

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:316685-2019:TEXT:EN:HTML>

**United Kingdom-Liverpool: IT services: consulting, software development, Internet and support  
2019/S 129-316685**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

Crown Commercial Service  
The Capital Building, Old Hall Street  
Liverpool  
L3 9PP  
United Kingdom  
Telephone: +44 3450103503  
E-mail: [supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)  
NUTS code: UK

**Internet address(es):**

Main address: <https://www.gov.uk/ccs>  
Address of the buyer profile: <https://www.digitalmarketplace.service.gov.uk>

**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.digitalmarketplace.service.gov.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.digitalmarketplace.service.gov.uk>

Tenders or requests to participate must be submitted to the abovementioned address

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5) Main activity**

General public services

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title:**

Digital Outcomes and Specialists 4  
Reference number: RM1043.6

**II.1.2) Main CPV code**

72000000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

Crown Commercial Service as the Contracting Authority is putting in place a Pan Government Collaborative Framework Agreement for use by UK public sector bodies identified at VI.3 (and any future successors to these organisations). These bodies have a need for a compliant procurement vehicle to access digital outcomes, specialists and supporting services.

This framework will be a recurring framework, the maximum duration of any call-off contract that may be placed by an eligible other Contracting Authority is 24 months (with 6 month extension).

This digital outcomes and specialists 4 procurement will be responded to via the digital marketplace (accessed here: <https://www.digitalmarketplace.service.gov.uk>) and details of how to register are included in the ITT. Suppliers must register on the digital marketplace, and full instructions on how to register are included in the ITT.

II.1.5) **Estimated total value**

Value excluding VAT: 1 570 000 000.00 GBP

II.1.6) **Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 4

II.2) **Description**

II.2.1) **Title:**

Digital Outcomes

Lot No: 1

II.2.2) **Additional CPV code(s)**

72000000

72230000

72232000

II.2.3) **Place of performance**

NUTS code: UK

II.2.4) **Description of the procurement:**

Digital outcomes suppliers can help research, test, design, build, release, iterate, support or retire a digital service.

Digital outcomes suppliers must:

— comply with the technology code of practice (<https://www.gov.uk/service-manual/technology/code-of-practice.html>),

— work according to the government service design manual (<https://www.gov.uk/service-manual>),

— understand what it means to work on one of the discovery, alpha, beta, live or retirement phases outlined in the government service design manual (<https://www.gov.uk/service-manual>).

Examples of recent digital outcomes include:

— a discovery phase to create an information systems vision for the business functions of an NHS department,

— development of online resources to support medieval history teaching in secondary schools,

— the build of an online, front-end billing application to replace a paper-based system for Ministry of Justice.

Digital outcomes suppliers must provide at least one of the following:

— design,

- performance analysis and data,
- security,
- service delivery,
- software development,
- support and operations,
- testing and auditing,
- user research.

II.2.5) **Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.6) **Estimated value**

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: no

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**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

Initial 12 months with an optional 12 month extension.

II.2) **Description**

II.2.1) **Title:**

Digital specialists

Lot No: 2

II.2.2) **Additional CPV code(s)**

72000000

72230000

72232000

II.2.3) **Place of performance**

NUTS code: UK

II.2.4) **Description of the procurement:**

Digital specialists suppliers provide government departments and teams with specialists for work on a service, programme or project. The work you do has a defined scope and deliverables.

Digital specialists suppliers must:

- only provide specialists from their existing team,
- offer evidence of competence in each role if requested by the buyer,
- ensure all roles support the government service design manual's description (<https://www.gov.uk/service-manual/the-team>) of what you need to build a successful service.

Examples of digital specialist briefs include:

- a user researcher for the discovery phase of the prison visits tool,
- a delivery manager to work on the transition of the replacement driving licence product from beta to live,
- a front-end developer to work on the beta of the MOT recording product, which is part of the MOT registrations service.

Digital specialists suppliers must provide at least one of the following roles:

- agile coach,
- business analyst,
- communications manager,
- content designer or copywriter,
- cyber security consultant,
- delivery manager or project manager,
- designer,
- developer,
- performance analyst,
- portfolio manager,
- product manager,
- programme delivery manager,
- quality assurance analyst,
- service manager,
- technical architect,
- user researcher,
- visual designer,
- web operations engineer,
- data engineer,
- data scientist,
- data architect.

Any supplier wishing to provide services through an Agency model should be aware that other CCS agreements are available to offer services as an Agency.

