deployment, maintenance, change management as well as disposal.

The hardware, software, disaster recovery and personnel required to perform the technical support, planning, process management and administration of the service.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Operational Services – Operational Management

Lot No

3b

II.2.2) Additional CPV code(s)

- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 51610000 - Installation services of computers and information-processing equipment
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The buyer can award a call off contract via either completion of a further competition

procedure or by applying the direct award criteria to the Supplier's Catalogue.

IT Operations and Technology Estate Service Management

Where requested by the Buyer, Suppliers will provide a range of services to deliver full IT operations and technology estate service management to Buyer. Services which may include but are not limited to:

Support for various operating models including fully centralised, fully decentralised or 'federated' (hybrid).

Day-to-day system management responsibility for the technology infrastructure.

Systems operation, integration, support, administration, and performance monitoring.

Technical diagnostics/troubleshooting

Configuration management

System repair

Disposal management

Production of management reports

Exclusions are provision of physical premises for location of information and communications technology, including but not limited to data centres, server rooms, colocation and hosting.

Security Management

Where requested by the Buyer, Suppliers will provide a range of services to deliver full security management to Buyer. Services which may include but are not limited to:

Managed firewall

Identity and access management

Intrusion detection

Virtual private networks

Vulnerability scanning

Anti-viral/anti-phishing services

Security Operations Centre (SOC)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Operational Services – Technical Management

Lot No

3c

II.2.2) Additional CPV code(s)

- 32410000 - Local area network
- 32420000 - Network equipment
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The buyer can award a call off contract via either completion of a further competition

procedure or by applying the direct award criteria to the Supplier's Catalogue.

Network Infrastructure Management

Where requested by the Buyer, Suppliers will provide a range of services to deliver full network infrastructure management to Buyer. Services which may include but are not limited to:

Planning, delivering, operating, managing (including security), supporting and monitoring the on-premise local area network infrastructure (LAN) and/or its assets

Fixed and wireless devices

Routers and switches

Firewalls

Fibre optic equipment

Network Operations Centre (NOC)

Exclusions are telephony, mobile voice and data services, video-conferencing, audio-conferencing services, integrated communications and wide area network provisioning and connectivity.

Hardware and Software Asset Management

Where requested by the Buyer, Suppliers will provide a range of services to deliver full hardware and software asset management to Buyer. Services which may include but are not limited to:

Hardware and software acquisition and disposal decisions that identify and eliminate unused or infrequently used assets

Consolidation of software licenses or proposals for new licensing models.

Accurate accounting of technology asset lifecycle costs and risks

Processes to maximise the business value of technology and sourcing decisions.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Operational Services – Application and Data Management

Lot No

3d

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The buyer can award a call off contract via either completion of a further competition procedure or by applying the direct award criteria to the Supplier's Catalogue.

Data Warehouse, Database and Data Management

Where requested by the Buyer, Suppliers will provide a range of services to deliver data warehouse, database, and data management to Buyer. Services which may include but are not limited to:

Data, database and middleware management and integration practices.

Architectural techniques and tools.

Installation, configuration, management and support (1st or 3rd party) of databases.

Data extraction, translation, transfer, conversion and backup and recovery.

Applications management, development and support

Where requested by the Buyer, Suppliers will provide a range of combined or separate Services delivering application development, management, and support to the Buyer. Services which may include but are not limited to:

Processes and methodologies for maintaining, enhancing, managing and supporting custom or enterprise applications, packaged software applications, ESCROW or network-delivered applications including cloud platforms.

Development of new and existing applications as part of a complete application management and support solution.

Continuous and whole software lifecycle management using DevOps and Agile methodologies, to deliver further iterative application functional and non-functional changes, IT operations and

other activities in-line with Buyer requirements and priorities.

The Process workflows, testing and quality assurance, deployment, and Delivery that support continuous software lifecycle management.

Management of any Third Party Suppliers involved in application development and support for the Buyer to ensure smooth integration onto their estate.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Major Services Transformation Programmes

Lot No

4

II.2.2) Additional CPV code(s)

- 32410000 - Local area network
- 48000000 - Software package and information systems
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 51610000 - Installation services of computers and information-processing equipment
- 79410000 - Business and management consultancy services
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The buyer can only award a Call Off Contract through completing a Further Competition procedure.

Where requested by the Buyer, Suppliers will provide a range of services to deliver major services transformation programmes to Buyer. Services which may include but are not limited to:

Service strategy and design (as per Lot 1)

Transition and Transformation (as per Lot 2)

Operational Management (as per Lot 3)

Programme and/or project management

Risk management

Issues management

Financial management

Resource management

Support for either single entity (single sourced) or multiple-entities (multi-sourced) programme delivery.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Service Integration and Management

Lot No

5

II.2.2) Additional CPV code(s)

- 51000000 - Installation services (except software)
- 79410000 - Business and management consultancy services
- 80500000 - Training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The buyer can award a call off contract via either completion of a further competition procedure or by applying the direct award criteria to the Supplier's Catalogue.

Where requested by the Buyer, Suppliers will provide a range of services to deliver service integration and management strategy, design, and transition to Buyer. Services which may include but are not limited to:

The design of SIAM strategy using the most appropriate methodology.

