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Tender

How can technology help people overcome barriers to accessing key online services?

Scottish Government

F02: Contract notice

Notice identifier: 2025/S 000-061301

Procurement identifier (OCID): ocds-h6vhtk-05a5df

Published 1 October 2025, 12:39pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

5 Atlantic Quay, 150 Broomielaw

Glasgow

G2 8LU

Contact

Erin Crawford

Email

erin.crawford@gov.scot

Telephone

+44 412425466

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.scotland.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

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

How can technology help people overcome barriers to accessing key online services?

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

Despite the success of programmes such as Connecting Scotland, many individuals still struggle to access essential services because of low digital skills, limited confidence, or a lack of access to devices and connectivity. This Challenge seeks innovative, user-centred solutions that focus on people who may have some access to devices or connectivity but face barriers in using digital services safely and effectively. Proposals should address varied user needs, helping individuals engage with services including financial tools, education and employment. Connectivity and devices matter - but skills and confidence are critical to unlocking meaningful digital inclusion.

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services
- 80000000 - Education and training services
- 80400000 - Adult and other education services
- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 75000000 - Administration, defence and social security services
- 48740000 - Foreign language translation software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

About CivTech

CivTech's mission is to drive daring and innovation in the public sector by collaboratively solving Challenges that make people's lives better – and in doing so create generations of sustainable, high growth businesses.

CivTech brings together public sector expertise and private sector innovation to solve real problems, develop new products, and deliver better, faster and easier services for everyone. Central to the approach is co-production with the citizen.

Part of the Scottish Government's Digital Directorate, CivTech's approach is helping transform public sector engagement with tech and innovation, delivering significant benefits to public services, producing genuine uplifts for the Scottish economy - and along the way, making lives better.

Across the country there are problems public sector organisations would like to solve and in the current environment the need for smart, efficient and effective products has never been greater. The Scottish Government is aware innovation is a good way to create them and is committed to ensuring a large part of its tech spend goes to innovative businesses - whatever stage they're at, or size they are..

This is where CivTech comes in.

The CivTech Innovation Flow is designed to create products as quickly and effectively as

possible, and uses a true Accelerator model at the heart of its Innovation Flow model. For you – whether you're an individual, team or company – it's an opportunity to take on a Challenge, solve it, and win contracts with a blue-chip public sector organisation. You'll build a product, and a business to take it as far as possible. Because here's the kicker: the Challenges we issue aren't 'single organisation' problems – most of the problems we are solving exist worldwide.

In short: Open Challenges are set. Any organisation, team or individual can respond. Applications are assessed, and shortlisted proposals go into an Exploration Stage where they're developed further together with the Challenge Sponsor and the CivTech [for which participating applicants are paid]. The best go through to the Accelerator – a period of intensive work to create the solution, and through CivTech's unique business growth workshop system, a business capable of taking the product to the world.

Please visit our website for information on CivTech and how to get involved:

<https://www.civtech.scot/civtech-11-challenge-9-overcoming-barriers-to-accessing-key-online-services>

<https://www.civtech.scot/how-to-apply-civtech-11>

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.6) Estimated value

Value excluding VAT: £1,000,000

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

This contract can be extended if required

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

Open procedure

Accelerated procedure

Justification:

This procedure tender return date is on the 29th October

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

29 October 2025

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

29 October 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=811725.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:811725)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

27 Chalmers Street

Edinburgh

EH1 1LB

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Edinburgh Sheriff Court

27 Chalmers Street

Edinburgh

EH1 1LB

Country

United Kingdom

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

Edinburgh Sheriff Court

27 Chalmers Street

Edinburgh

EH1 1LB

Country

United Kingdom