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Contract

PS/11/25 Core Counter Service Transactions

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2023/S 000-036037

Procurement identifier (OCID): ocds-h6vhtk-04224e

Published 7 December 2023, 8:52am

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 345410222

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/crown-commercial-service>

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

PS/11/25 Core Counter Service Transactions

Reference number

RM3707

II.1.2) Main CPV code

- 75130000 - Supporting services for the government

II.1.3) Type of contract

Services

II.1.4) Short description

Supporting services for the government. Administration, defence and social security services. Post and courier services. Courier services. Mail delivery services. Parcel delivery services. Telephone and data transmission services. Data-processing services. Data entry services. Data capture services. Data transmission services. Computer-related management services. Administration services. Documentation services. Accounting, auditing and fiscal services. Accounting and auditing services. Accounting services.

Market research services. Security services. Investigation services. Proof-reading services. Collection agency services. Photographic services. Specialised photography services. Stock-control services. Scanning services.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £650,000,000

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
- 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 award of a Single Supplier Framework Agreement for the Provision of “Front Office” counter-based services, and the award of the DVLA Initial Call Off Agreement for the provision of a number of face-to-face Front Office Counter Services transactions at a national network of outlets throughout the UK (Great Britain and Northern Ireland). The transaction types available through the Single Supplier Framework Agreement include, but are not limited to, the following:

- Capture and transmission of customer and transaction data
- Verification of transaction eligibility and applicant identity
- Processing customer record creation, update and changes of details requests
- Processing requests for duplicate / replacement documents
- Processing customer payments, and management of tokens of payment and receipts
- Processing refunds and reimbursements
- Secure stock distribution and storage
- Secure forwarding of documents to Authority premises and / or secure destruction of documents
- Capture of biometric information in support of transactions, which may include but is not

limited to facial photograph, signature and fingerprints

- Provision of mobile and temporary static facilities for transaction processing
- Provision of customer reporting / check in points
- Provision of customer collection points

On the basis of current usage by DVLA; future policy and legislative developments affecting DVLA functions; and anticipated take-up by the Organisations listed above, the midpoint value of this Framework Agreement over 7 years is GBP 450m or GBP 650m if the contracting authority exercises the option to extend by a maximum of 3 years. The contract authority have utilised the extension period of 3 years and a further 6 months. This is not a guaranteed figure and the final value may be greater or less than this. Given the difficulty in predicting the extent to which categories of service and volumes of transactions may develop, it is not possible to provide a reliable indicative value range. The midpoint value figure stated is therefore a current best estimate. The transactions being provided to DVLA under the Initial Call Off Agreement are those in relation to driver licensing in Great Britain, and vehicle registration and Vehicle Excise Duty (VED) collection throughout the United Kingdom and include, although are not limited to, the following:

- Processing of vehicle licensing transactions and the collection of vehicle tax revenue, including the issue of cash equivalent tokens of payment (Vehicle Excise Duty (VED) disc) and processing of Statutory Off Road Notification (SORN) applications
- Issuing of duplicate VED discs and the provision of ancillary secure stock handling and management services
- Processing of driver licensing transactions including those transactions requiring customer biometric information capture, and the collection of associated fees, including;
 - o licence applications
 - o licence renewal
 - o licence replacement
 - o licence exchange
- Processing of digital tachograph card transactions requiring reading / updating of smart tachograph cards, and the collection of associated fees
- Collection and processing of counter service transaction payments, including the

provision of payment recovery services for failed payments and the processing of refund or reimbursement applications and / or payments

- Verification of transaction eligibility, applicant identity and validity of supporting documentations as appropriate for counter service transactions, processing customer record creation and update within transactions, and the provision of ancillary secure processes, including secure document handling and management services.

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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: [2013/S 033-051563](#)

Section V. Award of contract

Title

PS/11/25 Core Counter Service Transactions

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 November 2012

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Post Office Ltd

148 Old Street

London

EC1V 9HQ

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: £650,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section VI. Complementary information

VI.3) Additional information

The contract authority have utilised the extension period of 3 years and a further 6 months. This is not a guaranteed figure and the final value may be greater or less than this.

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@crowcommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Internet address

<https://www.crowcommercial.gov.uk/>

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@crowcommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Internet address

<https://www.crowcommercial.gov.uk/>

VI.4.4) Service from which information about the review procedure may be obtained

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

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