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Tender

Digital Outcomes and Specialists 7

Crown Commercial Service

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

RM1043.9

Description

This framework enables public sector organisations to procure suppliers to deliver digital, data, and technology services in line with government policies, standards, and best practices.

The scope for this framework contract supports delivery across all service manual agile life cycle phases (discovery, alpha, beta, live and retirement) to deliver application development and user-centred design services to build great digital products and services that meet citizen needs.

All tender documents are uploaded within the Digital Marketplace. To view these documents you will need to create an account by clicking 'Become a Supplier' on the

Digital Marketplace home page or sign-in with an existing account. Following this, using the available guidance, you will need to link your account using your share code from the Central Digital Platform.

Once your account on Digital Marketplace has been linked with your share code from the Central Digital Platform, you will be able to view the DOS 7 tender documents and start your DOS 7 application.

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)

- £12,000,000,000 excluding VAT
- £14,400,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 30 January 2026 to 29 July 2027
- Possible extension to 29 January 2029
- 3 years

Description of possible extension:

The initial duration of the Framework is 18 months, with an option to extend for 18 months.

CCS reserve the right to extend lots by varying durations

Main procurement category

Services

Not the same for all lots

CPV classifications are shown in Lot sections, because they are not the same for all lots.

Lot 1. Digital Outcomes

Description

Lot 1 enables Buyers to procure suppliers to deliver specific, outcome-based digital projects in line with agile methodologies and government digital standards.

Lot value (estimated)

- £12,000,000,000 excluding VAT
- £14,400,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

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

Same for all lots

Contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Digital Capability and Delivery Partner

Description

Lot 2 enables Buyers to procure suppliers to support the delivery of long-term digital transformation programmes, capability-building initiatives, and strategic resource augmentation

Lot value (estimated)

- £12,000,000,000 excluding VAT
- £14,400,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

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

Same for all lots

Contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Digital Specialists

Description

Lot 3 enables Buyers to procure individual digital specialists with expertise in specific Digital Roles. These specialists support defined projects, services, and transformation initiatives by bringing targeted skills into existing teams.

Lot value (estimated)

- £12,000,000,000 excluding VAT
- £14,400,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

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

Same for all lots

Contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. User Research Studios and Participants

Description

Lot 4 enables Buyers to hire studio space and/or recruit user research participants to test digital services

Lot value (estimated)

- £12,000,000,000 excluding VAT

- £14,400,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 73110000 - Research services
- 79300000 - Market and economic research; polling and statistics

Same for all lots

Contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

29 January 2032

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 - Call-Off Award Procedure 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 durations.

Award method when using the framework

With competition

Contracting authorities that may use the framework

Refer to RM1043.9 Digital Outcomes Specialists 7 - Customer List for details of contracting authorities that may use the framework.

Participation

Particular suitability

Lot 1. Digital Outcomes

Lot 2. Digital Capability and Delivery Partner

Lot 3. Digital Specialists

Lot 4. User Research Studios and Participants

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

Submission

Enquiry deadline

30 May 2025, 3:00pm

Tender submission deadline

20 June 2025, 3:00pm

Submission address and any special instructions

<https://www.applytosupply.digitalmarketplace.service.gov.uk/>

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<https://www.gov.uk/government/publications/procurement-act-2023-short-guides/suppliers-how-to-register-your-organisation-and-first-administrator-on-find-a-tender-in-three-easy-steps-html>

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Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 January 2026

Award criteria

Lot 1. Digital Outcomes

| Name | Type | Weighting |
|--|-------------|------------------|
| Skills and capabilities, Continuous professional development, Customer satisfaction and knowledge transfer | Quality | 60% |
| Price | Price | 30% |
| Social Value | Quality | 10% |

Lot 2. Digital Capability and Delivery Partner

| Name | Type | Weighting |
|-------------------------|-------------|------------------|
| Price | Price | 30% |
| Capability and capacity | Quality | 20% |

| Name | Type | Weighting |
|--------------------------------------|-------------|------------------|
| Quality and innovation | Quality | 20% |
| Collaboration and knowledge transfer | Quality | 20% |
| Social Value | Quality | 10% |

Lot 3. Digital Specialists

Lot 4. User Research Studios and Participants

| Name | Type | Weighting |
|--|-------------|------------------|
| Skills and Capabilities, Continuous Professional Development, Customer Satisfaction and Knowledge Transfer | Quality | 60% |
| Price | Price | 30% |
| Social Value | Quality | 10% |

Other information

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

[RM1043.9 -Customer list v1.0.docx](#)

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Telephone: +44 3454102222

Email: supplier@crowncommercial.gov.uk

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

Region: UKD72 - Liverpool

Organisation type: Public authority - central government