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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@csitd.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 be able 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

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](#)

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

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

27 November 2025

V.2.2) Information about tenders

Number of tenders received: 13

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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

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