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Not applicable

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

Cabinet Office (Government Digital Service)

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-028515

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

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Section I: Contracting authority/entity

I.1) Name and addresses

Cabinet Office (Government Digital Service)

The White Chapel Building

London

E18QS

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

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: <u>2024/S 000-026943</u>

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

Clarification question responses published to contracts finder