

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/024185-2022>

Contract

DAO New Qualification Management System (QMS)

Ministry of Defence

F03: Contract award notice

Notice identifier: 2022/S 000-024185

Procurement identifier (OCID): ocids-h6vhtk-031440

Published 30 August 2022, 3:30pm

Section I: Contracting authority

I.1) Name and addresses

Ministry of Defence

Defence Academy of the United Kingdom

Swindon

Email

andrew.hall453@mod.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.contracts.mod.uk>

Buyer's address

<https://www.contracts.mod.uk>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Defence

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DAO New Qualification Management System (QMS)

Reference number

702754450

II.1.2) Main CPV code

- 72266000 - Software consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

The Defence Awarding Organisation (DAO) requires a digitalised qualification management system (QMS) to improve efficiency, reduce regulatory risk and grow capacity to meet increasing Defence demand.

The awarding organisation (AO) landscape is moving from physical printed certification to digital certificates and the regulatory burden is increasing, resulting in the DAO requiring stronger compliance processes across its centres; otherwise, DAO risk the chance of regulatory sanction. Consequently, to help future proof, and reduce risk, DAO requires a QMS that provides:

- Governance control
- Qualification development and management
- Centre control
- Digital certification

DAO needs to align with Defence Academy's (DefAc), intent to become a digital academy and offer eCertificates and only physical 'printed' qualification certification as an option for the learner, thus removing default manual certificate process that currently exists within DAO and across all centres.

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: £206,150

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Defence Awarding Organisation (DAO) requires a digitalised qualification management system (QMS) to improve efficiency, reduce regulatory risk and grow capacity to meet increasing Defence demand.

The awarding organisation (AO) landscape is moving from physical printed certification to digital certificates and the regulatory burden is increasing, resulting in the DAO requiring stronger compliance processes across its centres; otherwise, DAO risk the chance of regulatory sanction. Consequently, to help future proof, and reduce risk, DAO requires a QMS that provides:

- Governance control
- Qualification development and management

- Centre control
- Digital certification

DAO needs to align with Defence Academy's (DefAc), intent to become a digital academy and offer eCertificates and only physical 'printed' qualification certification as an option for the learner, thus removing default manual certificate process that currently exists within DAO and across all centres.

II.2.5) Award criteria

Quality criterion - Name: Technical including 10% for Social Value / Weighting: 60

Quality criterion - Name: Price / Weighting: 40

Price - Weighting: 40%

II.2.11) Information about options

Options: Yes

Description of options

The Authority has the two 1 year options to extend contract to 31 March 2026 and 31 March 2027 respectively. These options can be invoked individually or combined, as long as the Authority has invoked this within the agreed notice period in the contract. These options are priced at the outset of contract award.

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-003493](#)

Section V. Award of contract

Contract No

702754450

Title

DAO New Qualification Management System (QMS)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 June 2022

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Creatio Ltd

Unit 11, 32 Gould Road, Twickenham

London

TW2 6RS

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: £206,150

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Defence Academy of the United Kingdom

Swindon

Country

United Kingdom