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Contract

Outsourced Services

Crown Commercial Service

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061553

Procurement identifier (OCID): ocds-h6vhtk-04ed73 ([view related notices](#))

Published 2 October 2025, 9:56am

Scope

Reference

RM6295

Description

This framework is for the provision of a range of outsourced business services including contact centres, process administration, HR, Payroll, Procurement and Financial Administration.

Commercial tool

Establishes a framework

Lot 1. Citizen Experience

Description

Provides flexible and scalable fully outsourced contact centre services, inclusive of inbound and outbound contact capabilities for the public sector. You can access services such as:

- provision of information, products and services
- sending information to other citizens and industry

The agreement covers new and innovative ways of accessing contact centre services including, but not limited to:

- web chat
- social media
- online services
- voice/agent contact

Organisations can also access Transformation Consultancy if they need support with transforming and modernising their interactions with citizens and industry. Transformational Consultancy is only available as part of the service as a whole. There is an optional service of Process Administration.

Lot 2. Business Services

Description

Provides specialist support for the outsourcing of common back office functions including:

- Human Resources (HR)
- Financial Administration
- Payroll
- Procurement

Framework

Maximum percentage fee charged to suppliers

1%

Further information about fees

The Supplier will pay, excluding VAT, 1% of all the Charges for the Deliverables invoiced to the Buyer under all Call-Off Contracts.

Framework operation description

Refer to Framework Schedule 7 for details of the competitive selection processes for the award of contracts under this framework. In the event that there is a challenge to the Competition and such a challenge is confined to any one particular Lot, the Authority reserves the right to the extent that it is lawful to do so, to conclude a Framework Contract with the successful Suppliers in respect of the Lot(s) that has (have) not been so challenged." and this should go in the lot descriptions the rest is covered in the ITT The Authority also reserves the right to extend Lots by varying durations.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Refer to RM6295 Outsourced Services - Customer List for details of contracting authorities that may use the framework.

Contract 1. 1 - Citizen Experience

Lots

Lot 1. Citizen Experience

Suppliers (21)

- ACCENTURE (UK) LIMITED
- ARVATO LIMITED
- CAPITA BUSINESS SERVICES LTD
- CHARLES NOVACROFT DIRECT LIMITED
- CLEARANSWER CALL CENTRES LIMITED
- CONCENTRIX TSC UK LTD
- DDC OUTSOURCING SOLUTIONS LIMITED
- FOUNDEVER GB LIMITED
- G4S FACILITIES MANAGEMENT (UK) LIMITED
- HINDUJA GLOBAL SOLUTIONS UK LIMITED
- HUNTSWOOD CTC LIMITED
- KONECTA UK LIMITED
- MAXIMUS UK SERVICES LIMITED
- NCO EUROPE LIMITED
- PRICEWATERHOUSECOOPERS LLP
- REED IN PARTNERSHIP LIMITED
- SERCO LIMITED
- SIGMA CONNECTED LTD
- TATA CONSULTANCY SERVICES LIMITED

- TELEPERFORMANCE LIMITED
- THE ENERGY SAVING TRUST LIMITED

Contract value

- £2,500,000,000 excluding VAT
- £3,000,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Date signed

2 October 2025

Contract dates

- 2 October 2025 to 1 October 2029
- 4 years

Main procurement category

Services

CPV classifications

- 48490000 - Procurement software package
- 64000000 - Postal and telecommunications services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

- 98000000 - Other community, social and personal services

Contract locations

- UK - United Kingdom
 - GG - Guernsey
 - IM - Isle of Man
 - JE - Jersey
 - AI - Anguilla
 - BM - Bermuda
 - FK - Falkland Islands
 - GI - Gibraltar
 - GS - South Georgia and South Sandwich Islands
 - IO - British Indian Ocean Territory
 - KY - Cayman Islands
 - MS - Montserrat
 - PN - Pitcairn, Henderson, Ducie and Oeno Islands
 - SH - Saint Helena, Ascension and Tristan da Cunha
 - TC - Turks and Caicos Islands
 - VG - British Virgin Islands
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Contract 2. 2 - Business Services

Lots

Lot 2. Business Services

Suppliers (13)

- ACCENTURE (UK) LIMITED
- ARVATO LIMITED
- CAPITA BUSINESS SERVICES LTD
- CENTRIC HR LIMITED
- CGI IT UK LIMITED
- LIBERATA UK LIMITED
- NHS Shared Business Services Limited
- PRICEWATERHOUSECOOPERS LLP
- SERCO LIMITED
- SOPRA STERIA LIMITED
- TATA CONSULTANCY SERVICES LIMITED
- TELEPERFORMANCE LIMITED
- WIPRO IT SERVICES UK SOCIETAS

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- TC - Turks and Caicos Islands
- VG - British Virgin Islands

