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Planning

Outsourced Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-027631

Procurement identifier (OCID): ocids-h6vhtk-0401f5

Published 19 September 2023, 1:18pm

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

Telephone

+44 3454102222

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

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

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Outsourced Services

Reference number

RM6295

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Commercial Service, as the Authority, intends to put in place an agreement for the provision of outsourced contact centres and outsourced business services for use by Central Government and UK public sector bodies.

The lotting structure of this framework will be determined as a result of the market engagement, but will include as a minimum...

Lot 1 - Contact Centres

Lot 2 - Business Process Services

Further information is included in the Additional Information section VI.3.

II.1.5) Estimated total value

Value excluding VAT: £5,000,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Outsourced Contact Centres

Lot No

1

II.2.2) Additional CPV code(s)

- 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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The provision of full Contact Centre services, including the provision of skilled call handlers, project managers and full innovation and automation functionality provided through technology.

II.2) Description

II.2.1) Title

Business Process Services

Lot No

2

II.2.2) Additional CPV code(s)

- 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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The provision of outsourced Business Process Services, including - as a minimum - Payroll, HR, Finance and Source-to-Pay services.

II.3) Estimated date of publication of contract notice

18 September 2024

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

Section VI. Complementary information

VI.3) Additional information

This Prior Information Notice is to signal an intention to commence market engagement with those within the outsourced Contact Centres and outsourced Business Process Services markets.

Crown Commercial Service intends to hold market engagement sessions during the period from November 2023 to February 2024 with industry experts and suppliers interested in potentially bidding for the resulting framework contract. If you are interested in attending a market engagement session please express your interest by emailing contactcentreservices@crowncommercial.gov.uk no later than midday on Friday 20th October. Further details will be provided to you.

Your email must clearly state: the name of your organisation, and contact details for the individual(s) who will participate in the market engagement.

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 [\[https://crowncommercialservice.bravosolution.co.uk\]](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.

This future opportunity can be found on Contracts Finder here:

<https://www.contractsfinder.service.gov.uk/Notice/76abba19-b70c-49e3-88a7-c56e11bc0236>

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/upcoming> Crown 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 service that arises from this framework will involve the supplier holding material that has been assigned a protective marking under the Government Security Classifications Scheme (April 2014) of OFFICIAL/SENSITIVE. Bidders will be required to implement their solution in accordance with the Framework Agreement Schedule, "Security Requirement and Plan", to meet Framework Agreement requirements. This will be released at the ITT stage.