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Contract

Front Office Counter Services 2

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2023/S 000-036036

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

Published 7 December 2023, 8:46am

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 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.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

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 had put in place a Pan Government Collaborative Agreement for the provision of Front Office Counter Services 2 and it would

have been 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 was intended that this commercial agreement would have been the recommended vehicle for all front office counter services required by UK Central Government Departments.

The Minister for the Cabinet Office acting through Crown Commercial Service issued a contract notice on 31 May 2023 (Ref: 2023/S 000-015345) to procure the provision of Front Office Counter Services 2.

Crown Commercial Service has taken the decision not to proceed with the procurement as no suitable tenders were received.

II.1.6) Information about lots

This contract is divided into lots: Yes

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 was 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 would have included, 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 was 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.2.11) 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.2.14) Additional information

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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

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 000-015345](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Lot No

1

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.3) Additional information

As part of this notice the following documents can be accessed at

<https://www.contractsfinder.service.gov.uk/Notice/4d28aed2-01e9-4f25-b4f7-dbd43c7c1b3d>

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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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