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Contract

IT Managed Services Contract

Financial Ombudsman Service

F03: Contract award notice

Notice identifier: 2022/S 000-009315

Procurement identifier (OCID): ocds-h6vhtk-02c324

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

Telephone

+44 2032229656

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

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

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Financial Ombudsman Service

London

Country

United Kingdom