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Contract

## **Provision and Support of the 101 Single Non-Emergency Number (101 SNEN)**

Secretary of State for the Home Department

F03: Contract award notice

Notice identifier: 2022/S 000-019210

Procurement identifier (OCID): ocids-h6vhtk-02deb4

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

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

Secretary of State for the Home Department

Home Office, 2 Marsham Street

London

SW1P 4DF

#### **Email**

[PPPTcommercial@homeoffice.gov.uk](mailto:PPPTcommercial@homeoffice.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

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

Main address

<https://www.gov.uk/government/organisations/home-office>

Buyer's address

<https://homeoffice.app.jaggaer.com/web/login.html>

#### **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

#### **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**

Provision and Support of the 101 Single Non-Emergency Number (101 SNEN)

Reference number

C19530

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

- 64211000 - Public-telephone services

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

Services

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

The Authority wishes to appoint a provider to manage, operate and administer the 101 Single Non-Emergency Number (101 SNEN)

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

This contract is divided into lots: No

## **II.2) Description**

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

- 64200000 - Telecommunications services

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

NUTS codes

- UK - United Kingdom

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

The Authority requires a partner to manage, operate and administer the 101 Single Non-Emergency Number (101 SNEN), which allows the UK Public to make non-emergency contact with their local Police Force.

The 101 number receives approximately 30 million calls per year, providing Critical National Infrastructure and supporting 46 UK Police Forces/Police Services in their purpose of protecting the UK Public. It provides the Public with a straightforward means of contacting their relevant local Police Force and removes the requirement for members of the Public to remember the numbers of individual Policing organisations.

The mission of the 101 SNEN Programme is to enhance the capability, efficiency and consistency of this service. Its mission statement is therefore to create:

"A nationally consistent service for non-emergency contact to the appropriate public authority"

The Authority is seeking to deliver its strategic priority of enhancing the critical public service which the 101 Single Non-Emergency Number provides and therefore wishes to establish a relationship with a Supplier that supports this vision in a cost-effective manner.

The estimated annual value of the Contract is in the region of £5.8m - £8.3m ex VAT. This is an indicative value for information purposes only, and the Authority expects to receive optimum value for money proposals as part of the procurement process. The Authority proposes that the duration of the contract shall be for 5 years from the Operational Services Commencement Date (i.e. the date at which the Supplier's Services go live) with the option to extend by up to 2 further years in 1 year increments (i.e. 5+1+1 years).

Throughout this period the Supplier shall be expected to manage, operate and administer the required Services. The Supplier shall be responsible for the set-up, maintenance, up-keep and development of the service in order to maximise value-for-money and ensure the suitable provision of resilience of the national components of the service.

## **II.2.5) Award criteria**

Cost criterion - Name: Technical / Weighting: 50

Cost criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 40

## **II.2.11) Information about options**

Options: Yes

Description of options

The Authority reserves the option to extend the contract duration by up to 2 further years in 1 year increments (i.e. up to a total maximum contract duration of 7 years).

## **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: Yes

## **IV.2) Administrative information**

### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-022341](#)

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## **Section V. Award of contract**

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**

Secretary of State for the Home Department

London

Country

United Kingdom