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Contract

Contact Centres and Business Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2021/S 000-020738

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

Published 23 August 2021, 10:45pm

Section I: Contracting authority

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 3150103503

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.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

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.1.4) Short description

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.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: £3,500,000,000

II.2) Description

II.2.1) Title

Contact Centres

Lot No

1

II.2.2) Additional CPV code(s)

- 75100000 - Administration services
- 75130000 - Supporting services for the government
- 79340000 - Advertising and marketing services
- 79341000 - Advertising services
- 79341100 - Advertising consultancy services
- 79341400 - Advertising campaign services
- 79342000 - Marketing services
- 79342100 - Direct marketing services
- 79342200 - Promotional services
- 79342300 - Customer services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey
- 79342320 - Customer-care services
- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services

- 79512000 - Call centre
- 79530000 - Translation services
- 79540000 - Interpretation services
- 79550000 - Typing, word-processing and desktop publishing services
- 79570000 - Mailing-list compilation and mailing services
- 79600000 - Recruitment services
- 79610000 - Placement services of personnel
- 79994000 - Contract administration services
- 79996100 - Records management

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 Contact Centres was for the provision of contact centres servicing citizen and industry engagement with the public sector.

The full scope of Lot 1 was set out in the Specification that is part of the Invitation to Tender (ITT) documentation.

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) Description

II.2.1) Title

Business Services

Lot No

2

II.2.2) Additional CPV code(s)

- 48400000 - Business transaction and personal business software package
- 48450000 - Time accounting or human resources software package
- 48451000 - Enterprise resource planning software package
- 48480000 - Sales, marketing and business intelligence software package
- 75100000 - Administration services
- 75112000 - Administrative services for business operations
- 75130000 - Supporting services for the government
- 75131100 - General personnel services for the government
- 79200000 - Accounting, auditing and fiscal services
- 79210000 - Accounting and auditing services
- 79211000 - Accounting services
- 79211100 - Bookkeeping services
- 79211110 - Payroll management services
- 79211120 - Sales and purchases recording services

- 79211200 - Compilation of financial statements services
- 79212500 - Accounting review services
- 79342300 - Customer services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey
- 79400000 - Business and management consultancy and related services
- 79414000 - Human resources management consultancy services
- 79418000 - Procurement consultancy services
- 79500000 - Office-support services
- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services
- 79512000 - Call centre
- 79520000 - Reprographic services
- 79560000 - Filing services
- 79600000 - Recruitment services
- 79630000 - Personnel services except placement and supply services
- 79631000 - Personnel and payroll services
- 79635000 - Assessment centre services for recruitment
- 79990000 - Miscellaneous business-related services
- 79995000 - Library management services
- 79996000 - Business organisation services
- 79997000 - Business travel services

- 79999000 - Scanning and invoicing services
- 79999100 - Scanning services
- 79999200 - Invoicing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2 Business Services was for the provision of financial accounting, HR, payroll, and source-to-pay business services.

The full scope of Lot 2 was set out in the Specification that is part of the Invitation to Tender (ITT) documentation.

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

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: [2021/S 000-006901](#)

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

NCO Europe Limited

New City House, 57-63 Ringway

Preston

PR1 3AF

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

go-centric Limited

St Paul's House, 23 Park Square

Leeds

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

Teleperformance Ltd

Spectrum House, Bond Street

Bristol

BS1 3LG

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

Ventrica Ltd

4th Floor, Tylers House, Tylers Avenue

Southend on Sea

SS1 1BB

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

Hinduja Global Solutions UK Ltd (HGS UK Ltd)

11th Floor West, Vantage London, Great West Road

Brentford

TW8 9AG

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: £1,500,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 5 %

Short description of the part of the contract to be subcontracted

Marathon work with HGS to deliver desktop support and they support the maintenance of HGS IT infrastructure and Infosec

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

Arvato Limited

One Fleet Place

London

EC4M 7WS

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

Sitel UK Limited

Earlsdon Park, 53 - 55 Butts Road

Coventry

CV1 9BH

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

Shared Services Connected Limited

Three Cherry Trees Lane

Hemel Hempstead

HP2 7AH

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

TTEC (UK) Solutions Limited

6 Braid Court Lawford Road, Chiswick

London

W4 3HS

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

Capita Business Services Ltd

65 Gresham Street

London

EC2V 7NQ

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

Serco Limited

Serco House 16 Bartley Wood Business Park

Hook

RG27 9UY

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: £1,500,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 20 %

Short description of the part of the contract to be subcontracted

To be determined at call-off, but anticipated to be under 20% and therefore FVRA not required

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

G4S Facilities Management (UK) Limited

46 Gillingham Street

London

SW1V 1HU

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

Charles Novacroft Direct Limited

Seebeck House, 1 Seebeck Place, Knowlhill

Milton Keynes

MK5 8FR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

The Contact Company Ltd

Queensgate, Grange Road East

Birkenhead

CH41 5FD

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: £1,500,000,000

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

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 32

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

V.2.3) Name and address of the contractor

ResQ Limited

Criterion House, 75-81 George Street

Kingston Upon Hull

HU1 3BA

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: £1,500,000,000

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

Arvato Limited

One Fleet Place

London

EC4M 7WS

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: £2,000,000,000

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

Capita Business Services Ltd

65 Gresham Street

London

EC2V 7NQ

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: £2,000,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

Shared Services Connected Limited

Three Cherry Trees Lane

Hemel Hempstead

HP2 7AH

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: £2,000,000,000

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

Accenture (UK) Limited

30 Fenchurch Street

London

EC3M 3BD

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: £2,000,000,000

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

Serco Limited

Serco House 16 Bartley Wood Business Park

Hook

RG27 9UY

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: £2,000,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 20 %

Short description of the part of the contract to be subcontracted

To be determined at call-off, but anticipated to be under 20% and therefore FVRA not required

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

Liberata UK Limited

5th Floor Knollys House, 17 Addiscombe Road

Croydon

CR0 6SR

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: £2,000,000,000

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 August 2021

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

NHS Shared Business Services Limited

Three Cherry Trees Lane

Hemel Hempstead

HP2 7AH

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: £2,000,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

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-security-](https://www.gov.uk/government/publications/government-security-classifications)

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

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

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 3450103503

Country

United Kingdom