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Contract

Contact Centres and Business Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F20: Modification notice

Notice identifier: 2025/S 000-013734

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

Published 8 April 2025, 3:23pm

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

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>

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.2) Description

II.2.1) Title

All Lots

Lot No

1 & 2

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

Crown Commercial Service (CCS) intended 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 has 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.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

II.2.13) Information about European Union Funds

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

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2021/S 000-020738](#)

Section V. Award of contract/concession

Contract No

1

Lot No

1

Title

Contact Centres and Business Services

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

10 August 2021

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Full list of successful suppliers is available on Contracts Finder

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crownccommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £3,500,000,000

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/4fa7f5c5-9704-4122-9356-e57a5b701de5>

- 1) Redacted Commercial Agreement;
- 2) List of Successful Suppliers;
- 3) Customer list

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 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-securityclassifications> 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

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Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 75100000 - Administration services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

Crown Commercial Service (CCS) intended 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 has 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.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£3,500,000,000

VII.1.7) Name and address of the contractor/concessionaire

The Minister for the Cabinet Office acting through Crown Commercial Service (CCS)

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

Telephone

+44 3454102222

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The modification is a 6 month extension on existing terms, bringing the end date to 9 February 2026.

There will be no adjustment to price.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

This extension is applied due to circumstances that we could not reasonably foresee (being a delay to the PA2023)

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £3,500,000,000

Total contract value after the modifications

Value excluding VAT: £3,500,000,000