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Contract

## **Digital Outcomes 6**

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2023/S 000-026014

Procurement identifier (OCID): ocds-h6vhtk-030ae9

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](mailto:supplier@crowncommercial.gov.uk)

#### **Telephone**

+44 3450103503

#### **Country**

United Kingdom

**Region 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

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**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-dataand-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

2

#### **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

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## **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](#)

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## **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@crowncommercial.gov.uk](mailto:supplier@crowncommercial.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

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## 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

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

[supplier@crownccommercial.gov.uk](mailto:supplier@crownccommercial.gov.uk)

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