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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

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

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

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](#)

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

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