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Contract

## **Provision of Dynamic Systems**

Crown Commercial Service

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061221

Procurement identifier (OCID): ocds-h6vhtk-059d31 ([view related notices](#))

Published 1 October 2025, 11:13am

### **Scope**

### **Reference**

CCTS25B56

### **Description**

Crown Commercial Service (CCS) is seeking to establish a single agreement for the ongoing provision of a digital platform for the support and maintenance of registration and sign in services, support and maintenance of existing Dynamic Purchasing Systems and LVPS (Low Value Purchase System), functionality to support the delivery of new Dynamic Markets and the provision of the Modern Slavery Assessment Tool (MSAT).

The contract is designed to be a replacement to consolidate existing service requirements, which are currently delivered via two separate contracts, RM6101 CCS & CCSO24A27-1, into one combined agreement for all required services. The new agreement should cover the term 1st October 2025 through until no later than 28th February 2029.

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## **Contract 1. Provision of Dynamic Systems**

### **Supplier**

- NQC LIMITED

### **Contract value**

- £1,600,000 excluding VAT
- £1,920,000 including VAT

Above the relevant threshold

### **Date signed**

30 September 2025

## Contract dates

- 1 October 2025 to 28 February 2029
- 3 years, 5 months

## Main procurement category

Services

## CPV classifications

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

## Contract locations

- UK - United Kingdom

## Key performance indicators

<b>Name</b>	<b>Description</b>
Availability	The Supplier System and the Operational Services shall be Available ? 99% of the time during the relevant Service Period 96% in a Service Period 2% for each percent (or part thereof) below the OSL

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Name	Description
Help Desk Availability	<p>? 90% of calls to the Helpdesk Service answered in ? 30 seconds during the relevant Service Period and? 98% of calls to the Helpdesk Service answered ? 60 seconds during the relevant Service Period. Calls to the Helpdesk Service receiving an automated response or placed into a queuing system shall be deemed not to have been answered. &gt; 85% of calls answered in &gt; 30 seconds; or &gt; 94% of calls answered in &gt; 60 seconds, in a Service Period 0.5% for each percentage point (or part thereof) below the OSL</p>
System Response Time	<p>The Supplier System Response Time (including, for the avoidance of doubt, the time taken for any necessary processing) shall be on average within ? 5 seconds variance during a Service Period. &gt; 10 seconds variance in a Service Period 0.5% for each percentage point (or part thereof) below the OSL</p>

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## Other information

### Applicable trade agreements

- Government Procurement Agreement (GPA)

### Conflicts assessment prepared/revised

Yes

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## Procedure

## **Procedure type**

Direct award

## **Direct award justification**

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

Following the introduction of PA23, all DPS' that have been let under PCR2015 must expire no later than 24 February 2029. Given that these DPS' are live procurements and are on a platform which has been integrated with CDP, the cost and time of change would be significant therefore due to technical and legislative reasons a direct award to the incumbent supplier, to maintain continuity, is the best option.

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## **Supplier**

### **NQC LIMITED**

- Companies House: 04854362
- Public Procurement Organisation Number: PMRC-4557-DPTJ

Paragon Mill, Jersey Street, Ancoats

Manchester

M4 6JA

United Kingdom

Email: [support@nqc.com](mailto:support@nqc.com)

Website: <http://nqc.com>

Region: UKD33 - Manchester

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Provision of Dynamic Systems

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## **Contracting authority**

### **Crown Commercial Service**

- Public Procurement Organisation Number: PBZB-4962-TVLR

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Telephone: +44 3454102222

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

Website: <https://www.gov.uk/ccs>

Region: UKD72 - Liverpool

Organisation type: Public authority - central government