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Tender

Fraud and Cyber Crime Reporting & Analysis Service Procurement

The Mayor and Commonalty and Citizens of the City of London

F02: Contract notice

Notice identifier: 2021/S 000-015145

Procurement identifier (OCID): ocids-h6vhtk-02c29d

Published 1 July 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

The Mayor and Commonalty and Citizens of the City of London

Guildhall

London

EC2P 2EJ

Contact

anthony.vittadini@cityoflondon.gov.uk

Email

anthony.vittadini@cityoflondon.gov.uk

Telephone

+44 2076063030

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<https://www.cityoflondon.gov.uk>

Buyer's address

<https://www.cityoflondon.police.uk/>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.cityoflondon.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.capitalesourcing.com

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Fraud and Cyber Crime Reporting & Analysis Service Procurement

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

The Mayor and Commonalty and Citizens of the City of London (City of London Corporation) in its capacity as Police Authority for the City of London Police is looking to procure the next generation of services that together will support Action Fraud and the National Fraud Intelligence Bureau (NFIB)

The City of London Corporation intends to award up to three (3) separate contracts. Each service is described in more detail within the Procurement Documentation

The Services consist of a single national point of contact for members of the public and organisations that have been victims of fraud and cyber crime to report details of the incident through a contact centre and online channels (Lot 1)

Review and analysis of crime reports is based on the intelligence collected and maintained as part of the NFIB national responsibilities and managed through demand and workflow management, underpinned by systems integration (Lot 2)

Service integration and management to support delivery in a multi-supplier / multi-agency environment (Lot 3)

Each contract will be awarded for a maximum duration of seven (7) years. The initial contract duration of five (5) years (including where required up to eighteen (18) months for design, build, testing and implementation) will be subject to two (2) contract extension options exercisable by the Authority, of twelve (12) months each

The estimated annual services charges for each Lot are: Lot 1 - £6,700,000; Lot 2 - £3,000,000; Lot 3 - £1,000,000. It is anticipated that there will be additional charges for

the design, build, testing and implementation of the solutions under each Lot

For access to the Procurement Documentation, interested parties must first complete and submit to the Authority a signed non-disclosure agreement. To request a non-disclosure agreement for completion please contact anthony.vittadini@cityoflondon.gov.uk

The Contracting Authority intends to hold a Market Engagement event currently scheduled to take place on 20 July 2021. For details of how to register for this event please contact anthony.vittadini@cityoflondon.gov.uk

Suppliers must be registered to the CapitalESourcing tendering portal as the Procurement Documentation will be made available through this tendering portal. Registration is free at <https://www.capitalesourcing.com/web/login.shtml>

Please note that funding for the contracts described in Lots 1 - 3 will be made available on an annual basis

II.1.5) Estimated total value

Value excluding VAT: £74,410,500

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 3

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Any combination of Lots, or all Lots

II.2) Description

II.2.1) Title

Engagement Management: Contact Management and Victim Care

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72212732 - Data security software development services
- 72260000 - Software-related services
- 72300000 - Data services
- 72500000 - Computer-related services
- 79342300 - Customer services
- 79420000 - Management-related services
- 85312400 - Welfare services not delivered through residential institutions

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

The provision of contact centre(s) and online channels as the main point of contact for victims of fraud and cyber crime, and other stakeholders

The contract will be awarded for a maximum duration of up to seven (7) years. The initial contract duration of five (5) years (including where required up to eighteen (18) months for design, build, testing and implementation) will be subject to two (2) contract extension options exercisable by the Authority, of twelve (12) months each

The estimated annual service charges are £6,700,000. It is anticipated that there will be additional charges for the design, build, test and implementation of the solutions

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: £36,762,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

Up to two (2) renewals exercisable by the Authority, of one (1) year each.

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 7

Objective criteria for choosing the limited number of candidates:

As stated in the Procurement Documentation.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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) Description

II.2.1) Title

Crime, Intelligence and Common Services: Crime and Intelligence Management and associated services that underpin all Lots

Lot No

Lot 2

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72212441 - Financial analysis software development services
- 72212461 - Analytical or scientific software development services
- 72260000 - Software-related services
- 72300000 - Data services
- 72313000 - Data capture services
- 72316000 - Data analysis services
- 72322000 - Data management services
- 72500000 - Computer-related services
- 72510000 - Computer-related management services
- 72590000 - Computer-related professional services
- 79131000 - Documentation services
- 79200000 - Accounting, auditing and fiscal services
- 79212400 - Fraud audit services
- 79220000 - Fiscal services
- 79700000 - Investigation and security services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

Crime and intelligence management

This Lot will provide services to support the crime and intelligence management capabilities and also the underlying data, information and knowledge management, demand & workflow management and systems integration for all Lots

The contract will be awarded for a maximum duration of up to seven (7) years. The initial contract duration of five (5) years (including where required up to eighteen (18) months for design, build, testing and implementation) will be subject to two (2) contract extension options exercisable by the Authority, of twelve (12) months each

The estimated annual service charges are £3,000,000. It is anticipated that there will be additional charges for the design, build, test and implementation of the solutions

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: £16,648,500

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

As per Lot 1

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 7

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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) Description

II.2.1) Title

Service Integration and Management

Lot No

Lot 3

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72212730 - Security software development services
- 72212732 - Data security software development services
- 72212781 - System management software development services
- 72212782 - Storage management software development services
- 72260000 - Software-related services
- 72322000 - Data management services
- 72500000 - Computer-related services
- 72510000 - Computer-related management services
- 72590000 - Computer-related professional services
- 79420000 - Management-related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

Service Integration and Management (SIAM)

The provision of overarching service management and integration of services provided through Lots 1 and 2 and with external organisations and their suppliers where interoperability and information sharing is required

The contract will be awarded for a maximum duration of up to seven (7) years. The initial contract duration of five (5) years (including where required up to eighteen (18) months for design, build, testing and implementation) will be subject to two (2) contract extension options exercisable by the Authority, of twelve (12) months each

The estimated annual service charges are £1,000,000. It is anticipated that there will be additional charges for the design, build, test and implementation of the solutions

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: £5,500,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

As per Lot 1

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 7

Objective criteria for choosing the limited number of candidates:

As set out in the procurement documentation

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

These provisions are described in the Procurement Documentation

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

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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.2.2) Time limit for receipt of tenders or requests to participate

Date

25 August 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

WC1A 2LL

Country

United Kingdom