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Tender

## **Digital Integration and Service Operations**

National Savings and Investments

F02: Contract notice

Notice identifier: 2021/S 000-020225

Procurement identifier (OCID): ocds-h6vhtk-029ad2

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](mailto:tenders@rainbow.nsandi.com)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

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

Main address

[www.nsandi.com](http://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

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## **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

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## **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

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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 000-004961](#)

#### **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

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## **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>