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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

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/c9afefb6-26b6-4102-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/c9afefb6-26b6-4102-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

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

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

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

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