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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): ocids-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](mailto: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

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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.1.6) 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

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## **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](#)

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## **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

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## **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

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### **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

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## **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