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Contract

Business to Business Outsourced Services

NS&I

F03: Contract award notice

Notice identifier: 2023/S 000-020901

Procurement identifier (OCID): ocids-h6vhtk-035799

Published 20 July 2023, 11:13am

Section I: Contracting authority

I.1) Name and addresses

NS&I

20 Great Smith Street

London

SW1P 3BT

Email

tenders@rainbow.nsandi.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://rainbow.nsandi.com/>

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

Business to Business Outsourced Services

Reference number

22-CPN-01

II.1.2) Main CPV code

- 66110000 - Banking services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract has been awarded following the conclusion of a procurement process.

B2B will be delivered predominantly in its current form and NS&I expects the 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 Free Childcare and Tax-Free Childcare)
- Help to Save
- Help to Buy

- Court Funds Office

Requirements across the schemes include:

- Serving 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 transition the solution to Rainbow by the end of the contract
- 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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £92,312,456

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
- 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

This contract has been awarded following the conclusion of a procurement process.

This package of work is part of NS&I's Rainbow Programme, and it will procure a strategic supplier of managed services to deliver B2B on behalf of NS&I. The B2B services are responsible for the delivery of government schemes, including Childcare Services, Help to Save, Help to Buy ISA, Mortgage Guarantee Scheme, and the Court Funds Office.

The contract is 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.

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, more than £202 billion funds under management, best known for Premium Bonds but also offering a range of savings products. NS&I raises financing for Government, by offering 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, and IT and infrastructure services. This contract will end on 31st March 2024. NS&I has started a significant transformation of its outsourced services, called the Rainbow Programme.

NS&I provides services to other government departments via B2B offer, called Government Payment Services (GPS). NS&I GPS offers modern, secure and competitive

banking and payments services to all government departments, agencies and public sector organisations. Current B2B services include, Childcare Services (consisting of 30 Hours of Free Childcare, Tax-Free Childcare), Help to Save, Help to Buy ISA, Mortgage Guarantee Scheme and the Court Funds Office.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65%

Price - Weighting: 35%

II.2.11) Information about options

Options: No

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: [2022/S 000-027105](#)

Section V. Award of contract

Title

Business to Business Outsourced Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 June 2023

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Sopra Steria

Three Cherry Tree Lane

Hemel Hempstead

HP2 7AH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £92,312,456

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

The Royal Court of Justice

London

WC24 2LL

Country

United Kingdom