Capability analysis

Identification of appropriate commercial and operational business models

Road-mapping development to coordinate the delivery of the SIAM strategy.

IT financial management

Identification and design of the SIAM including resources, processes and assets to meet customer and/or end user service needs.

Auditing of current service provision, continuous service improvement and development of new services.

Operational service design.

Development of service levels and key performance indicators.

Service availability design and assurance.

Supply chain design, integration and management.

Supporting application identification and specification.

The identification of the transition/transformation success factors and their measurement.

Risk analysis and risk management.

Audit and due diligence activities.

Project and programme management.

Implementing and managing the transition/transformation process and coordination of resources, potentially across a multi supplier environment.

Post transition/transformation review to identify if the objectives, success factors and benefits have been met and realised.

Legacy service decommissioning and disposal, including planning, delivery and coordination of activities.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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: [2020/S 210-514766](#)

Section V. Award of contract

Lot No

1

Title

Technology Strategy & Service Design

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 June 2021

V.2.2) Information about tenders

Number of tenders received: 255

Number of tenders received from SMEs: 140

Number of tenders received by electronic means: 255

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

V.2.3) Name and address of the contractor

2020 Delivery Ltd (Full list of successful suppliers is available on Contracts Finder)

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £120,000,000

Section V. Award of contract

Lot No

2

Title

Transition and Transformation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 June 2021

V.2.2) Information about tenders

Number of tenders received: 245

Number of tenders received from SMEs: 122

Number of tenders received by electronic means: 245

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

V.2.3) Name and address of the contractor

6point6 Ltd (Full list of successful suppliers is available on Contracts Finder)

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £260,000,000

Section V. Award of contract

Lot No

3a

Title

Operational Services – End User Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 June 2021

V.2.2) Information about tenders

Number of tenders received: 160

Number of tenders received from SMEs: 76

Number of tenders received by electronic means: 160

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

V.2.3) Name and address of the contractor

365 ITMS Ltd (Full list of successful suppliers is available on Contracts Finder)

Hemel Hempstead

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £320,000,000

Section V. Award of contract

Lot No

3b

Title

Operational Services – Operational Management

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 June 2021

V.2.2) Information about tenders

Number of tenders received: 177

Number of tenders received from SMEs: 83

Number of tenders received by electronic means: 177

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

V.2.3) Name and address of the contractor

365 ITMS Ltd (Full list of successful suppliers is available on Contracts Finder)

Hemel Hempstead

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £230,000,000

Section V. Award of contract

Lot No

3c

Title

Operational Services – Technical Management

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 June 2021

V.2.2) Information about tenders

Number of tenders received: 157

Number of tenders received from SMEs: 71

Number of tenders received by electronic means: 157

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

V.2.3) Name and address of the contractor

365 ITMS Ltd (Full list of successful suppliers is available on Contracts Finder)

Hemel Hempstead

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £60,000,000

Section V. Award of contract

Lot No

3d

Title

Operational Services – Application and Date Management

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 June 2021

V.2.2) Information about tenders

Number of tenders received: 171

Number of tenders received from SMEs: 65

Number of tenders received by electronic means: 171

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

V.2.3) Name and address of the contractor

ABTEC COMPUTER SOLUTIONS LTD (Full list of successful suppliers is available on Contracts Finder)

Wigan

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £330,000,000

Section V. Award of contract

Lot No

4

Title

Major Services Transformation Programmes

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 June 2021

V.2.2) Information about tenders

Number of tenders received: 72

Number of tenders received from SMEs: 17

Number of tenders received by electronic means: 72

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

V.2.3) Name and address of the contractor

Accenture (UK) Ltd (Full list of successful suppliers is available on Contracts Finder)

London

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: £580,000,000

Section V. Award of contract

Lot No

5

Title

Service Integration and Management

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 June 2021

V.2.2) Information about tenders

Number of tenders received: 84

Number of tenders received from SMEs: 35

Number of tenders received by electronic means: 84

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

V.2.3) Name and address of the contractor

Accenture (UK) Ltd (Full list of successful suppliers is available on Contracts Finder)

London

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: £100,000,000

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/11f22e27-49f7-4a34-8f6a-921dd797d1e>

1) Contract notice transparency information for the agreement;

- 2) Contract notice authorised customer list;
- 3) Redacted Commercial Agreement;
- 4) Full List of Successful Suppliers;

On 2.4.2014 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.

Number of suppliers per Lot:

Lot 1 - 196

Lot 2 - 134

Lot 3a - 113

Lot 3b - 121

Lot 3c - 118

Lot 3d - 126

Lot 4 - 39

Lot 5 – 34

The start date of this Framework Agreement is 16/6/2021. The expiry date of the

Framework Agreement is 15/6/2025. The Framework Agreement will be established for 4 years, with no option to extend.

Some purchases under this framework agreement may have requirements that can be met under this framework agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 — About the framework within the Invitation to Tender documentation). In such cases, call-offs from this framework will be unregulated purchases for the purposes of the procurement regulations, and the buyers may, at their discretion, modify the terms of the framework and any call-off contracts to reflect that buyer's specific needs.

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom