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Opportunity

Digital Integration and Service Operations

National Savings and Investments

F02: Contract notice

Notice reference: 2021/S 000-020225

Published: 18 August 2021, 3:08pm

Section I: Contracting authority

I.1) Name and addresses

National Savings and Investments

1 Drummond Gate

London

SW1V 2QX

Email

tenders@rainbow.nsandi.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.nsandi.com

Buyer's address

<https://rainbow.nsandi.com>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://app.panacea-software.com/nsandi/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://app.panacea-software.com/nsandi/>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Integration and Service Operations

Reference number

NSI 21-CPN-01

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

This contract will lead the creation of the high-level solution architectures, detailed solution designs, and systems integration required to deliver NS&I's end to end services (including business processes and customer journeys), in alignment with an updated Enterprise Architecture. The supplier shall design and deliver the integration platform and services to implement the required system interfaces, undertake operational monitoring, management and maintenance of the systems integration, and monitor and manage the security of the operating model.

II.1.5) Estimated total value

Value excluding VAT: £39,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48810000 - Information systems
- 72220000 - Systems and technical consultancy services
- 72230000 - Custom software development services
- 72250000 - System and support services
- 72610000 - Computer support services
- 79410000 - Business and management consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

1 Drummond Gate, London SW1V 2QX

II.2.4) Description of the procurement

National Savings and Investments (NS&I) is an Executive Agency of the Chancellor of the Exchequer. It is one of the UK's largest retail savings organisations with 25 million customers and more than £202 billion of funds under management, best known for Premium Bonds but also offering a wide range of other savings products. NS&I raises cost-effective financing for the Government, by offering a range of secure retail financial savings products, as an alternative to raising funds on the wholesale market.

NS&I's core services are currently provided by Atos IT Services UK Limited, which manages sales processing and customer servicing, in addition to IT and infrastructure services. This contract will end on 31st March 2024, and NS&I is embarking on a significant programme of transformation for its outsourced services, called the Rainbow Programme.

The Digital integration and Service Operations package is intended to be the technical and operational centre of the Future Operating Model. It focuses on implementing a future integration platform to support upcoming business change, as well as providing Service Operations capabilities to establish a stable state for delivering long-term business objectives. In addition, this package will include the provision of a Central Security Monitoring Service. The purpose of this service is to provide NS&I with a central capability to manage security events across the multiple, potentially separately delivered elements, of the Future Operating Model.

The Proposed Contract will be procured using the competitive procedure with negotiation (CPN) as set out in Regulation 29 of the PCR 2015 which provides a structure for this competitive tendering exercise.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £39,500,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

72

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

NS&I intends to award the Proposed Contract on the following basis with regard to duration:

o A one-year (12 month) implementation period, followed by:

o A five-year (60 month) initial operational term,

(Representing a total initial period of 72 months)

and:

o A discretionary two-year (24 month) extension period following the end of the initial operational term.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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 000-004961](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

17 September 2021

Local time

4:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

6 October 2021

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31 March 2022

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Rolls Building

London

EC4A 1NL

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/hm-courts-and-tribunals-service>