II.2.5) **Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.6) **Estimated value**

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: no

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**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

Initial 12 months with an optional 12 month extension.

II.2) **Description**

II.2.1) **Title:**

User Research Studios

Lot No: 3

II.2.2) **Additional CPV code(s)**

73110000

73111000

II.2.3) **Place of performance**

NUTS code: UK

II.2.4) **Description of the procurement:**

User research should inform the development of all government digital services.

User research studios suppliers must provide:

— user research studio hire in the right location on specific dates.

II.2.5) **Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.6) **Estimated value**

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: no

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**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

Initial 12 months with an optional 12 month extension.

II.2) **Description**

II.2.1) **Title:**

User Research Participants

Lot No: 4

II.2.2) **Additional CPV code(s)**

73110000

79300000

II.2.3) **Place of performance**

NUTS code: UK

II.2.4) **Description of the procurement:**

All government digital services need to:

— use research to develop a deep knowledge of who the service users are and what that means for the design of the service,

— have a plan for ongoing user research and usability testing to continuously seek feedback from users to improve the service.

User research participants suppliers must provide:

— access to user research participants who best reflect the users of a service.

**II.2.5) Award criteria**

Criteria below

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

**II.2.6) Estimated value**

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: no

**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**

**II.2.13) Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

**II.2.14) Additional information**

Initial 12 months with an optional 12 month extension.

**Section III: Legal, economic, financial and technical information**

**III.1) Conditions for participation**

**III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Candidates will be assessed in accordance with Section 5 of the 2015 Public Contract Regulations (implementing the Directive) on the basis of information provided in response to an Invitation to Tender ('ITT') registering for access.

**III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

**III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

**III.1.5) Information about reserved contracts**

**III.2) Conditions related to the contract**

**III.2.1) Information about a particular profession**

**III.2.2) Contract performance conditions:**

**III.2.3) Information about staff responsible for the performance of the contract**

**Section IV: Procedure**

**IV.1) Description**

**IV.1.1) Type of procedure**

Open procedure

**IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 999

**IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

**IV.1.6) Information about electronic auction**

**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.2.1) Previous publication concerning this procedure**

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

Date: 15/08/2019

Local time: 17:00

**IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**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**

**IV.2.7) Conditions for opening of tenders**

Date: 15/08/2019

Local time: 17:01

**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:**

The duration specified in Section II.1.4 is made up of an initial framework period of 12 months with the Authority reserving the right to extend for any period or periods up to a maximum of 12 months in total from the expiry of the initial framework period (the extension framework period).

Potential providers should note that, in accordance with the UK Government's policies on transparency, Crown Commercial Service intends to publish the Invitation to Tender (ITT) document and the text of any Framework Agreement awarded, subject to possible redactions at the discretion of Crown Commercial Service. The terms of the proposed Framework Agreement will also permit a public sector Contracting Authority, awarding a contract under this Framework Agreement, to publish the text of that contract, subject to possible redactions at the discretion of the Contracting Authority. Further information on transparency can be found at:

<https://www.gov.uk/government/publications/procurement-and-contracting-transparency-requirements-guidance>

Crown Commercial Service expressly reserves the right:

(i) not to award any contract as a result of the procurement process commenced by publication of this notice; and

(ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will Crown Commercial Service be liable for any costs incurred by the potential providers. If Crown Commercial Service decides to enter into a Framework Agreement with the successful supplier, this does not mean that there is any guarantee of subsequent contracts being awarded. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgement of potential providers. [Any orders placed under this Framework Agreement will form a separate contract under the scope of this Framework between the supplier and the specific requesting other contracting authority(s). Crown Commercial Service and other contracting bodies utilising the Framework Agreement reserve the right to use any electronic portal during the life of the agreement.]

The duration referenced in Section II.1.4 is for the placing of orders.

The value provided in Section II.1.4 is only an estimate. We cannot guarantee to Suppliers any business through this Framework Agreement.

Crown Commercial Service wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

<https://www.contractsfinder.service.gov.uk/Notice/51b1f5ad-8672-4d72-8dd1-6ae9aa447edf>

VI.4) **Procedures for review**

VI.4.1) **Review body**

Crown Commercial Service  
9th Floor, The Capital Building, Old Hall Street  
Liverpool  
L3 9PP  
United Kingdom  
E-mail: [supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

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

VI.5) **Date of dispatch of this notice:**

04/07/2019