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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

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## 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.

# 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 subcontractor, 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

- 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

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

# 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

- 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

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

# 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:

- •Al tools for financial analytics
- •Al 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

- 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

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

# 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
- •loT 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

- 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

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

## 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

- 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

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

### **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

# **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)

### **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

## **Award criteria**

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

## Other information

# Conflicts assessment prepared/revised

Yes

# **Procedure**

## **Procedure type**

Open procedure

# **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

Region: UKJ46 - West Kent

Organisation type: Public authority - sub-central government