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Planning

## **Provision and Support of the 101 Single Non-Emergency Number (SNEN)**

More titles:

Provision and Support of the 101 Single Non-Emergency Number (SNEN)

Provision and Support of the 101 Single Non-Emergency Number (SNEN)

Home Office - Digital Data & Technology (DDaT)

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-000819

Procurement identifiers (OCIDs): ocds-h6vhtk-028a87, ocds-h6vhtk-028a88, ocds-h6vhtk-028a89

Published 14 January 2021, 11:08pm

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

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

Home Office - Digital Data & Technology (DDaT)

Bernard Weatherill House, 9th Floor 8 Mint Walk

Croydon

CR0 1EA

#### **Contact**

Phil Buakuma

#### **Email**

[PPPTcommercial@homeoffice.gov.uk](mailto:PPPTcommercial@homeoffice.gov.uk)

**Telephone**

+44 7825582870

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/home-office>

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

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Ministry or any other national or federal authority

**I.5) Main activity**

Public order and safety

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## **Section II: Object**

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

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

Provision and Support of the 101 Single Non-Emergency Number (SNEN)

Reference number

C19530

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

- 64211000 - Public-telephone services

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

Services

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

The Home Office (HO) intends to undertake a procurement process to appoint a suitable body to manage, operate and administer the 101 Single Non-Emergency Number. The provider will be responsible for the set-up, maintenance and up-keep, development to maximise value for money, and suitable provision of resilience of the national components of the service. The purpose of this Prior Information Notice (PIN) is to alert potential suppliers to an opportunity and to elicit clarification questions regarding the 101 service.

#### **II.1.5) Estimated total value**

Value excluding VAT: £55,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

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

- 64200000 - Telecommunications services

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

NUTS codes

- UK - UNITED KINGDOM

Main site or place of performance

UK-Any Region

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

The Authority intends to extend the current automatic speech recognition (ASR) capability from recognition of police force or relevant location for the sake of matching the relevant police force, to allowing natural language descriptions of the purpose of call to be automatically routed in accordance with pre-defined categorisations and associated call routing options. This automated triaging of calls would need to allow configurable routing by police force, and would need to be continually developed to improve performance of the speech recognition. The Authority welcomes views on useful definitions and measures to define the service requirement in a manner which would enable descriptive bids and implementation/delivery plans to be developed against this requirement. Consideration is being given to wider contact management integration across police forces and potentially with other public sector bodies, and to triage non-police calls to other numbers outside the remit of the 101 SNEN (with sufficient management information to enable the Authority to recharge organisations receiving these calls).

Consideration is also being given to integration with existing digital measures, where these are available. This could take the form of extended non-voice contact approaches such as text-based “chatbots” or text-based webchat provisions for non-smart phone users.

The Authority would also welcome views on the approaches to overcome these challenges presented around identifying caller location information to the end call handlers in the context of VOIP, SIP trunking and the sunsetting of PSTN.

The Authority places high value on Social Value and welcomes views on how social values could be applied to the delivery and management of the 101 SNEN service.

The high-level requirements for these are identified as requirements in the attachment, but the Authority would welcome views on standard measures or definitions which could be included in the requirements to best enable alignment of bids to the target outcome of the requirements. A market engagement event which will be held during the afternoon of Monday 8th February 2021. In light of current COVID-19 safe working patterns, it is anticipated that this event will be hosted by the Home Office over Skype for Business. If you wish to attend, please contact [PPPTcommercial@homeoffice.gov.uk](mailto:PPPTcommercial@homeoffice.gov.uk) to reserve a place.

Attendance at the market engagement event is limited to 2 people per organisation which will be required to complete a non-disclosure agreement (NDA) and return to [PPPTcommercial@homeoffice.gov.uk](mailto:PPPTcommercial@homeoffice.gov.uk) prior to the event. Electronic invitations will be sent out closer to the time.

One-to-one individual sessions will also be available during the week commencing Monday 1st February until the event. Please indicate whether you would like to reserve a meeting with the project team.

Any other questions can be directed to [PPPTcommercial@homeoffice.gov.uk](mailto:PPPTcommercial@homeoffice.gov.uk) and will be addressed at the market day.

Closing date for expressing interest in attending the market engagement event will be 26th January 2021.

## **II.2.14) Additional information**

A document of Description of Requirements and anticipated Service Level Agreements is available on request from [PPPTcommercial@homeoffice.gov.uk](mailto:PPPTcommercial@homeoffice.gov.uk)

## **II.3) Estimated date of publication of contract notice**

29 April 2022

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#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

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

- 64200000 - Telecommunications services

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

NUTS codes

- UK - UNITED KINGDOM

Main site or place of performance

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

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

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

NUTS codes

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## **II.3) Estimated date of publication of contract notice**

30 April 2022

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# **Section IV. Procedure**

## **IV.1) Description**

### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## Section VI. Complementary information

### VI.3) Additional information

The Authority will be using Home Office's eSourcing Portal to manage expressions of interest and all communications will be made through the Portal:

<https://homeoffice.app.jaggaer.com/web/login.html>

If you wish to register an interest, please send a message via the Portal , clearly stating 'SNEN 101 expression of interest' in the subject line including the following information:

- Name of Contact;
- Name of Organisation;
- Outline description of the organisation;
- Details of the organisation's website providing further information about their activities;
- Contact's email address; and
- Contact's telephone number.

This PIN is released for market sounding purposes only. This PIN does not formally signify the beginning of any procurement exercise by the authority, nor does it constitute a commitment by the authority to undertake a procurement. However, in the event that the authority decides to formally commence a procurement pursuant to this PIN, a separate contract notice will be published. If a separate contract notice is published the authority may rely on the publication of this notice to utilise the minimum time-frames permissible for the receipt of tenders and stages of a procurement.