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Tender

Outsourced Services

Crown Commercial Service

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016787

Procurement identifier (OCID): ocds-h6vhtk-04ed73

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Scope

Reference

RM6295

Description

This framework is for the provision of a range of outsourced business services including contact centres, process administration, HR, Payroll, Procurement and Financial Administration.

Commercial tool

Establishes a framework

Total value (estimated)

- £5,000,000,000 excluding VAT
- £6,000,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 October 2025 to 1 October 2029
- 4 years

Main procurement category

Services

CPV classifications

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 48490000 - Procurement software package
- 64000000 - Postal and telecommunications services
- 64200000 - Telecommunications services
- 79210000 - Accounting and auditing services
- 79211110 - Payroll management services
- 79500000 - Office-support services
- 79510000 - Telephone-answering services
- 79512000 - Call centre

- 79620000 - Supply services of personnel including temporary staff
- 98000000 - Other community, social and personal services

Contract locations

- UK - United Kingdom
 - GG - Guernsey
 - IM - Isle of Man
 - JE - Jersey
-

Lot 1. Citizen Experience

Description

Provides flexible and scalable fully outsourced contact centre services, inclusive of inbound and outbound contact capabilities for the public sector. You can access services such as:

- provision of information, products and services
- sending information to other citizens and industry

The agreement covers new and innovative ways of accessing contact centre services including, but not limited to:

- web chat
- social media

- online services
- voice/agent contact

Organisations can also access Transformation Consultancy if they need support with transforming and modernising their interactions with citizens and industry.

Transformational Consultancy is only available as part of the service as a whole.

There is an optional service of Process Administration.

Lot value (estimated)

- £2,500,000,000 excluding VAT
- £3,000,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Business Services

Description

Provides specialist support for the outsourcing of common back office functions including:

- Human Resources (HR)
- Financial Administration
- Payroll
- Procurement

Lot value (estimated)

- £2,500,000,000 excluding VAT
- £3,000,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

1%

Further information about fees

The Supplier will pay, excluding VAT, 1% of all the Charges for the Deliverables invoiced to the Buyer under all Call-Off Contracts.

Framework operation description

Refer to Framework Schedule 7 for details of the competitive selection processes for the award of contracts under this framework. In the event that there is a challenge to the Competition and such a challenge is confined to any one particular Lot, the Authority reserves the right to the extent that it is lawful to do so, to conclude a Framework Contract with the successful Suppliers in respect of the Lot(s) that has (have) not been so challenged." and this should go in the lot descriptions the rest is covered in the ITT The Authority also reserves the right to extend Lots by varying durations.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Refer to RM6295 Outsourced Services - Customer List for details of contracting authorities that may use the framework.

Participation

Legal and financial capacity conditions of participation

Lot 1. Citizen Experience

Lot 2. Business Services

The conditions of participation relating to the legal and financial capacity are set out in the ITT, in the procurement specific questionnaire. The conditions of participation will be assessed in accordance with the assessment methodologies detailed in the procurement specific questionnaire and Attachment 2 How to tender.

Technical ability conditions of participation

Lot 1. Citizen Experience

Lot 2. Business Services

The conditions of participation relating to technical capability are set out in the ITT, in the procurement specific questionnaire. The conditions of participation will be assessed in accordance with the assessment methodologies detailed in the procurement specific questionnaire and Attachment 2 How to tender.

Particular suitability

Lot 1. Citizen Experience

Lot 2. Business Services

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

1 April 2025, 3:00pm

Tender submission deadline

29 April 2025, 3:00pm

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

22 September 2025

Award criteria

Lot 1. Citizen Experience

Name	Type	Weighting
Innovation	Quality	27.5%
Managing a Quality Service Lot 1 Citizen Experience	Quality	27.5%
Transformation	Quality	12.5%
Project Management Lot 1 Citizen Experience	Quality	12.5%
Social Value	Quality	10%
Price - Lot 1	Price	10%

Lot 2. Business Services

Name	Type	Weighting
Innovation	Quality	25%
Managing a Quality Service Lot 2 Business Services	Quality	25%
Transformation	Quality	17.5%

Name	Type	Weighting
Project Management Lot 2 Business Services	Quality	12.5%
Social Value	Quality	10%
Price - Lot 2	Price	10%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

A preliminary market engagement notice was not published because the preliminary market engagement was undertaken, and notice of it provided in a PIN, prior to the Act coming into force.

Documents

Associated tender documents

[RM6295 Outsourced Services - Customer list v1.0.pdf](#)

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Telephone: +44 3454102222

Email: supplier@crowncommercial.gov.uk

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

Region: UKD72 - Liverpool

Organisation type: Public authority - central government

