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Planning

## **Front Office Counter Services 2**

The Minister for the Cabinet Office acting through Crown Commercial Service

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-020447

Procurement identifier (OCID): ocds-h6vhtk-03566d

Published 27 July 2022, 11:44am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

#### **Email**

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

#### **Telephone**

+44 3450103503

#### **Country**

United Kingdom

#### **NUTS 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**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Other activity

Public procurement

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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.

Our indicative view is this will be a single lot framework agreement with a maximum of 2 awarded suppliers

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

Value excluding VAT: £150,000,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 64100000 - Post and courier services
- 64120000 - Courier services
- 64121100 - Mail delivery services
- 64121200 - Parcel delivery services
- 64210000 - Telephone and data transmission services
- 72310000 - Data-processing services
- 72312000 - Data entry services
- 72313000 - Data capture services
- 72318000 - Data transmission services
- 72510000 - Computer-related management services

- 75000000 - Administration, defence and social security services
- 75100000 - Administration services
- 79131000 - Documentation services
- 79200000 - Accounting, auditing and fiscal services
- 79210000 - Accounting and auditing services
- 79211000 - Accounting services
- 79310000 - Market research services
- 79710000 - Security services
- 79720000 - Investigation services
- 79821100 - Proofreading services
- 79940000 - Collection agency services
- 79961000 - Photographic services
- 79961300 - Specialised photography services
- 79991000 - Stock-control services
- 79999100 - Scanning services

### **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.3) Estimated date of publication of contract notice**

22 March 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## Section VI. Complementary information

### VI.3) Additional information

Crown Commercial Service (CCS) will use an eSourcing system for this competition and reserves the right to use an electronic auction. The eSourcing system we will use is <https://crowncommercialservice.bravosolution.co.uk>.

Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so.

The value in II.1.5 is an indicative value over 4 years.

The date in II.3) is the estimated date of publication, please refer to the CCS website page <https://www.crowncommercial.gov.uk/agreements/RM6283> for updates and monitor Find a Tender Service for the publication of the contract notice.

The Cyber Essentials scheme is mandatory for Central Government Contracts which involve handling personal information and providing certain ICT products and services. The Government is taking steps to further 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 properly implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet.

To participate in this procurement, bidders will be required to demonstrate that they are Cyber Essentials Plus certified for the services under and in connection with the procurement.

The bidder may be awarded a contract but shall not enter into any call off contracts with buyers until they are able to demonstrate to CCS that they meet the technical requirements prescribed by the Cyber Essentials Plus Scheme for services under and in connection with this procurement.

The procurement route currently considered is Open, however, this may change to Negotiation. This will be confirmed upon publication of the contract notice.

A Future Opportunity on contract finder can be found here:  
<https://www.contractsfinder.service.gov.uk/Notice/79c4da9b-d074-4942-b691-7be6f2681901>