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Tender

## Front Office Counter Services 2

The Minister for the Cabinet Office acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2023/S 000-015345

Procurement identifier (OCID): ocds-h6vhtk-03b48e

Published 31 May 2023, 10:43am

### 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](mailto:supplier@crowncommercial.gov.uk)

#### Telephone

+44 3150103503

#### 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.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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Front Office Counter Services 2

Reference number

RM6283

#### **II.1.2) Main CPV code**

- 75130000 - Supporting services for the government

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Crown Commercial Service (CCS) as the Authority intends to put in place a Pan Government Collaborative Agreement for the provision of Front Office Counter Services 2 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. It is intended that this commercial agreement will be the recommended vehicle for all front office counter services required by UK Central Government Departments.

#### **II.1.5) Estimated total value**

Value excluding VAT: £110,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for one lot only

### **II.2) Description**

#### **II.2.1) Title**

Front Office Counter Services

Lot No

1

## **II.2.2) Additional CPV code(s)**

- 75130000 - Supporting services for the government

## **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

## **II.2.4) Description of the procurement**

The contracting authority is seeking a provider of a “Front Office” counter-based service to undertake a number of face-to-face customer service transactions at a national network of outlets throughout the UK. Transactions could include, although not be limited to the following (the below are given for indicative purposes only):

- completing or verifying paper-based documents such as passport applications and driving licences
- digitally assisted service including support for citizens applying for government services using electronic devices (i.e. tablets)
- Issuing government documentation/biometric ID's, following validation of identity and application forms.
- the checking of paper application forms and the submission of supporting documents
- buying or topping up travel cards
- updating Government databases with changes to citizen records
- basic application check, collection of fee, and onward secure transmission of completed application
- verification of applicant identity then, if appropriate, processing applicant Customer Payment

- processing of document application transactions requiring Biometric Image Collection
  - verification of authenticity of secure documents
  - secure Transportation of Original Documents of Value as part of application processes
  - secure Return of Documents to the Issuing Authority Agency
  - secure central storage and distribution of high value documents to the contractor's outlets
  - secure storage of official documentation and supporting documents for customer collection
- Digital transmission of data to issuing authority, with provision for exceptions to be handled manually (e.g. manual paper transactions). The intention is to permit the staff and / or technical infrastructure developed for this Framework Agreement to be used for other service delivery, subject to there being appropriate safeguards in respect of security, encryption, access rights and deliverability to ensure the services delivered under this Framework.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

### **II.2.6) Estimated value**

Value excluding VAT: £110,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the Framework is 3 years, with an option to extend for 1 year

## **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

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# **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

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# **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 a single operator

#### **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: [2023/S 000-008095](#)

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

Date

30 June 2023

Local time

3:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

30 June 2023

Local time

3:01pm

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## 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/79c4da9b-d074-4942-b691-7be6f2681901>

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

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, for services under and in connection with this procurement.



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

Some purchases under this framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 – About the framework within the invitation to tender 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.

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 operated by email at [eEnablement@crowncommercial.gov.uk](mailto:eEnablement@crowncommercial.gov.uk) or call 0345 410 2222.

This procurement is being conducted under the Light Touch Regime ('LTR') and is therefore subject to limited regulation. It will be conducted in accordance with regulations 74 to 76 of PCR 2015, and relates to the legal services which are listed in Schedule 3 of the Public Contracts Regulations 2015 (PCR) 2015 as a specific service.

## **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

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