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Planning

NS&I Business Process Outsourcing - Rainbow Programme

National Savings & Investments

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-004961

Procurement identifier (OCID): ocids-h6vhtk-029ad2

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Section I: Contracting authority

I.1) Name and addresses

National Savings & Investments

1 Drummond Gate

London

SW1V 2QX

Contact

Jamie Thomas

Email

tenders@rainbow.nsandi.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.nsandi-corporate.com>

Buyer's address

<https://rainbow.nsandi.com>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NS&I Business Process Outsourcing - Rainbow Programme

Reference number

R-20-00

II.1.2) Main CPV code

- 66110000 - Banking services

II.1.3) Type of contract

Services

II.1.4) Short description

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 and more than £179 billion of funds under management, best known for Premium Bonds but also offering a wide range of other savings products. NS&I's remit is to raise cost-effective financing for the Government. This is achieved by offering a range of 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, in addition to IT and infrastructure services. This contract will end on 31st March 2024.

NS&I is embarking on a significant programme of transformation for its outsourced services, called the Rainbow Programme, and this will involve a series of procurement processes commencing from Summer 2021.

An online market engagement event will take place in April 2021, where further information regarding these procurement opportunities will be presented to the market - see below for further details.

II.1.5) Estimated total value

Value excluding VAT: £2,000,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48810000 - Information systems
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 72220000 - Systems and technical consultancy services
- 72230000 - Custom software development services
- 72310000 - Data-processing services

- 72420000 - Internet development services
- 72610000 - Computer support services
- 79210000 - Accounting and auditing services
- 79342300 - Customer services
- 79342320 - Customer-care services
- 79410000 - Business and management consultancy services
- 79510000 - Telephone-answering services
- 79570000 - Mailing-list compilation and mailing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

NS&I aims to become a self-service digital business with lower running costs and improved technical and operational resilience. The Rainbow Programme will ensure NS&I operates safely and can respond in a nimble, proactive way to changes in policy or the market, and deliver the scale of business, in terms of holdings, customers and accounts it may be required to support in the coming years.

This will involve a series of procurement processes to deliver transformational activities through new outsourcing contracts. These procurement opportunities, which are of high strategic importance, will be sourced through openly-advertised procedures, as follows:

Digital Platform and ServiceOps

(Competitive Procedure with Negotiation, Summer 2021)

This contract will lead the creation of the high-level solution architectures, detailed solution designs, and systems integration required to deliver NS&I's end to end services (including business processes and customer journeys), in alignment with an updated Enterprise Architecture. The supplier shall design and deliver the integration platform and services to implement the required system interfaces, and undertake operational monitoring, management and maintenance of the systems integration.

Digital Experience and Digital Enablement

(Competitive Procedure with Negotiation, Autumn 2021)

This contract will integrate, provide hosting, manage NS&I's multi-channel digital banking experience platform, deliver support services, provide 100% straight-through digital self-service customer journeys, and enable appropriate Assisted Digital support. The service shall include provision and development of enablement services such as digital communications, Know Your Customer / Anti-Money Laundering, Identity Verification and Multi-factor Authentication. Support services will include digital experience development, Service Design, User Experience Design, and Customer Experience Design, and development of accelerator components for key digital banking use cases.

Customer Contact and Operations

(Competitive Dialogue, Spring 2022)

This contract will deliver and integrate front-office (contact centre) services to support digital self-service transactions, requests, queries and complaints, through webchat, messaging and telephony. The supplier shall also deliver back-office services to manage and process non-digital customer interactions through telephony and post, and support vulnerable and digitally excluded customers.

Core Banking, Payment and Reporting

(Competitive Dialogue, Spring 2022)

This contract will deliver and integrate core-banking services and systems of record, including: customer accounts and account lifecycle management; pooled accounts; payment verification and transaction processing; interest calculations and capitalisation; statement generation; product development and lifecycle management; general ledger, and product accounting; fraud detection and monitoring; account and customer management information and reporting; and Open Banking. Support to customer management including: customer onboarding and lifecycle management; customer data management and retention. Support for data and insight capability including data warehouse, system integration, ETL (extract, transform, load), query and reporting tools. Support for NS&I's prize winning savings products, including bond number allocation and prize draws. Migration and management of customer, account, and other data from legacy systems.

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Market Engagement Event - (20th April 2021)

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This initial event will be delivered virtually, with presentations from HM Treasury; NS&I's Chief Executive, Ian Ackerley; NS&I's Chief Operating Officer and Rainbow Senior Sponsor, Matthew Smith; Rainbow Assistant Director Sean Baylis, and core members of the programme team.

The event aims to provide potential suppliers with a greater understanding of NS&I, and our ambitions for the future business. It will introduce the Rainbow Programme's aims and objectives, and explain the procurement opportunities and timelines. There will also be an opportunity for potential suppliers to engage and ask questions.

This event is being run in partnership with TechUK - to register please go to:

<https://www.techuk.org/what-we-deliver/events/techuk-event-ns-i-rainbow-programme-digital-transformation-market-engagement.html>

II.2.14) Additional information

To register for our Market Engagement Event on 20th April 2021, to learn more about these opportunities, please go to:

<https://www.techuk.org/what-we-deliver/events/techuk-event-ns-i-rainbow-programme-digital-transformation-market-engagement.html>

II.3) Estimated date of publication of contract notice

1 July 2021

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