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Suppliers

ACCENTURE (UK) LIMITED

- Companies House: 04757301
- Public Procurement Organisation Number: PYHC-2313-BXRY

30 Fenchurch Street

London

EC3M 3BD

United Kingdom

Email: UK.TenderMonitoring@accenture.com

Website: <https://www.accenture.com/gb-en>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

Contract 2. 2 - Business Services

ARVATO LIMITED

- Companies House: 03923307
- Public Procurement Organisation Number: PBJD-4433-ZLVL

One Fleet Place

London

EC4M 7WS

United Kingdom

Email: bids@arvatoconnect.co.uk

Website: <http://www.arvatoconnect.co.uk>

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

Contract 2. 2 - Business Services

CAPITA BUSINESS SERVICES LTD

- Companies House: 02299747
- Public Procurement Organisation Number: PGJV-4881-DTGT

First Floor, 2 Kingdom Street

London

W2 6BD

United Kingdom

Email: engagewithus@capita.com

Website: <http://www.Capita.com>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

Contract 2. 2 - Business Services

CENTRIC HR LIMITED

- Companies House: 10412578
- Public Procurement Organisation Number: PHXL-3267-TBVR

Hawkesyard Estate, Hawesyard Hall Hawkesyard Hall

Rugeley

WS15 1PU

United Kingdom

Email: steve@centrichr.co.uk

Website: <https://centrichr.co.uk/>

Region: UKG24 - Staffordshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. 2 - Business Services

CGI IT UK LIMITED

- Companies House: 00947968
- Public Procurement Organisation Number: PHYV-4665-PNTX

14th Floor, 20 Fenchurch Street

London

EC3M 3BY

United Kingdom

Email: uk.gen.ccsframeworks@cgi.com

Website: <https://www.cgi.com/uk/en-gb>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. 2 - Business Services

CHARLES NOVACROFT DIRECT LIMITED

- Companies House: 03601214
- Public Procurement Organisation Number: PWQZ-3467-VVBM

Seebeck House 1 Seebeck Place

Milton Keynes

MK5 8FR

United Kingdom

Email: business.growth@novacroft.com

Website: <http://www.novacroft.com>

Region: UKJ12 - Milton Keynes

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

CLEARANSWER CALL CENTRES LIMITED

- Companies House: 04549385
- Public Procurement Organisation Number: PNTP-7428-WXHY

162-164 High Street

Rayleigh

SS6 7BS

United Kingdom

Email: pmarston@clearanswer.co.uk

Website: <https://www.clearanswer.co.uk/>

Region: UKH37 - Essex Thames Gateway

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

CONCENTRIX TSC UK LTD

- Companies House: SC146564
- Public Procurement Organisation Number: PZYZ-1215-CQVR

1 Central Park Avenue,

Larbert

FK5 4RX

United Kingdom

Email: simon.coulbeck@concentrix.com

Website: <http://www.concentrix.com>

Region: UKM76 - Falkirk

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

DDC OUTSOURCING SOLUTIONS LIMITED

- Companies House: 02151319
- Public Procurement Organisation Number: PBQJ-5395-WTBZ

The Data Solutions Centre

Worksop

S80 2RT

United Kingdom

Email: linus.christ@theddcgroup.com

Website: <https://theddcgroup.com/>

Region: UKF15 - North Nottinghamshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

FOUNDEVER GB LIMITED

- Companies House: 03450786
- Public Procurement Organisation Number: PNBQ-2164-YDXW

Earlsdon Park

Coventry

CV1 3BH

United Kingdom

Email: ian.conduit@foundever.com

Website: <http://www.foundever.com>

Region: UKG33 - Coventry

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

G4S FACILITIES MANAGEMENT (UK) LIMITED

- Companies House: 03333860
- Public Procurement Organisation Number: PLTW-2112-MBLM

6th Floor 50 Broadway

London

SW1H 0DB

United Kingdom

Email: g4sfm@uk.g4s.com

Website: <http://www.g4s.com/en-gb/what-we-do/facilities-management>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

HINDUJA GLOBAL SOLUTIONS UK LIMITED

- Companies House: 03017799
- Public Procurement Organisation Number: PXDN-1312-HWRY

Part Eleventh Floor West Vantage

Brentford

TW8 9AG

United Kingdom

Email: bidteam@teamhgs.com

Website: <http://www.hgs.cx>

Region: UKI75 - Hounslow and Richmond upon Thames

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

HUNTSWOOD CTC LIMITED

- Companies House: 03969379
- Public Procurement Organisation Number: PGWJ-8768-GXLQ

6th Floor Reading Bridge House

Reading

RG1 8LS

United Kingdom

Email: bidteam@huntswood.com

Website: <https://www.huntswood.com/>

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

KONECTA UK LIMITED

- Companies House: 02824494
- Public Procurement Organisation Number: PYVL-7353-BCYM

