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Contract

## **Supply of Business Support Services Y25005**

Kent County Council (T/a Procurement Services)

F03: Contract award notice

Notice identifier: 2025/S 000-078950

Procurement identifier (OCID): ocds-h6vhtk-04db96

Published 2 December 2025, 2:05pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Kent County Council (T/a Procurement Services)

1 Abbey Wood Road

West Malling

ME19 4YT

#### **Email**

[csgprocurement@csltd.org.uk](mailto:csgprocurement@csltd.org.uk)

#### **Telephone**

+44 8081685808

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.commercialservices.org.uk/>

Buyer's address

<https://www.commercialservices.org.uk/>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Supply of Business Support Services Y25005

Reference number

Y25005

#### **II.1.2) Main CPV code**

- 79400000 - Business and management consultancy and related services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This Framework will cover the provision of business support Services to help organisations with maintaining internal operations, ensuring a smooth workflow, compliance and overall efficiency.

#### **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: £750,000,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79410000 - Business and management consultancy services
- 79411100 - Business development consultancy services
- 79900000 - Miscellaneous business and business-related services
- 72000000 - IT services: consulting, software development, Internet and support

- 79631000 - Personnel and payroll services
- 79414000 - Human resources management consultancy services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

### **II.2.4) Description of the procurement**

This Framework will cover the provision of business support Services to help organisations with maintaining internal operations, ensuring a smooth workflow, compliance and overall efficiency. Awarded Suppliers will be expected to provide all of the below requirements, including but not limited to:

- Advisory and Consultancy services
- Aged debt recovery
- Audit services
- Compliance services
- Customer service solutions
- Financial services
- HR services
- IT services
- Operational support
- Payroll
- Procurement Services including Contract Management
- Project Management

- Source-to-pay
- Workplace automation and digitalisation

### **II.2.5) Award criteria**

Quality criterion - Name: Delivering the Framework Agreement / Weighting: 35

Quality criterion - Name: Delivering the Service and Account Management / Weighting: 45

Quality criterion - Name: Standards, Regulations and Policies / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 0

### **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

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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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-003706](#)

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## **Section V. Award of contract**

### **Contract No**

Y25005

### **Title**

Business Support Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

27 November 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 13

Number of tenders received from SMEs: 8

Number of tenders received by electronic means: 13

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

Capita Business Services Ltd

First Floor, 2 Kingdom St, Paddington

London

W2 6BD

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02299747

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Commercial Services Kent Ltd

1 Abbey Wood Rd, Kings Hill

West Malling

ME19 4YT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

05858177

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Serco Ltd

Serco House, 16 Bartley Wood Business Park

Hook

RG27 9UY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

00242246

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Payroll Easy

Henleaze House Business Centre, 13 Harbury Rd

Bristol

BS9 4PN

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

12598800

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Liberata UK Ltd

2nd Floor Front, 60 Cheapside

London

EC2V 6AX

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

01238274

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

TIAA Ltd

Artillery House, Fort Fareham, Newgate Lane

Fareham

PO14 1AH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04546319

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Investigo Ltd

10 Bishops Square

London

E1 6EG

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04803377

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Issured Ltd

Unit 18, First Floor Office Suite, Unit 18, Bradbourne Drive

Milton Keynes

MK7 8BE

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

08860437

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

UHY Consultancy Ltd

9-11 Vittoria St

Birmingham

B1 3ND

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

12661041

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

VE3 Global Ltd

86-90 Paul Street

London

EC2A 4NE

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

07343436

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Lowest offer: £1 / Highest offer: £750,000,000 taken into consideration

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## **Section V. Award of contract**

### **Title**

Business Support Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

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#### **V.2.2) Information about tenders**

Number of tenders received: 13

Number of tenders received from SMEs: 8

Number of tenders received by electronic means: 13

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Posterity Global Ltd

Sbarc Spark, Maindy Rd

Cardiff

CF24 4HQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

15845745

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Sailotech UK Ltd

2 Cowper Close

Barrow in Furness

LA14 5SQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

14938116

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Lowest offer: £1 / Highest offer: £750,000,000 taken into consideration

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://csg.delta-esourcing.com/delta/viewNotice.html?noticeId=997389187> GO

Reference: GO-2025122-PRO-33512673

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Kent County Council (T/a Procurement Services)

1 Abbey Wood Rd, Kings Hill

West Malling

ME19 4YT

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Commercial Services Group

West

ME19 4YT

Country

United Kingdom