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Tender

## **Digital Experience and Digital Enablement**

National Savings and Investments

F02: Contract notice

Notice identifier: 2022/S 000-003870

Procurement identifier (OCID): ocids-h6vhtk-0315b9

Published 10 February 2022, 2:46pm

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

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

National Savings and Investments

London

SW1V 2QX

#### **Contact**

Civam Perampalam

#### **Email**

[civam.perampalam@rainbow.nsandi.com](mailto:civam.perampalam@rainbow.nsandi.com)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://rainbow.nsandi.com>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://app.panacea-software.com/nsandi/Login.aspx>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://app.panacea-software.com/nsandi/Login.aspx>

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

Ministry or any other national or federal authority

**I.5) Main activity**

Economic and financial affairs

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**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Digital Experience and Digital Enablement

Reference number

NS&I-21-CPN-02

**II.1.2) Main CPV code**

- 72600000 - Computer support and consultancy services

**II.1.3) Type of contract**

## Services

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

The Digital Experience and Digital Enablement package is the second procurement package in NS&I's Rainbow programme, and provides the capabilities needed to deliver digital self-service experiences and journeys to NS&I's retail banking customers, and to enable Assisted Digital support. It will deliver these services to mobile app, website and voice assistant channels.

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

Value excluding VAT: £172,000,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

National Savings and Investments (NS&I) is an Executive Agency of the Chancellor of the Exchequer. It is one of the UK's largest retail savings organisations with 25 million customers, more than £202 billion funds under management, best known for Premium Bonds but also offering a range of savings products. NS&I raises financing for Government, by offering secure retail financial savings products, as an alternative to raising funds on the wholesale market.

NS&I's core services are currently provided by Atos IT Services UK Limited, which manages sales processing and customer servicing, and IT and infrastructure services. This contract will end on 31st March 2024. NS&I has started a significant transformation of its outsourced services, called the Rainbow Programme.

The second procurement in NS&I's Rainbow Programme, the Digital Experience and Digital Enablement package, will provide capabilities in digital self-service experiences and journeys for NS&I's customers and enable Assisted Digital support. This includes as

a minimum the delivery of a mobile banking app (to include prize draw functionality) and a fully functional transactional website.

The new service will create journeys and experiences designed to support customers achieve their Jobs to be Done, reduce customer effort and improve customer experience.

NS&I has transitioned from branch-based banking to our current state as a direct-only business with digital, post and phone channels. This package is intended to bring us to the endpoint of that trajectory, transitioning to a digital first, self-service retail bank, with Assisted Digital support for customers unable to self-serve. That endpoint will meet customer expectations for effective, digital self-service, and deliver cost-effective operational excellence.

NS&I provides services to other government departments via B2B offer, called Government Payment Services (GPS). NS&I GPS offers modern, secure and competitive banking and payments services to all government departments, agencies and public sector organisations. Current B2B services include Help to Buy, Help to Save, 30 Hours of Childcare, Tax Free Childcare and Court Funds Office. There is potential for B2B services to expand during the contract lifetime that could result in growth of the outsourced services NS&I may be required to support the delivery of.

This procurement is intended to allow for future delivery of digital experience services to support NS&I GPS activities.

The total estimated value in section II.2.6 is £172m. Of this, £111.5m is in relation to the initial term for the retail opportunity, and £32.5m in respect of a possible two (2) year discretionary extension. This £32.5m is subject to further spend control approval.

The remaining £28m is the estimated value for supporting B2B services for both the initial term and any discretionary extension period. B2B and any extensions will be subject to further Cabinet Office spend control approval.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £172,000,000

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

56

This contract is subject to renewal

Yes

Description of renewals

Subject to a discretionary extension of up to two (2) years, subject to Cabinet Office spend control approval.

**II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

**II.2.10) Information about variants**

Variants will be accepted: No

**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

**II.2.14) Additional information**

The Authority reserves the right not to award the opportunity or to award only part (or a different arrangement) of the opportunity described in this contract notice.

The Proposed Contract will be procured using the competitive procedure with negotiation (CPN) as set out in Regulation 29 of the PCR 2015 which provides a structure for this competitive tendering exercise.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

14 March 2022

Local time

4:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

1 April 2022

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

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

Bidders should note that the procurement documents (including the Invitation to Negotiate) are draft documents at this stage, providing indicative information of the Authority's intended approach in the procurement process and are for general information only. The Authority reserves the right to vary, amend and update any aspects of the procurement documents and final details and versions of the procurement documents will be confirmed to applicants successful in being selected to participate in the relevant tender stages of the procurement procedure.

Requests to participate must be by way of completion and return of the Standard Selection Questionnaire (in accordance with the requirements set out in the Standard Selection Questionnaire) by the date and time specified in Instructions to Candidates and Bidders . The Authority reserves the right not to accept requests to participate that are received after the deadline. Candidates are encouraged to submit their submissions well in advance of the stated date and time in order to avoid issues such as technical difficulties with the electronic system that may be due to the high volumes of traffic attempting to submit applications on the same date at the same time.

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

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

High Court of England and Wales

London

EC4A 1NL

Country

United Kingdom