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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](mailto: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](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

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## 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

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## **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](#)

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## **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

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## **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