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Tender

Rainbow Customer Contact and Core Banking - LOT 1 - Customer Contact Centre and Operations

National Savings and Investments

F02: Contract notice

Notice identifier: 2022/S 000-011240

Procurement identifier (OCID): ocids-h6vhtk-033285

Published 29 April 2022, 4:27pm

Section I: Contracting authority

I.1) Name and addresses

National Savings and Investments

1 Drummond Gate

London

SW1V 2QX

Email

tenders@rainbow.nsandi.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.nsandi.com

Buyer's 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/>

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/>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Rainbow Customer Contact and Core Banking - LOT 1 - Customer Contact Centre and Operations

Reference number

22-CD-01

II.1.2) Main CPV code

- 66100000 - Banking and investment 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 £202 billion of funds under management, best known for Premium Bonds but also offering a wide range of other savings products. NS&I raises cost-effective financing for the Government, 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, and NS&I is embarking on a significant programme of transformation for its outsourced services, called the Rainbow Programme.

This is the third procurement exercise in NS&I's Rainbow programme and is divided into two lots. Lot 1 is the Customer Contact Centre and Operations contract. Lot 2 is the Core Banking, Payments and Reporting contract.

II.1.5) Estimated total value

Value excluding VAT: £756,100,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Customer Contact Centre and Operations

Lot No

1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 50334400 - Communications system maintenance services
- 64200000 - Telecommunications services
- 72212333 - Contact management software development services
- 72212510 - Communication software development services
- 72212511 - Desktop communications software development services
- 72310000 - Data-processing services
- 79342300 - Customer services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 (Customer Contact and Operations) 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.

Please note the total contract value is made up of two parts. The committed and approved spend to deliver the core requirements for this service totalling £208,000,000 and an additional allowance for potential future B2B services which may be delivered utilising the same capabilities in future totalling £67,800,000 which require additional approvals.

By way of background, 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 be delivered through this contract in future, hence the additional allowance.

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: £275,800,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Lot 1 (Customer Contact Centre and Operations): A discretionary 1-year (12 month) extension period following the end of the 1-year (12 month) implementation period and 4-year initial operational term (48 month)

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: Yes

Description of options

NS&I intends to award the Lot 1 (Customer Contact and Operations) contract on the following basis with regards to duration:

- A 12 months implementation period, followed by:
- A four-year (48 month) initial operational term,

(Representing a total initial period of 60 months)

And;

- A discretionary one-year (12 month) extension period following the end of the initial operational term.

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.

II.2) Description

II.2.1) Title

Core Banking, Payment, and Reporting

Lot No

2

II.2.2) Additional CPV code(s)

- 66100000 - Banking and investment services
- 66120000 - Investment banking services and related services
- 66151100 - Electronic marketplace retailing services
- 66172000 - Financial transaction processing and clearing-house services
- 72212411 - Investment management software development services
- 72212442 - Financial systems software development services
- 79212400 - Fraud audit services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2 (Core Banking, Payments and Reporting) 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.

Lot 2 will support 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, query and reporting tools.

Lot 2 also delivers support for NS&I's prize winning savings products, including bond number allocation and prize draws and will also be responsible for migration and management of customer, account, and other data from legacy systems.

NS&I provides services to other government departments via B2B offer, called Government Payment Services (GPS). NS&I Please note the total contract value is made up of two parts. The committed and approved spend to deliver the core requirements for this service totalling £291,800,000 and an additional allowance for potential future B2B services which may be delivered utilising the same capabilities in future totalling £188,500,000 which require additional approvals.

By way of background, 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 be delivered through this contract in future, hence the additional allowance.

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: £480,300,000

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

Duration in months

108

This contract is subject to renewal

Yes

Description of renewals

Lot 2 (Core Banking, Payments and Reporting: A discretionary 2-year (24 month) extension period following the end of the 2-year (24 month) implementation period and 7-year initial operational term (84 month)

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: Yes

Description of options

NS&I intends to award the Lot 2 (Core Banking, Payments and Reporting) contract on the following basis with regards to duration:

- A 24 months implementation period, followed by:
- A seven-year (84 month) initial operational term,
(Representing a total initial period of 108 months)

And;

A discretionary two-year (24 month) extension period following the end of the initial operational term.

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.

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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

31 May 2022

Local time

4:00pm

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

20 June 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

Tender must be valid until: 31 March 2023

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 relating to stages of the procurement following the Selection Questionnaire stage 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 Section IV.2.2. The Authority reserves the right not to accept requests to participate that are received after the deadline. Bidders 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

Rolls Building

London

EC4A 1NL

Country

United Kingdom

Internet address

<http://www.gov.uk/government/organisations/hm-courts-and-tribunals-services>

