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Awarded contract

## **IT Managed Services Contract**

Financial Ombudsman Service

F03: Contract award notice

Notice reference: 2022/S 000-009315

Published: 6 April 2022, 5:07pm

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

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

Financial Ombudsman Service

Exchange Tower, Harbour Exchange Square,

London

E14 9SR

#### **Email**

[procurement.enquiries@financial-ombudsman.org.uk](mailto:procurement.enquiries@financial-ombudsman.org.uk)

#### **Telephone**

+44 2032229656

#### **Country**

United Kingdom

#### **NUTS code**

UKI - London

### **Internet address(es)**

Main address

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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

Body governed by public law

## **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**

IT Managed Services Contract

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

Contract for the provision of managed IT services to encompass:

- 1) Ongoing support, maintenance and development of our case management system;
- 2) Ongoing support, maintenance and development of our new cloud-based enterprise data warehouse;

3) Design, development and ongoing support and maintenance of a new digital engagement capability for our business; and

4) Provision of IT resources on demand to augment the Financial Ombudsman Service's team on an ad-hoc basis.

### **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: £16,336,546.67

## **II.2) Description**

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

- 72200000 - Software programming and consultancy services
- 72400000 - Internet services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services

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

NUTS codes

- UKI - London

Main site or place of performance

London

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

1)Ongoing support, maintenance and development of our case management system;

2) Ongoing support, maintenance and development of our new cloud-based enterprise data warehouse;

3) Design, development and ongoing support and maintenance of a new digital engagement capability for our business; and

4) Provision of IT resources on demand to augment the Financial Ombudsman Service's team on an ad-hoc basis.

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

Quality criterion - Name: Qualification / Weighting: 0

Quality criterion - Name: Technical / Weighting: 59.5

Quality criterion - Name: Resource Augmentation / Weighting: 3.5

Quality criterion - Name: CSR / Weighting: 7

Quality criterion - Name: Price / Weighting: 30

Price - Weighting: 30

### **II.2.11) Information about options**

Options: Yes

Description of options

4 x 1 year extension options (total 4 years)

### **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**

Competitive procedure with negotiation

#### **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: [2021/S 000-015281](#)

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

### **Contract No**

ctt\_2348

### **Title**

It Managed Services

A contract/lot is awarded: Yes

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

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

30 March 2022

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

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

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

Tata Consultancy Services Limited

18 Grosvenor Place

London

SW1X 7HS

Country

United Kingdom

NUTS code

- UKI - London

National registration number

007627

Internet address

<http://www.tcs.com>

The contractor is an SME

No

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

Total value of the contract/lot: £16,336,546.67

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## **Section VI. Complementary information**

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

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

Financial Ombudsman Service

London

Country

United Kingdom