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Planning

## **Business to Business Outsourced Services**

National Savings and Investments

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-020870

Procurement identifier (OCID): ocids-h6vhtk-035799

Published 29 July 2022, 4:39pm

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

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

National Savings and Investments

London

SW1V 2QX

#### **Email**

[Dorothy.Fox@nsandi.com](mailto:Dorothy.Fox@nsandi.com)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

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

Main address

<https://rainbow.nsandi.com>

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Body governed by public law

### **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**

Business to Business Outsourced Services

Reference number

22-CPN-01

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

- 66100000 - Banking and investment services

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

Services

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

This Prior Information Notice relates to NS&I's future procurement of a strategic supplier of managed services to deliver B2B and is published to give the market early indication of the proposed procurement such that the market has time to prepare to tender for the forthcoming opportunity.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 48810000 - Information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 79210000 - Accounting and auditing services
- 79342300 - Customer services
- 79342320 - Customer-care services
- 79410000 - Business and management consultancy services
- 79510000 - Telephone-answering services

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

NUTS codes

- UK - United Kingdom

### **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 £200 billion of funds under management, best known for Premium Bonds but also offering a wide range of other savings products. NS&I's remit is to raise cost-effective financing for the Government. NS&I is embarking on a significant programme of transformation for its outsourced services, called the Rainbow Programme, and this involves a series of procurement processes, which are currently underway.

NS&I provides services to other government departments via its Business to Business (B2B) offer, called Government Payment Services (GPS). NS&I GPS offers modern, secure and competitive banking and payment services to all government departments, agencies and public sector organisations. The B2B services are responsible for the delivery of government schemes, including Childcare Services, Help to Buy ISA, Mortgage Guarantee Scheme, and the Court Funds Office.

This Prior Information Notice relates to NS&I's future procurement of a strategic supplier of managed services to deliver B2B and is published to give the market early indication of the proposed procurement such that the market has time to prepare to tender for the forthcoming opportunity.

The proposed contract is anticipated to be offered to one supplier for a period of 3 years following service commencement, with an initial up to 9 month transition period to ensure smooth service commencement from 1st April 2024. At the end of the contract, the B2B services would transition to the Rainbow Programme operating model.

NS&I reserves the right to refine the scope and requirement and final details will be published with the contract notice.

NS&I intends to commence the formal procurement by issuing a future contract notice. The procurement has an indicative date for contract notice publication of 6th September 2022 (NS&I may publish on a later date as it deems necessary).

The current intention is to procure using the competitive procedure with negotiation.

Please note that this procurement is subject to approvals that have not yet concluded. Therefore, NS&I may vary its approach and the information provided in this notice may change depending on the outcome of the approvals process or for any other reason identified by NS&I including, but not limited to, the approach to the requirements, the procurement process and the contract term.

#### **II.2.14) Additional information**

B2B will be delivered predominantly in its current form and NS&I expects the future supplier to transition the existing solution minimising disruption and maintaining continuity for the government schemes that B2B manages. These are:

- Childcare Services (consisting of 30 Hours of Childcare and Tax Free Childcare)
- Help to Save
- Help to Buy
- Mortgage Guarantee Scheme
- Court Funds Office

[B2B services may require some changes to deliver improvements to the schemes as directed by departments during the contract lifetime.]

Requirements across the schemes include:

- Serve Customers
  - o Meeting the service needs and providing support to the end users of the schemes

managed by B2B

o Engagement with B2B clients in order to operate and eventually decommission B2B solutions

- Operational Management

o Process transactions - The processing of transactions into, out of and between customer accounts

o Manage customer access and accounts - The management of customer accounts and their access to these via a number of channels (predominantly digital) with corresponding support as required

- Manage Stakeholders – Supporting NS&I relationships with (and obligations to) key external stakeholders, including the client government departments and HMT as NS&I sponsor.

- Organisation - The provision of key enabling capabilities for the services, including for managing people, resources, technology and facilities.

- Manage Partners/Suppliers - The management of suppliers and partners, related to the B2B provision.

The supplier will be encouraged to maximise the use and efficiency of the existing technology to deliver B2B services throughout the life of the contract.

### **II.3) Estimated date of publication of contract notice**

6 September 2022

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## **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: Yes