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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](mailto: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

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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 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

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## 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

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## **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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