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Tender

## **Provision and Support of the 101 Single Non-Emergency Number (101 SNEN)**

Secretary of State for the Home Department

F02: Contract notice

Notice identifier: 2021/S 000-022341

Procurement identifier (OCID): ocds-h6vhtk-02deb4

Published 8 September 2021, 10:45pm

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

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

Secretary of State for the Home Department

London

SW1P 4DF

#### **Email**

[PPPTcommercial@homeoffice.gov.uk](mailto:PPPTcommercial@homeoffice.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **National registration number**

Home Office, 2 Marsham Street

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

Main address

<https://www.gov.uk/government/organisations/home-office>

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

Access to the procurement documents is restricted. Further information can be obtained at

<https://homeoffice.app.jaggaer.com/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://homeoffice.app.jaggaer.com/web/login.html>

Tenders or requests to participate must be submitted to 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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision and Support of the 101 Single Non-Emergency Number (101 SNEN)

Reference number

C19530

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

- 64211000 - Public-telephone services

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

Services

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

The Authority intends to appoint a provider to manage, operate and administer the 101 Single Non-Emergency Number (101 SNEN).

#### **II.1.5) Estimated total value**

Value excluding VAT: £58,333,333

#### **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. Subject to Authority-led arrangements, it shall be within the scope of the service to enable these non-police calls where identified to be routed to a non-police agency as seamlessly as if routing to a Police Force. 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 estimated annual value of the Contract is in the region of £5.8m - £8.3m ex VAT. This is an indicative value for information purposes only, and the Authority expects to receive optimum value for money proposals as part of the procurement process.

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.2.5) Award criteria**

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

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The Authority reserves the option to extend the contract duration by up to 2 further years in 1 year increments (i.e. up to a total maximum contract duration of 7 years).

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

Envisaged minimum number: 3

Maximum number: 4

Objective criteria for choosing the limited number of candidates:

The evaluation process is detailed within the Selection Questionnaire (SQ) event documentation. The Authority intends to invite a minimum of three (3) and a maximum of four (4) respondents to tender, provided a sufficient number meet the Authority's Selection Questionnaire requirements.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The Authority reserves the option to extend the contract duration by up to 2 further years in 1 year increments (i.e. up to a total maximum contract duration of 7 years).

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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

The Authority is not responsible for any bidding costs incurred by potential suppliers in respect of this procurement. The Authority reserves the right to abandon the competitive process and not award any contract; make any changes it sees as reasonable to the competition; remove and/or amend element(s) from the scope of the requirements; and accept or reject any tender.

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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.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-000819](#)

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

Date

13 October 2021

Local time

12:00pm

#### **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**

Duration in months: 6 (from the date stated for receipt of tender)

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### **Section VI. Complementary information**

#### **VI.1) Information about recurrence**

This is a recurrent procurement: No

#### **VI.3) Additional information**

For the avoidance of doubt, please note that respondents are required to express an interest separately for this competition regardless of their involvement in previous market engagement activities for this project. Any such involvement does not constitute an expression of interest for the competition advertised in this notice.

The Home Office uses an eSourcing Portal to enable its sourcing activities to be conducted over the internet. In order to express an interest, please follow the steps set out below. The procurement will be managed electronically using the Jaggaer eSourcing Portal. The eSourcing Portal is an online application that allows suppliers to create and submit their Selection Questionnaire, responses to any requests for information, requests for quotes or requests for proposals via the internet rather than in paper form.

To participate in this procurement, participants must first be registered on the eSourcing Portal. If you have not yet registered this can be done online at <https://homeoffice.app.jaggaer.com/web/login.html> by following the link to register.

All suppliers interested in learning more about the potential contract opportunity described in this contract notice should submit their details (company name, lead contact name, lead contact email address and telephone number), in the first instance, to the following address: [PPPTcommercial@homeoffice.gov.uk](mailto:PPPTcommercial@homeoffice.gov.uk)

Arrangements will then be made for registered suppliers to access the eSourcing Portal for this opportunity so that they can provide a signed Non-Disclosure Agreement to enable access to the 101 SNEN procurement documents and Selection Questionnaire (SQ) event on the eSourcing Portal.

Participants are requested to submit their details as soon as possible, to allow sufficient time for the administrative process and submission of responses. The Authority requires new



participants to sign a Non-disclosure Agreement (NDA) in order to be invited to participate in the competition for this project. On receipt of an email as detailed above, the Authority will either confirm it holds a signed NDA as part of previous market engagement or provide access to the NDA document through the eSourcing Portal. If required, the Authority will expect participants to download the form and then attach a signed copy of the NDA to the event. When saving the document, please ensure that you include the participant organisation's name in the filename. Once a correctly signed NDA is received by the Authority, participants will be invited to the SQ stage of the competition, and will be able to access all of the relevant project documentation.

The closing date for SQ submissions will be 12:00 on 13th October 2021. SQ clarification requests must be submitted no later than 12:00 on 5th October 2021.

In light of the situation with COVID-19 we reserve the right to delay or adjust our timetables or such other aspects of the procurement as we consider appropriate. We will therefore keep the situation under constant review and will notify all bidders of any changes as and when these are required.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Secretary of State for the Home Department

London

Country

United Kingdom