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Contract

Back Office Software 2

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2025/S 000-009336

Procurement identifier (OCID): ocds-h6vhtk-042889

Published 14 March 2025, 8:44am

Section I: Contracting authority

I.1) Name and addresses

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 3454102222

Country

United Kingdom

Region 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.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Public Procurement

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Back Office Software 2

Reference number

RM6285

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Crown Commercial Service (CCS) as the Authority has put in place a Pan Government Collaborative Agreement for the provision of Back Office Software to be utilised by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations.

The Back Office Software 2 framework agreement has provided a route to market for organisations wishing to purchase software and support for back office systems, directly from the software vendor.

The framework has covered the following: enterprise resource planning, HR and payroll, financial accounting, procurement and supply chain management, customer relationship management, productivity workflow technologies, content services, service portal, integration software, mobility and accessibility, as well as support and maintenance for these services.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £5,000,000,000

II.2) Description

II.2.1) Title

Enterprise Software

Lot No

1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48170000 - Compliance software package
- 48217000 - Transaction-processing software package
- 48311000 - Document management software package
- 48400000 - Business transaction and personal business software package
- 48440000 - Financial analysis and accounting software package
- 48445000 - Customer Relation Management software package
- 48450000 - Time accounting or human resources software package
- 48451000 - Enterprise resource planning software package
- 48480000 - Sales, marketing and business intelligence software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72200000 - Software programming and consultancy services
- 72210000 - Programming services of packaged software products

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Enterprise resource planning, HR and payroll, financial accounting, procurement and supply chain management, customer relationship management, productivity workflow technologies, content services, service portal, integration software, mobility and accessibility, as well as support and maintenance for these services.

Buyers were able to award specific call-off contracts through two order procedures including direct award and further competition.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Unlimited Places

II.2) Description

II.2.1) Title

Specialised Software Solutions

Lot No

2

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48170000 - Compliance software package
- 48217000 - Transaction-processing software package
- 48311000 - Document management software package
- 48400000 - Business transaction and personal business software package
- 48440000 - Financial analysis and accounting software package
- 48445000 - Customer Relation Management software package
- 48450000 - Time accounting or human resources software package
- 48451000 - Enterprise resource planning software package
- 48480000 - Sales, marketing and business intelligence software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72200000 - Software programming and consultancy services
- 72210000 - Programming services of packaged software products

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This Lot was designed for lower value innovative solutions to deploy Back Office Software, leveraging a lower threshold of standards and accreditation to encourage opportunity within

the SME community. This included enterprise resource planning, HR and payroll, financial accounting, procurement and supply chain management, customer relationship management, productivity workflow technologies, content services, service portal, integration software, mobility and accessibility, as well as support and maintenance for these services.

Buyers were able to award specific call-off contracts through two order procedures including direct award and further competition.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Unlimited Places

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

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: [2024/S 000-023165](#)

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 February 2025

V.2.2) Information about tenders

Number of tenders received: 135

Number of tenders received from SMEs: 91

Number of tenders received by electronic means: 135

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

9th Floor, The Capital, Old Hall Street.

Liverpool

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £5,000,000,000

Section VI. Complementary information

VI.3) Additional information

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement.

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

<https://www.contractsfinder.service.gov.uk/Notice/b5bf0c77-5601-4bff-92a8-0607022b8494>

- 1) Redacted Commercial Agreement
- 2) List of Successful Suppliers
- 3) Approved Customer list
- 4) Transparency Agenda

On 02/04/2014, 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 were required to 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 were required to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9 th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

The Minister for the Cabinet Office acting through Crown Commercial Service

Liverpool

Country

United Kingdom