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Not applicable

Contact Centres and Business Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-006936

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

Published 4 April 2021, 10:56pm

Section I: Contracting authority/entity

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

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Telephone

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Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

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

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2021/S 000-006901](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Instead of

Date

4 May 2021

Local time

3:00pm

Read

Date

10 May 2021

Local time

3:00pm

Section number

IV.2.7

Instead of

Date

4 May 2021

Local time

3:01pm

Read

Date

10 May 2021

Local time

3:01pm