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Contract

CivTech 9.7 - How can technology help increase access to public services and products by making use of the trusted relationships people already have?

Scottish Government

F03: Contract award notice
Notice identifier: 2024/S 000-022806
Procurement identifier (OCID): ocds-h6vhtk-03dc05
Published 23 July 2024, 11:44am

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

4 Atlantic Quay, 70 York St

Glasgow

G2 8EA

Contact

Leigh Syme

Email

leigh.syme@gov.scot

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

http://www.scotland.gov.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

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

CivTech 9.7 - How can technology help increase access to public services and products by making use of the trusted relationships people already have?

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

Identity verification is fragmented, with diverse practices across the Scottish public sector. ScotAccount aims to standardise this, combining biometric checks and knowledge-based verification to establish identities in line with GPG 45. We know that people without recognised ID documents and limited interactions with public and private services face difficulties in verifying their identity, which means they can encounter issues around accessing online services.

We wish to develop identity verification that uses vouching, so that trusted relationships can help confirm someone's identity. While not fully developed digitally, vouching leverages existing relationships and has the potential to improve access to government services. A solution will need to respect dignity and human rights, information rights, using cultural, community and place-based relationships.

Please visit our website for information on CivTech and how to get involved: https://www.civtech.scot/how-to-apply-civtech-9

https://www.civtech.scot/civtech-9-challenge-7-increase-access-to-public-services-via-existing-relationships

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: £650,000

II.2) Description

II.2.3) Place of performance

NUTS codes

• UKM - Scotland

II.2.4) Description of the procurement

CivTech's mission is to drive daring and innovation in the public sector by collaboratively solving Challenges that make people's lives better – and in doing so create generations of sustainable, high growth businesses.

CivTech brings together public sector expertise and private sector innovation to solve real problems, develop new products, and deliver better, faster and easier services for everyone. Central to the approach is co-production with the citizen.

Part of the Scottish Government's Digital Directorate, CivTech's approach is helping transform public sector engagement with tech and innovation, delivering significant benefits to public services, producing genuine uplifts for the Scottish economy - and along the way, making lives better.

Across the country there are problems public sector organisations would like to solve and in the current environment the need for smart, efficient and effective products has never been greater. The Scottish Government is aware innovation is a good way to create them and is committed to ensuring a large part of its tech spend goes to smaller, innovative businesses. This is where CivTech comes in.

The CivTech Innovation Flow is designed to create products as quickly and effectively as possible, and uses a true Accelerator model at the heart of its Innovation Flow model. For you – whether you're an individual, team or company – it's an opportunity to take on a Challenge, solve it, and win contracts with a blue-chip public sector organisation. You'll build a product, and a business to take it as far as possible. Because here's the kicker: the Challenges we issue aren't 'single organisation' problems – most exist worldwide.

In short: Open Challenges are set. Any organisation, team or individual can respond. Applications are assessed, and shortlisted proposals go into an Exploration Stage where they're developed further [for which participating applicants are paid]. The best go through to the Accelerator – a period of intensive work to create the solution, and through CivTech's unique business workshop system, a business capable of taking the product to the world.

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https://www.civtech.scot/civtech-9-challenge-7-increase-access-to-public-services-via-existing-relationships

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.1.8) 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: 2023/S 000-017937

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 June 2024

V.2.2) Information about tenders

Number of tenders received: 13

Number of tenders received from SMEs: 13

Number of tenders received from tenderers from other EU Member States: 13

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 13

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

V.2.3) Name and address of the contractor

Interrobang

18 River Park Gardens

London

BR20BQ

Telephone

+44 7507069931

Country

United Kingdom

NUTS code

- UKI61 - Bromley

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £650,000

Total value of the contract/lot: £600,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:773171)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

EH1 1LB

Country

United Kingdom