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Contract

# **NI Direct Strategic Partner**

Department of Finance

F20: Modification notice

Notice identifier: 2022/S 000-009592

Procurement identifier (OCID): ocds-h6vhtk-032c13

Published 11 April 2022, 11:31am

# Section I: Contracting authority/entity

# I.1) Name and addresses

Department of Finance

303 Airport Road West

**BELFAST** 

BT3 9ED

#### **Email**

strategicdelivery.cpd@finance-ni.gov.uk

#### Country

**United Kingdom** 

#### **NUTS** code

**UK - United Kingdom** 

#### Internet address(es)

Main address

https://etendersni.gov.uk/epps

Buyer's address

https://etendersni.gov.uk/epps

# **Section II: Object**

# II.1) Scope of the procurement

#### II.1.1) Title

NI Direct Strategic Partner

#### II.1.2) Main CPV code

• 64222000 - Teleworking services

#### II.1.3) Type of contract

Services

## II.2) Description

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

- 72250000 System and support services
- 72227000 Software integration consultancy services
- 64216000 Electronic message and information services
- 79512000 Call centre
- 32412110 Internet network
- 66170000 Financial consultancy, financial transaction processing and clearing-house services
- 72212224 Web page editing software development services
- 72421000 Internet or intranet client application development services
- 72422000 Internet or intranet server application development services
- 72251000 Disaster recovery services
- 64216100 Electronic message services
- 72212221 Internet browsing software development services
- 72212220 Internet and intranet software development services
- 72420000 Internet development services
- 72212222 Web server software development services

- 72611000 Technical computer support services
- 72600000 Computer support and consultancy services
- 72224000 Project management consultancy services
- 72224100 System implementation planning services
- 79571000 Mailing services
- 72512000 Document management services
- 64216120 Electronic mail services
- 72246000 Systems consultancy services
- 72413000 World wide web (www) site design services
- 79400000 Business and management consultancy and related services
- 64200000 Telecommunications services
- 72610000 Computer support services
- 79996000 Business organisation services
- 79342300 Customer services
- 64210000 Telephone and data transmission services
- 72222300 Information technology services
- 72222100 Information systems or technology strategic review services
- 72212314 Voice recognition software development services
- 66172000 Financial transaction processing and clearing-house services
- 72252000 Computer archiving services
- 72000000 IT services: consulting, software development, Internet and support
- 72222000 Information systems or technology strategic review and planning services
- 80420000 E-learning services
- 72590000 Computer-related professional services
- 79510000 Telephone-answering services
- 72510000 Computer-related management services

- 64216110 Electronic data exchange services
- 48445000 Customer Relation Management software package
- 72300000 Data services
- 79511000 Telephone operator services
- 72500000 Computer-related services
- 72253000 Helpdesk and support services
- 79990000 Miscellaneous business-related services
- 72591000 Development of service level agreements
- 72511000 Network management software services

#### II.2.3) Place of performance

**NUTS** codes

• UKN - Northern Ireland

### II.2.4) Description of the procurement at the time of conclusion of the contract:

Appointment of a Strategic partner for NI Direct to assist in the design, delivery and implementation of telephony based contact centre services, associated managed ICT support services, online transaction toolkit along with a range of specialist business consultancy, ICT consultancy and emergency resource planning services.

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

**Duration in months** 

120

#### 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.2) Administrative information

## IV.2.1) Contract award notice concerning this contract

Notice number: 2011/S 129-214685

### Section V. Award of contract/concession

#### **Contract No**

1

# V.2) Award of contract/concession

#### V.2.1) Date of conclusion of the contract/concession award decision:

21 October 2012

#### V.2.2) Information about tenders

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

#### V.2.3) Name and address of the contractor/concessionaire

BT

Belfast

Email

rachel.johnston@bt.com

Country

**United Kingdom** 

**NUTS** code

• UKN - Northern Ireland

Internet address

#### www.bt.com

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £50,000,000

# **Section VI. Complementary information**

# VI.4) Procedures for review

## VI.4.1) Review body

The UK does not have any such bodies with responsibility for appeal/mediation procedures.

**Belfast** 

Country

**United Kingdom** 

# Section VII: Modifications to the contract/concession

# VII.1) Description of the procurement after the modifications

#### VII.1.1) Main CPV code

• 64222000 - Teleworking services

#### VII.1.2) Additional CPV code(s)

- 72250000 System and support services
- 72227000 Software integration consultancy services
- 64216000 Electronic message and information services
- 79512000 Call centre
- 32412110 Internet network
- 66170000 Financial consultancy, financial transaction processing and clearing-house services
- 72212224 Web page editing software development services
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- 79511000 Telephone operator services
- 72500000 Computer-related services

- 72253000 Helpdesk and support services
- 79990000 Miscellaneous business-related services
- 72591000 Development of service level agreements
- 72511000 Network management software services

#### VII.1.3) Place of performance

**NUTS** code

• UKN - Northern Ireland

#### VII.1.4) Description of the procurement:

Strategic partner for NI Direct to assist in the design, delivery and implementation of telephony based contact centre services, associated managed ICT support services, online transaction toolkit along with a range of specialist business consultancy, ICT consultancy and emergency resource planning services.

# VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

120

#### VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£120,000,000

#### VII.1.7) Name and address of the contractor/concessionaire

BT

Belfast

Email

rachel.johston@bt.com

Country

**United Kingdom** 

#### **NUTS** code

UKN - Northern Ireland

Internet address

#### www.bt.com

The contractor/concessionaire is an SME

No

#### VII.2) Information about modifications

### VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The Authority has substantive reasons for this modification, having had to react to significant challenging political and societal change and demands. In particular the unforeseen impact of the pandemic and the critical and essential services to support the response to the pandemic that were facilitated through this contract, where there were no other options and no option to do nothing.

This has included unprecedented and unpredictable demands for vital citizen facing support services and unforeseen work including the out workings of the exit from the EU, the DVA MOT equipment failings, LPS Business Rate relief schemes, and most significantly, supporting departments, particularly the Department of Health, in responding to the pandemic (proximity app, vaccine booking, vaccine passports, domestic certificates, travel certificates, etc.) All of which have substantively and significantly impacted on the volumes of calls and expenditure through the contract, none of which would have been anticipated or foreseen at award of contract.

Due to the unpredictability of demand on Contact Centre services and the impact of world events the contract modification required will raise the overall contract value from £110m to £120m. (Note The value of the NI Direct Strategic Partnership Agreement was published at the time of tendering as £50M. The scope of the Agreement increased significantly over time and the value was increased in 2017 to £70M and in 2018 to £110M). This will provide assurance that any further unforeseen business critical or legislative events that would impact the contract could if required be accommodated before contract end.

#### VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

This modification would meet the conditions outlined in regulation 72 (1)(b) and 72 (1)(c) of the Public Contracts Regulations 2015..

DoF will seek to rely on the modification provisions of 72(1)(b) due to the near technical impossibility for another economic operator to achieve the required performance within the time permitted; and the necessity to use its specific know-how, tools and

means which only the current Contractor has at its disposal.

They will also seek to rely on 72 (1)(c) as the Authority has had to react to unforeseen circumstances in response to the pandemic and essential services to support this were facilitated through the contract. This has included unprecedented and unpredictable demands for vital citizen facing support services and unforeseen work all of which have substantively and significantly impacted on the volumes of calls and expenditure through the contract, none of which would have been anticipated or foreseen at award of contract.

The modification also does not exceed 50% of the value of the original contract.

#### VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptions and average inflation)

Value excluding VAT: £110,000,000

Total contract value after the modifications

Value excluding VAT: £120,000,000