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Tender

Supply of Business Support Services Y25005

Kent County Council (T/A Procurement Services)

F02: Contract notice

Notice identifier: 2025/S 000-003706

Procurement identifier (OCID): ocds-h6vhtk-04db96

Published 4 February 2025, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Kent County Council (T/A Procurement Services)

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Email

csgprocurement@csltd.org.uk

Telephone

+44 8081685808

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.commercialservices.org.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.delta-esourcing.com/tenders/UK-UK-West-Malling:-Business-and-management-consultancy-and-related-services./UD227JG6U3>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supply of Business Support Services Y25005

Reference number

Y25005

II.1.2) Main CPV code

- 79400000 - Business and management consultancy and related services

II.1.3) Type of contract

Services

II.1.4) Short description

This Framework will cover the provision of business support Services to help organisations with maintaining internal operations, ensuring a smooth workflow, compliance and overall efficiency. Awarded Suppliers will be expected be able to provide all of the below requirements, including but not limited to:

- Advisory and Consultancy services
- Aged debt recovery
- Audit services
- Compliance services
- Customer service solutions
- Financial services
- HR services
- IT services
- Operational support

- Payroll
- Procurement Services including Contract Management
- Project Management
- Source-to-pay
- Workplace automation and digitalisation

II.1.5) Estimated total value

Value excluding VAT: £750,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79411100 - Business development consultancy services
- 79900000 - Miscellaneous business and business-related services
- 79631000 - Personnel and payroll services
- 72000000 - IT services: consulting, software development, Internet and support
- 79414000 - Human resources management consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

This Framework will cover the provision of business support Services to help organisations with maintaining internal operations, ensuring a smooth workflow, compliance and overall efficiency. Awarded Suppliers will be expected to provide all of the below requirements, including but not limited to:

- Advisory and Consultancy services
- Aged debt recovery
- Audit services
- Compliance services
- Customer service solutions
- Financial services
- HR services
- IT services
- Operational support
- Payroll
- Procurement Services including Contract Management
- Project Management
- Source-to-pay
- Workplace automation and digitalisation

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £750,000,000

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

Duration in months

48

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.2.13) 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

All Public Bodies will have access to this Framework Agreement with the agreement with the Contracting Authority. Those organisations who wish to access this Framework Agreement are detailed in the Invitation to Tender document

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

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

Date

11 March 2025

Local time

2:00pm

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: 48 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

11 March 2025

Local time

2:15pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://csg.delta-esourcing.com/tenders/UK-UK-West-Malling:-Business-and-management-consultancy-and-related-services./UD227JG6U3>

To respond to this opportunity, please click here:

<https://csg.delta-esourcing.com/respond/UD227JG6U3>

GO Reference: GO-202524-PRO-29301564

VI.4) Procedures for review

VI.4.1) Review body

Kent County Council (t/a Procurement Services)

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Email

csgprocurement@csltd.org.uk

Telephone

+44 8081685808

Country

United Kingdom

Internet address

www.commercialservices.org.uk

VI.4.2) Body responsible for mediation procedures

Commercial Services

1 Abbey Wood Road, Kings Hill

West Malling

ME19 4YT

Email

csgprocurement@csLtd.org.uk

Telephone

+44 8081685808

Country

United Kingdom

Internet address

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