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Contract

Application Maintenance and Support (AMS) Services

DEPARTMENT OF ENVIRONMENT, FOOD AND RURAL AFFAIRS (Defra Network eTendering Portal)

F03: Contract award notice

Notice identifier: 2024/S 000-036745

Procurement identifier (OCID): ocds-h6vhtk-0389ff

Published 13 November 2024, 2:39pm

Section I: Contracting authority

I.1) Name and addresses

DEPARTMENT OF ENVIRONMENT, FOOD AND RURAL AFFAIRS (Defra Network eTendering Portal)

Seacole Building, 2 Marsham Street

London

SW1P 4DF

Contact

Mamun Islam

Email

mamun.islam@defra.gov.uk

Telephone

+44 7123456789

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

Buyer's address

<https://defra-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Application Maintenance and Support (AMS) Services

Reference number

C26527

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

The outsourced Application and Maintenance Support Services (AMS) will provide the following to the Department for Environment, Food and Rural Affairs (Defra):

- Application Monitoring.
- Application Maintenance.
- Application Support.

The purpose of this notice is to announce the award of the contract, which commenced on the 14th of October 2024 for the new Applications Maintenance and Support Services (AMS) contract. Please refer to II.2.4.1 for further information.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £78,800,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The outsourced Application and Maintenance Support Services (AMS) will provide the following to Defra:

- Application Monitoring – collecting data from applications to measure their performance and availability. This data can then be used to proactively identify and resolve issues before they impact users. Issues can include situations where an application is not performing as designed or, in the worst case, there is an outage and it is not available to end users.
- Application Maintenance – as technology progresses and the needs of end users adapt over time, continuous updating and modifying of applications is required to ensure they are running to the best of their abilities. This constant re-evaluating process means that faults can be corrected, and performance continue to be improved.
- Application Support – specialist support that can be contacted by receiving escalations from the service desk when they are unable to resolve a user's problem. This includes fixing issues that vary in levels of priority (from P4 to P1), however always on a minor tactical scale as the focus is to enable the application to function (as opposed to large scale Application Development).

By outsourcing the provision of these services to a specialist external provider, Defra can allow its IT function to continue focussing on longer term, more strategic planning. Typically, leveraging AMS services enables an organisation to improve internal efficiency and increase user-satisfaction. This is because internal IT teams are not having to spend time fixing applications that are not working as the end user expects them to.

In Defra's case, there are also regulatory requirements that must be adhered to, which makes the ongoing support of multiple applications even more critical. As well as ensuring that applications do not stop working, the AMS supplier will work to reduce the impact from outages and release fixes if a critical incident occurs.

Performing these duties limits the impact to farmers, borders and trade as a number of Defra's application are integral to them carrying out their jobs. Solving critical issues is also key as the alternative is working via sub-optimal methods or workarounds that can cost significantly more.

II.2.5) Award criteria

Quality criterion - Name: Capability/Solution / Weighting: 33

Quality criterion - Name: Implementation / Weighting: 15

Quality criterion - Name: Social Value (inc. Sustainability) / Weighting: 12

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

+1+1 extension options.

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

Competitive procedure with negotiation

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-034120](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 October 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Accenture (UK) Limited

1 Plantation Place, 30 Fenchurch Street, London EC3M 3BD, United Kingdom

London

EC3M 3BD

Telephone

+44 2078444000

Country

United Kingdom

NUTS code

- UKI - London

National registration number

4757301

Internet address

<https://www.accenture.com/gb-en>

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: £78,800,000

Total value of the contract/lot: £78,800,000

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Initial estimated total value of the contract/lot: £78,800,000

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Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

DEPARTMENT OF ENVIRONMENT, FOOD AND RURAL AFFAIRS (Defra Network eTendering Portal)

Seacole Building, 2 Marsham Street

London

SW1P 4DF

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

VI.4.2) Body responsible for mediation procedures

Public Procurement Review Body

N/A

N/A

N/A

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.4) Service from which information about the review procedure may be obtained

Public Procurement Review Body

N/A

N/A

N/A

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>