8 Harbour Exchange Square

London

E14 9HF

United Kingdom

Email: paul.egan@konecta.com

Website: <http://www.konecta.com>

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

LIBERATA UK LIMITED

- Companies House: 01238274
- Public Procurement Organisation Number: PNZL-2194-VZYZ

60 Cheapside 2nd Floor Front

London

EC2V 6AX

United Kingdom

Email: bidadmin@liberata.com

Website: <https://liberata.com/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. 2 - Business Services

MAXIMUS UK SERVICES LIMITED

- Companies House: 09072343
- Public Procurement Organisation Number: PTZH-8512-MRCL

18c Meridian East

Leicester

LE19 1WZ

United Kingdom

Email: tendertracking@maximusuk.co.uk

Website: <http://www.maximusuk.co.uk>

Region: UKF22 - Leicestershire CC and Rutland

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

NCO EUROPE LIMITED

- Companies House: 03122581
- Public Procurement Organisation Number: PWQM-3739-PVLP

New City House

Preston

PR1 1AF

United Kingdom

Email: tailap.bhatt@ncoeurope.com

Website: <http://www.ncoeurope.com>

Region: UKD45 - Mid Lancashire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

NHS Shared Business Services Limited

- Companies House: 05280446
- Public Procurement Organisation Number: PDVT-6171-VHCX

Three Cherry Trees Lane

Hemel Hempstead

HP2 7AH

United Kingdom

Email: sbs-b.bidmanagement@nhs.net

Website: <https://www.sbs.nhs.uk/>

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. 2 - Business Services

PRICEWATERHOUSECOOPERS LLP

- Companies House: OC303525
- Public Procurement Organisation Number: PWXM-5926-GWLN

1 Embankment Place

London

WC2N 6RH

United Kingdom

Email: uk_tender_tracker@pwc.com

Website: <http://www.pwc.co.uk>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

Contract 2. 2 - Business Services

REED IN PARTNERSHIP LIMITED

- Companies House: 00851645
- Public Procurement Organisation Number: PRBL-7293-HRJP

Academy Court, 94 Chancery Lane

London

WC2A 1DT

United Kingdom

Email: rinp.businessdevelopment@reed.com

Website: <http://www.reedinpartnership.co.uk>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

SERCO LIMITED

- Companies House: 00242246
- Public Procurement Organisation Number: PMNV-5613-PQMY

Serco House, 16 Bartley Wood Business Park, Bartley Way

Hook, Hampshire

RG27 9UY

United Kingdom

Email: generalenquiries@serco.com

Website: <https://www.serco.com/>

Region: UKJ37 - North Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

Contract 2. 2 - Business Services

SIGMA CONNECTED LTD

- Companies House: 01221157
- Public Procurement Organisation Number: PJGH-1134-DCXJ

McLaren Building

Birmingham

B4 7LR

United Kingdom

Email: hello@sigmaconnected.com

Website: <http://www.sigmaconnected.com>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

SOPRA STERIA LIMITED

- Companies House: 04077975
- Public Procurement Organisation Number: PHYP-9187-JNPG

Three Cherry Trees Lane

Hemel Hempstead

HP2 7AH

United Kingdom

Email: sector-support@soprasteria.com

Website: <http://www.soprasteria.co.uk>

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. 2 - Business Services

TATA CONSULTANCY SERVICES LIMITED

- Companies House: FC025271

- Public Procurement Organisation Number: PYQZ-7177-LDYG

18 Grosvenor Place

London

SW1X 7HS

United Kingdom

Email: uk.publicsector@tcs.com

Website: <https://www.tcs.com/>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

Contract 2. 2 - Business Services

TELEPERFORMANCE LIMITED

- Companies House: 02060289
- Public Procurement Organisation Number: PJHD-9674-ZLYT

Spectrum House

Bristol

BS1 3LG

United Kingdom

Email: psstenders@teleperformance.co.uk

Website: <https://www.tp.com/en-gb/locations/uk/>

Region: UKK11 - Bristol, City of

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

Contract 2. 2 - Business Services

THE ENERGY SAVING TRUST LIMITED

- Companies House: 02622374
- Public Procurement Organisation Number: PDVN-7113-HBYN

223-231 Pentonville Road

London

N1 9NG

United Kingdom

Email: david.angelini@est.org.uk

Website: <https://energysavingtrust.org.uk/>

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. 1 - Citizen Experience

WIPRO IT SERVICES UK SOCIETAS

- Companies House: SE000134
- Public Procurement Organisation Number: PNWL-3413-TLXN

Kings Court, 185 Kings Road

Reading, Berkshire

RG1 4EX

United Kingdom

Email: publicsector-uki@wipro.com

Website: <https://www.wipro.com/>

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. 2 - Business Services

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Telephone: +44 3454102222

Email: supplier@crowncommercial.gov.uk

Website: <https://www.gov.uk/ccs>

Region: UKD72 - Liverpool

Organisation type: Public authority - central government