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Future opportunity

101 Single Non-Emergency Number

Secretary of State for the Home Department

F01: Prior information notice

Prior information only

Notice reference: 2021/S 000-019522

Published: 11 August 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Secretary of State for the Home Department

London

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>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

101 Single Non-Emergency Number

II.1.2) Main CPV code

- 64211000 - Public-telephone services

II.1.3) Type of contract

Services

II.1.4) Short description

As part of on-going early market engagement activity, the Home Office (the Authority) wishes to raise awareness of the imminent launch of a procurement to appoint a suitable body to manage, operate and administer the 101 Single Non-Emergency Number.

II.1.5) Estimated total value

Value excluding VAT: £50,000,000

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's requirements have been designed to achieve this objective by enabling the onboarding of additional Public Authorities to the system to expand the scope of service beyond just the Police Forces. A form of Automated Triage is sought to allow calls not most appropriately handled by the police to be identified as early as possible, informing the caller of this assessment while enabling them to continue to contact the police if they feel it appropriate; improving the quality of the service without increasing the burden of expected knowledge on the caller. With these additions the Public shall receive an improved, more consistent and capable service.

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 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.3) Estimated date of publication of contract notice

23 August 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

As part of on-going early market engagement activity, the Home Office (the Authority) wishes to raise awareness of the imminent launch of a procurement to appoint a suitable body to manage, operate and administer the 101 Single Non-Emergency Number.

Accordingly, the Authority will be holding a Supplier Engagement Event at 10:00 – 10:45am on Wednesday 18th August, where latest updates regarding the contract requirements and the procurement approach shall be shared, and where attendees shall have the opportunity to ask questions. In light of current COVID-19 safe working patterns, it is anticipated that this event will be hosted via Microsoft Teams.

Suppliers who have not previously expressed an interest or participated in market engagement will first be required to sign and return an NDA, before being permitted to take part. Once the NDA is signed, suppliers will also be able to access documents pertaining to all previous and on-going market engagement events, including slide packs and Q&As.

1) Suppliers who wish to attend the Supplier Engagement Event should email PPPTCommercial@homeoffice.gov.uk by no later than 17:00 on Monday 16th August, and provide the names of up to two (2) attendees.

2) Opportunities for one-to-one sessions with individual organisations will also be available immediately after the event, to be held in 20 minute slots between 10:45 and 12:45. Please indicate whether you would like to reserve one of these slots, which will be allocated on a first come, first served basis.

3) Suppliers are also invited to suggest defined roles for potential inclusion in the contract pricing schedule, in relation to charging for ad-hoc / one-off change management costs that may be incurred during the life of the contract. To this end, Suppliers are invited to complete and return the attached 'Role Definition Template' prior to the event, which the Authority shall review and consider in due course without prejudice or obligation.

Please note that all communications regarding this procurement should be sent to PPPTcommercial@homeoffice.gov.uk.

General Conditions:

- i) The Authority reserves the right to change any information associated with this notice at any time, and Suppliers rely upon it entirely at their own risk.
- ii) The Authority reserves the right not to proceed with a competitive procurement exercise or to award any contract.
- iii) Any and all costs associated with the responding to this notice or participating in the event must be borne by the Supplier.
- iv) No information provided by a Supplier in response to this notice will be used in any way for evaluating the Supplier in any subsequent formal procurement process.