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Tender

## **WP2248.1 & WP2248.2: SMS Provider(s) for GOV.UK Notify**

Cabinet Office (Government Digital Service)

F02: Contract notice

Notice identifier: 2024/S 000-026943

Procurement identifier (OCID): ocds-h6vhtk-04933b

Published 22 August 2024, 7:33pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Cabinet Office (Government Digital Service)

The White Chapel Building

London

E1 8QS

#### **Contact**

Commercial Team

#### **Email**

[gds-digital-buyer@digital.cabinet-office.gov.uk](mailto:gds-digital-buyer@digital.cabinet-office.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI42 - Tower Hamlets

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/government-digital-service>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.contractsfinder.service.gov.uk/Notice/c9afeb6-26b6-4102-b081-e226304b837f>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.contractsfinder.service.gov.uk/Notice/c9afeb6-26b6-4102-b081-e226304b837f>

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

WP2248.1 & WP2248.2: SMS Provider(s) for GOV.UK Notify

#### **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**

GOV.UK Notify is a digital communications platform, developed and run by the Government Digital Service (GDS). Notify allows public sector service teams to send notifications (text message, email and post) to their users.

The notifications are typically status updates, requests for action, MFA codes, receipts of applications or supporting information, and reminders. The messages are sent via an API or manually through a web interface.

Currently there are over 8,700 service teams using GOV.UK Notify, from over 1,500 public sector organisations across central and local government and the NHS.

Notify sends an average of 3 million SMS fragments a day, regularly achieving peaks of 7 million.

Many Notify services send messages that are longer than one fragment and the average message sent via Notify is 2 fragments long. Notify SMS messages have a high average delivery rate of 95.7%.

Notify uses two concurrently integrated SMS suppliers to ensure a resilient service. Typically, traffic is shared between the two based on supplier performance (speed of processing) and load. Ultimately GDS reserves the right to allocate work between suppliers at its absolute discretion and there is no guarantee of volume as it's influenced by both government policy and how the services choose to use Notify.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 64212100 - Short Message Service (SMS) services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

As per attached docs;

<https://www.contractsfinder.service.gov.uk/Notice/c9afefb6-26b6-4102-b081-e226304b837f>

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Current contracts expire 31 March 2025.

A new supplier would potentially require up-to 3 months to onboard.

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 30

Objective criteria for choosing the limited number of candidates:

This is a single stage SQ/ITT. All compliant bids that pass the pass/fail criteria will be considered.

**II.2.10) Information about variants**

Variants will be accepted: Yes

**II.2.11) Information about options**

Options: Yes

Description of options

24 + 12 + 12 months

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**Section III. Legal, economic, financial and technical information**

**III.1) Conditions for participation**

**III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

**III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

25 September 2024

Local time

5:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of Justice Strand

London

WC2A 2LL

Country

United Kingdom