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Contract

Fraud and Cyber Crime Reporting & Analysis Service Procurement

The Mayor and Commonalty and Citizens of the City of London

F03: Contract award notice

Notice identifier: 2023/S 000-018105

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

Published 26 June 2023, 1:29pm

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

Charlotte@metaprocurement.org

Email

Charlotte@metaprocurement.org

Telephone

+44 2076063030

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

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.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £75,000,000

II.2) Description

II.2.1) Title

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

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Provision of Contact Centre(s) and online Channels as the main point of contract for victims of fraud and cyber crime and other stakeholders

II.2.5) Award criteria

Price

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

Lot No

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

- UKI - London

II.2.4) Description of the procurement

Crime & Intelligence Management

II.2.5) Award criteria

Price

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

Lot No

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

- UKI - London

II.2.4) Description of the procurement

Service Integration & Management

II.2.5) Award criteria

Price

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-015145](#)

Section V. Award of contract

Contract No

001

Lot No

1

Title

Engagement Management: Contact Management and Victim Care

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 June 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

CAPITA BUSINESS SERVICES LTD

65 Gresham Street,

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UKI - London

National registration number

02299747

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £48,000,000

Section V. Award of contract

Contract No

2

Lot No

Lot 2

Title

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

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 June 2023

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

PRICEWATERHOUSECOOPERS LLP

1 Embankment Place

London

WC2N 6RH

Country

United Kingdom

NUTS code

- UKI - London

National registration number

OC303525

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £26,000,000

Section V. Award of contract

Contract No

3

Lot No

3

Title

Service Integration and Management

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Mayor and Commonality and Citizens of the City of London

Guildhall

London

EC2P 2EJ

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The High Court of England and Wales

London

WC1A 2LL

Country

United Kingdom