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Tender

## **Digital Transformation Solutions and Enterprise Services**

Kent County Council (t/a Procurement Services)

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062339

Procurement identifier (OCID): ocds-h6vhtk-05a854

Published 3 October 2025, 7:06pm

### **Scope**

### **Reference**

Y26006

### **Description**

This Framework provides a compliant, flexible, and outcomes-focused route to market for public sector organisations seeking to deliver digital transformation, operational modernisation, and strategic reform. It supports both targeted interventions and end-to-end delivery models across core service areas.

To view this notice, please click here:

<https://csg.delta-esourcing.com/delta/viewNotice.html?noticeId=982769817>

### **Commercial tool**

Establishes a framework

**Total value (estimated)**

- £700,000,000 excluding VAT
- £840,000,000 including VAT

Above the relevant threshold

**Contract dates (estimated)**

- 1 February 2026 to 31 January 2030
- 4 years

**Main procurement category**

Services

**Not the same for all lots**

CPV classifications are shown in Lot sections, because they are not the same for all lots.

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**Lot 1. Digital and Service Transformation**

**Description**

This Lot covers services including, but not limited to, the design, delivery, and improvement of digital services and platforms across the public sector. Suppliers must be capable of delivering a full range of the following services, either directly or via a sub-contractor, if they are awarded onto the Framework:

- Agile delivery and multidisciplinary teams
- AI, RPA, chatbots, and workflow automation
- Behavioural insights and user research
- Consultancy
- CRM systems, customer portals, and online journeys
- Digital inclusion and accessibility
- Digital strategy and service design
- Low-code / no-code platforms
- Legacy system replacement and integration
- Operational support including hybrid mail services

### **Lot value (estimated)**

- £175,000,000 excluding VAT
- £210,000,000 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support
- 72200000 - Software programming and consultancy services

- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72223000 - Information technology requirements review services
- 72224000 - Project management consultancy services
- 72230000 - Custom software development services
- 72240000 - Systems analysis and programming services
- 72250000 - System and support services
- 72253000 - Helpdesk and support services
- 72260000 - Software-related services
- 72261000 - Software support services
- 72262000 - Software development services
- 72263000 - Software implementation services
- 72266000 - Software consultancy services
- 72300000 - Data services
- 72510000 - Computer-related management services
- 72590000 - Computer-related professional services
- 72600000 - Computer support and consultancy services
- 79417000 - Safety consultancy services

### **Same for all lots**

Contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 2. IT, Cloud, and Cyber Services**

## Description

This Lot covers services including, but not limited to, the design, delivery, and management of digital infrastructure, cloud environments, and cyber security across public sector organisations. Suppliers must be capable of delivering a full range of the following services, either directly or via a sub-contractor, if they are awarded onto the Framework:

- Cloud infrastructure, migration, hosting, and hybrid IT models
- Consultancy
- Cyber security audits, SOC, and penetration testing
- Disaster recovery and business continuity
- Integration with estates and smart building technologies
- IT operations automation (e.g. predictive maintenance)
- Managed IT services and support desks
- Network and device management
- Smart workplace and connectivity solutions

## Lot value (estimated)

- £175,000,000 excluding VAT
- £210,000,000 including VAT

Framework lot values may be shared with other lots

## CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

- 72100000 - Hardware consultancy services
- 72200000 - Software programming and consultancy services
- 72212000 - Programming services of application software
- 72212200 - Networking, Internet and intranet software development services
- 72220000 - Systems and technical consultancy services
- 72222300 - Information technology services
- 72250000 - System and support services
- 72260000 - Software-related services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services
- 72800000 - Computer audit and testing services
- 73000000 - Research and development services and related consultancy services

### **Same for all lots**

Contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 3. People, Payroll, Pensions and Financial operations**

### **Description**

This Lot covers services including, but not limited to, the transformation and management of public sector people operations, payroll, pensions, and procurement/payment functions. Suppliers must be capable of delivering a full range of the following services, either directly or via a sub-contractor, if they are awarded onto the Framework:

- AI tools for financial analytics
- AI tools for workforce planning

- Consultancy
- Digital Interviewing Solutions
- ERP/finance system integration and workflow design
- HR strategy and workforce transformation
- Learning & development, performance management
- Managed payroll and pensions services
- Payment services (e.g. BACS, payment gateways, Open Banking)
- Purchase-to-Pay (P2P) and invoice automation platforms
- Recruitment and onboarding platforms
- TUPE and workforce transition support

### **Lot value (estimated)**

- £100,000,000 excluding VAT
- £120,000,000 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 66100000 - Banking and investment services
- 66110000 - Banking services
- 66120000 - Investment banking services and related services
- 66140000 - Portfolio management services
- 66171000 - Financial consultancy services

- 66520000 - Pension services
- 66522000 - Group pension services
- 79200000 - Accounting, auditing and fiscal services
- 79210000 - Accounting and auditing services
- 79211110 - Payroll management services
- 79212000 - Auditing services
- 79221000 - Tax consultancy services
- 79222000 - Tax-return preparation services
- 79600000 - Recruitment services
- 79610000 - Placement services of personnel

### **Same for all lots**

Contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 4. Estates, Facilities and Asset Management Technology**

### **Description**

This Lot covers services including, but not limited to, the use of technology, data, and automation to support smart estates management, statutory compliance, and Net Zero delivery. Suppliers must be capable of delivering a full range of the following services, either directly or via a sub-contractor, if they are awarded onto the Framework:

- Asset register digitisation and lifecycle planning
- Building Management Systems (BMS) and automation
- CAFM platforms for planned and reactive maintenance

