

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/011675-2023>

Planning

## **Digital Experience and Digital Enablement**

NS&I

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-011675

Procurement identifier (OCID): ocids-h6vhtk-03c39a

Published 24 April 2023, 2:42pm

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

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

NS&I

20 Great Smith Street

London

SW1P 3BT

#### **Email**

[tenders@rainbow.nsandi.com](mailto:tenders@rainbow.nsandi.com)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

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

Main 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**

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**

Digital Experience and Digital Enablement

Reference number

NS&I-23-F-04

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

- 66100000 - Banking and investment services

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

Services

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

Our goal is to simplify and improve every part of the NS&I customer experience with seamless end-to-end digital journeys. Digital Experience and Digital Enablement provides the capabilities needed to deliver these digital self-service experiences and journeys, via mobile app, website and voice assistant channels. We want to provide a great service, with the most suitable products, to allow customers to focus on saving for what matters to

them.

#### **II.1.5) Estimated total value**

Value excluding VAT: £168,600,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

- 48811000 - E-mail system
- 48812000 - Financial information systems
- 66112000 - Deposit services
- 72212221 - Internet browsing software development services
- 72212510 - Communication software development services
- 72220000 - Systems and technical consultancy services
- 72232000 - Development of transaction processing and custom software
- 72261000 - Software support services
- 72262000 - Software development services
- 72316000 - Data analysis services
- 72317000 - Data storage services
- 72318000 - Data transmission services
- 72421000 - Internet or intranet client application development services
- 72600000 - Computer support and consultancy services
- 79342300 - Customer services
- 79413000 - Marketing management consultancy services
- 79415000 - Production management consultancy services

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

NUTS codes

- UK - United Kingdom

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

National Savings and Investments (NS&I) is an Executive Agency of the Chancellor of the Exchequer. We are one of the UK's largest retail savings organisations with 25 million customers and more than £202 billion invested.

Whilst being famous for Premium Bonds, we also offer a range of savings products. We work closely with HM Treasury to raise vital funds for government, by offering secure retail financial savings products as an alternative to raising funds on the wholesale market.

Our goal is to always enhance the customer experience whilst strengthening our cost efficiency on our journey to becoming the most trusted savings provider. As part of this journey, we are transforming the way we operate.

NS&I's core services are currently provided by Atos IT Services UK Limited, who manage sales processing and customer servicing, and IT and infrastructure services. This contract will end on 31st March 2025. We are moving from this single-supplier model to a multi-supplier model as part of our significant transformation of outsourced services, called the Rainbow Programme.

The second procurement in NS&I's Rainbow Programme, Digital Experience and Digital Enablement package, will provide the capabilities needed to deliver digital self-service experiences and journeys. This includes, as a minimum, the delivery of a mobile banking app (to include prize draw functionality) and a fully functional transactional website, to be supported by digital communications touchpoints.

We aim to provide a great service, with the most suitable products, to allow customers to achieve their Jobs to be Done with ease and reduced effort, allowing them to focus on saving for what matters to them.

Over the years, we have transitioned from branch-based banking to our current state as a direct-only business with digital, post and phone channels. This package will bring us to the endpoint of that trajectory, transitioning to a digital first, self-service retail bank. That endpoint will meet customer expectations for effective, digital self-service, and deliver cost-effective operational excellence.

This procurement is also intended to allow for future delivery of digital experience services to support NS&I GPS activities.

The total estimated contract spend is £126m before VAT and inflation. The value of any

extension requested is estimated at £42.6m. The proposed contract duration and extension options are:

- Initial Term - 56 months (including Implementation)
- Extension Period - potential further 24 months (12 months +6 months + 6 months)

Our products must remain relevant and accessible to customers, delivered in a quicker, more efficient and increasingly digital way. We look forward to working with a partner who can help us realise this goal on our transformation journey, as we aim to inspire our savers to stay with us as we evolve, together.

#### **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.

The Proposed Contract will be procured using the CCS Technology Services 3: Framework RM6100, Lot 4: Major Services Transformation Programmes under a Further Competition exercise. <https://www.crowncommercial.gov.uk/agreements/RM6100>

=====

Market Engagement Event – Indicative date: Thursday, 11th May 2023

=====

This initial event will be delivered virtually, with presentations from core members of the NS&I programme team, to interested Framework Lot 4 providers.

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

#### **II.3) Estimated date of publication of contract notice**

22 May 2023

---

## **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