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Awarded contract

Digital Outcomes 6

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice reference: 2023/S 000-026014

Published: 4 September 2023, 10:58am

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Contact

The Minister for the Cabinet Office acting through Crown Commercial Service

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

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

Digital Outcomes 6

Reference number

RM1043.8

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). These bodies had a need for a compliant procurement vehicle to access digital outcomes and user research services.

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: £813,000,000

II.2) Description

II.2.1) Title

Digital Outcomes

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72230000 - Custom software development services
- 72232000 - Development of transaction processing and custom software

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Digital outcomes suppliers will help research, test, design, build, release, iterate, support or retire a digital service.

Digital outcomes suppliers will work according to:

the Technology Code of Practice: <https://www.gov.uk/guidance/the-technologycode-of-practice>

and understand what it means to work on one of the Discovery, Beta, Live or Retirement phases described in the Service Manual: <https://www.gov.uk/service-manual>

support Buyers to comply with the above through successful Service Standard assessments: <https://www.gov.uk/service-manual/digital-by-default>

develop Services based on Open Standards Principles and accessible data protocols, to ensure they are interoperable:
<https://www.gov.uk/government/publications/openstandards-principles/open-standards-principles>

comply with any adopted open standards that are compulsory in government:
[https://www.gov.uk/government/collections/open-standards-for](https://www.gov.uk/government/collections/open-standards-for-government-data-and-technology) government-dataand-technology

Examples of recent digital outcomes include:

- a discovery phase to create an information systems vision for the business functions of an NHS department,
- development of online resources to support medieval history teaching in secondary schools,
- the build of an online, front-end billing application to replace a paper-based system for Ministry of Justice.
- Services must be exclusively delivered by the supplier personnel (where supplier personnel is defined as employees or subcontractors).
- Any supplier wishing to provide services through an agency model should be aware that other CCS agreements are available to offer services as an agency.

Digital outcomes suppliers will provide at least one of the following capabilities:

Performance analysis and data

Security

Service delivery

Software development

Support and operations

Testing and auditing

User experience and design

User research

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

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

User Research Studios

Lot No

II.2.2) Additional CPV code(s)

- 73110000 - Research services
- 73111000 - Research laboratory services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

User research will inform the development of all government digital services. User research studios suppliers will provide:

- user research studio hire in the right location on specific dates; with the required technical facilities to enable observation and recording of people as they engage with designs, prototypes and live public sector services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

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

User Research Participants

Lot No

3

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

All government digital services will:

- use research to develop a deep knowledge of who the service users are and what that means for the design of the service,
- have a plan for ongoing user research and usability testing to continuously seek feedback from users to improve the service. User research participants suppliers must provide:
- access to user research participants who best reflect the users of a service.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

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: [2022/S 000-001105](#)

Section V. Award of contract

Lot No

1

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: 999

Number of tenders received from tenderers from other EU Member States: 999

Number of tenders received by electronic means: 999

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

V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowcommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

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

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £813,000,000

Total value of the contract/lot: £813,000,000

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/e19ea023-118d-4ed7-aac8-1425b9188966>

1) List of Successful Suppliers

2) Approved Customer list

3) Transparency Agenda

On 02/04/2014, 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.

DOS 6 was awarded on 28th June 2022 and went live on the Contract Award Service (CAS) on 14th

December 2022 therefore the initial Framework period is for 24 months, expiring on 27th June 2024.

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

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