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Tender

Contact Centres and Business Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2021/S 000-006901

Procurement identifier (OCID): ocds-h6vhtk-02a266

Published 2 April 2021, 12:56am

The closing date and time has been changed to:

10 May 2021, 3:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3150103503

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://www.gov.uk/ccs>

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://crowncommercialservice.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://crowncommercialservice.bravosolution.co.uk>

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

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

Contact Centres and Business Services

Reference number

RM6181

II.1.2) Main CPV code

- 75100000 - Administration services

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Commercial Service (CCS) intends to establish a framework agreement for the provision of outsourced contact centre services, shared services and operational business process services. The framework will be used by UK Central Government and wider public sector organisations. Buyers will include, but are not limited to, Central Government departments and their agencies, non-departmental public bodies, devolved administrations, NHS bodies, local authorities, police, voluntary sector, charities and private sector organisations procuring on behalf of these bodies.

The framework will have 2 lots:

Lot 1 Contact Centres – for the provision of contact centres servicing citizen and industry engagement with the public sector.

Lot 2 Business Services – for the provision of financial accounting, HR, payroll, and source-to-pay business services.

II.1.5) Estimated total value

Value excluding VAT: £3,500,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Contact Centres

Lot No

1

II.2.2) Additional CPV code(s)

- 75100000 - Administration services
- 75130000 - Supporting services for the government
- 79340000 - Advertising and marketing services
- 79341000 - Advertising services
- 79341100 - Advertising consultancy services
- 79341400 - Advertising campaign services
- 79342000 - Marketing services
- 79342100 - Direct marketing services
- 79342200 - Promotional services
- 79342300 - Customer services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey
- 79342320 - Customer-care services
- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services
- 79512000 - Call centre
- 79530000 - Translation services
- 79540000 - Interpretation services

- 79550000 - Typing, word-processing and desktop publishing services
- 79570000 - Mailing-list compilation and mailing services
- 79600000 - Recruitment services
- 79610000 - Placement services of personnel
- 79994000 - Contract administration services
- 79996100 - Records management

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

Lot 1 Contact Centres is for the provision of contact centres servicing citizen and industry engagement with the public sector.

The full scope of Lot 1 is set out in the Specification that is part of the Invitation to Tender (ITT) documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £1,500,000,000

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

A framework contract will be awarded to 15 bidders for this lot.

The maximum number of bidders may increase where 2 or more bidders have tied scores in last awarded position. We also reserve the right to award to any bidder whose final score is within 1 % of the last awarded position of this lot.

The value at II.2.6 is an estimate. We cannot guarantee suppliers any business under the framework.

II.2) Description

II.2.1) Title

Business Services

Lot No

2

II.2.2) Additional CPV code(s)

- 48400000 - Business transaction and personal business software package
- 48450000 - Time accounting or human resources software package
- 48451000 - Enterprise resource planning software package
- 48480000 - Sales, marketing and business intelligence software package
- 75100000 - Administration services
- 75112000 - Administrative services for business operations

- 75130000 - Supporting services for the government
- 75131100 - General personnel services for the government
- 79200000 - Accounting, auditing and fiscal services
- 79210000 - Accounting and auditing services
- 79211000 - Accounting services
- 79211100 - Bookkeeping services
- 79211110 - Payroll management services
- 79211120 - Sales and purchases recording services
- 79211200 - Compilation of financial statements services
- 79212500 - Accounting review services
- 79342300 - Customer services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey
- 79400000 - Business and management consultancy and related services
- 79414000 - Human resources management consultancy services
- 79418000 - Procurement consultancy services
- 79500000 - Office-support services
- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services
- 79512000 - Call centre
- 79520000 - Reprographic services
- 79560000 - Filing services
- 79600000 - Recruitment services
- 79630000 - Personnel services except placement and supply services
- 79631000 - Personnel and payroll services
- 79635000 - Assessment centre services for recruitment

- 79990000 - Miscellaneous business-related services
- 79995000 - Library management services
- 79996000 - Business organisation services
- 79997000 - Business travel services
- 79999000 - Scanning and invoicing services
- 79999100 - Scanning services
- 79999200 - Invoicing services

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

Lot 2 Business Services is for the provision of financial accounting, HR, payroll, and source-to-pay business services.

The full scope of Lot 2 is set out in the Specification that is part of the Invitation to Tender (ITT) documentation.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £2,000,000,000

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

A framework contract will be awarded to 15 bidders for this lot.

The maximum number of bidders may increase where 2 or more bidders have tied scores in last awarded position. We also reserve the right to award to any bidder whose final score is within 1 % of the last awarded position of this lot.

The value at II.2.6 is an estimate. We cannot guarantee suppliers any business under the framework.

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

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2019/S 206-502142](#)

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

Originally published as:

Date

4 May 2021

Local time

3:00pm

Changed to:

Date

10 May 2021

Local time

3:00pm

See the [change notice](#).

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

4 May 2021

Local time

3:01pm

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

As part of this contract notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/9bc436d3-7d60-4bee-9a15-0e3dd766f845>

- 1) Contract notice transparency information for the agreement;
- 2) Contract notice authorised customer list;
- 3) Rights reserved for CCS framework.

The value at II.1.5 is an estimate. We cannot guarantee suppliers any business under the framework.

In each lot, we reserve the right to award to any bidder whose final score is within 1 % of the last awarded position for the applicable lot.

CCS will assess bidders' Financial Liability in line with the requirements of the Outsourcing PlaybookV2.0

Minimum standards of reliability:

CCS may also assess whether the selection criteria (in respect of III.1.3 Technical and professional ability), as set out in the ITT documents, is met on request from a buyer prior to the proposed conclusion of a call-off contract with a value in excess of 20 000 000 GBP.

On 2.4.2014 Government introduced its Government Security Classifications (GSC)

scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders should make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet.

To participate in this procurement, bidders must be able to demonstrate they comply with the technical requirements prescribed by Cyber Essentials Plus for services under and in connection with this framework.

PLEASE NOTE:

All certificates issued prior to 1 April 2020 or before 30 June 2020 on the existing scheme are valid until 30 June 2021. This includes those issued by Accreditation Bodies other than IASME.

On 30 June 2021, any certificate issued under the old scheme will expire.

Refer to <https://www.ncsc.gov.uk/information/cyber-essentials-faqs> for more information.

Some purchases under this framework may have requirements that can be met under this framework but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 – About the framework within the ITT documentation). In such cases, call-offs from this framework will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the framework and any call-off contracts to reflect that buyer's specific needs.

PLEASE NOTE that the ITT in the eSourcing suite will open and the ITT documents will be available from 4pm on Tuesday 6th April 2021.

Registering for access:

This procurement will be managed electronically via the eSourcing suite. This will be the route for sharing all information and communicating with bidders. If you have recently registered on the eSourcing suite for another CCS procurement you can use the same account for this new procurement. If not, you will first need to register your organisation on the portal.

Use the following link for information on how register and use the eSourcing tool:
<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

For assistance please contact the eSourcing Help desk

Email - eeenablement@crowncommercial.gov.uk

Phone - 0345 410 2222 choose option 2

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

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