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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](mailto: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](http://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

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## **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](mailto: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](mailto: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

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## **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

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## **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

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## **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