- Consultancy
- Estates dashboards and compliance tracking
- Integration with digital and finance infrastructure
- IoT sensors (e.g. fire, legionella, occupancy, energy)
- Predictive maintenance and analytics platforms
- Smart lighting, heating and energy optimisation systems

### **Lot value (estimated)**

- £125,000,000 excluding VAT
- £150,000,000 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 35120000 - Surveillance and security systems and devices
- 45310000 - Electrical installation work
- 50700000 - Repair and maintenance services of building installations
- 70300000 - Real estate agency services on a fee or contract basis
- 71314300 - Energy-efficiency consultancy services
- 72224000 - Project management consultancy services
- 77314000 - Grounds maintenance services
- 79418000 - Procurement consultancy services
- 79993100 - Facilities management services

- 90500000 - Refuse and waste related services
- 90700000 - Environmental services
- 90910000 - Cleaning services

### **Same for all lots**

Contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 5. Strategic Consultancy and Public Sector Reform**

### **Description**

This Lot covers services including, but not limited to, strategic consultancy, organisational reform, and major transformation programme support across the public sector. Suppliers must be capable of delivering a full range of the following services, either directly or via a sub-contractor, if they are awarded onto the Framework:

- Business case development (Five Case Model / Green Book)
- Equality, diversity, inclusion, and digital inclusion strategies
- Governance, devolution, and partnership planning
- ICS and health & care integration strategies
- Innovation advisory and system redesign
- Net Zero strategy and cross-sector collaboration
- Organisational strategy and operating model reviews
- Portfolio and programme management
- Regeneration, levelling up, and place-based design

## **Lot value (estimated)**

- £125,000,000 excluding VAT
- £150,000,000 including VAT

Framework lot values may be shared with other lots

## **CPV classifications**

- 73220000 - Development consultancy services
- 75100000 - Administration services
- 79315000 - Social research services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79411000 - General management consultancy services
- 79411100 - Business development consultancy services
- 79412000 - Financial management consultancy services
- 79413000 - Marketing management consultancy services
- 79414000 - Human resources management consultancy services
- 79415000 - Production management consultancy services
- 79416000 - Public relations services
- 79418000 - Procurement consultancy services
- 79419000 - Evaluation consultancy services
- 79421000 - Project-management services other than for construction work
- 79430000 - Crisis management services

## **Same for all lots**

Contract dates are shown in the Scope section, because they are the same for all lots.

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## **Framework**

### **Maximum number of suppliers**

Unlimited

### **Maximum percentage fee charged to suppliers**

0%

### **Framework operation description**

The Framework will be operated by Procurement Services, acting on behalf of Kent County Council (KCC) and the Commercial Services Group (CSG). It is a closed Framework with a four-year duration and will not be open to additional suppliers during its term.

#### 1. Call-Off Mechanism

Customers will be able to award contracts via:

- Direct Award
- Rapid Request for Quote
- Further Competition

The process for Direct Award Rapid RFQ and Further Competition is detailed in Annex B – Specification and Requirement (Sections 8 and 9).

#### 2. Core Terms

All Call-Off Contracts will be governed by:

- Annex F – Core Terms and Conditions, which apply to all Direct Awards.
- Pricing structures defined in Annex H – Pricing Schedule, including benchmark rates and a catch-all discount mechanism.
- Service levels and KPIs as specified by the Customer at call-off stage.

### 3. Conditions of Participation

Suppliers must meet the conditions outlined in Schedule 1 and Annex A – PSQ, including:

- Financial capability (minimum credit score of 30/100)
- Legal and technical capacity
- Compliance with exclusion grounds under PA23

### 4. Framework Structure

The Framework is divided into five Lots, each covering distinct service areas. Up to six suppliers per Lot will be awarded, with the option to extend this at the Contracting Authority's discretion.

### 5. Duration and Extensions

- Framework duration: 4 years
- Call-Off Contracts may be shorter or longer than the Framework term, as appropriate.
- Extensions are permitted under the terms of the Framework and PA23.

### 6. Transparency and Governance

- All procurement activity under the Framework will comply with PA23.
- Suppliers must maintain up-to-date profiles on the Central Digital Platform (CDP).
- All decisions and awards will be documented and auditable.

### 7. Exclusion and Suspension

Suppliers may be excluded from call-offs if they become excluded or excludable under

PA23, as defined in Schedule 1.

### **Award method when using the framework**

Either with or without competition

### **Contracting authorities that may use the framework**

Establishing party only

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## **Participation**

### **Particular suitability**

#### **Lot 1. Digital and Service Transformation**

Small and medium-sized enterprises (SME)

#### **Lot 2. IT, Cloud, and Cyber Services**

#### **Lot 3. People, Payroll, Pensions and Financial operations**

#### **Lot 4. Estates, Facilities and Asset Management Technology**

#### **Lot 5. Strategic Consultancy and Public Sector Reform**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## **Submission**

## Enquiry deadline

20 October 2025, 2:00pm

## Tender submission deadline

3 November 2025, 5:00pm

## Submission address and any special instructions

<https://www.delta-esourcing.com>

## Tenders may be submitted electronically

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

5 January 2026

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## Award criteria

Name	Type	Weighting
Quality	Quality	60%
Pricing	Price	30%
Social Value	Quality	10%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Contracting authority

### Kent County Council (t/a Procurement Services)

- Public Procurement Organisation Number: PYCX-4938-CCHM

1 Abbey Wood Road

West Malling

ME19 4YT

United Kingdom

Contact name: Jennifer Ware

Email: [jennifer.ware@csltd.org.uk](mailto:jennifer.ware@csltd.org.uk)

Region: UKJ46 - West Kent

Organisation type: Public authority - sub-central government