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Tender

Business to Business Outsourced Services

National Savings and Investments

F02: Contract notice

Notice identifier: 2022/S 000-027105

Procurement identifier (OCID): ocds-h6vhtk-035799

Published 27 September 2022, 6:00pm

Section I: Contracting authority

I.1) Name and addresses

National Savings and Investments

London

SW1V 2QX

Email

dorothy.fox@nsandi.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

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

Body governed by public law

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 notice is published to commence a procurement event to award a new contract for its Business to Business (B2B) outsourced services.

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.

Please note that the award of the contract will be subject to approvals following the procurement process.

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.1.5) Estimated total value

Value excluding VAT: £200,000,000

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

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 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 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.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

Start date

30 June 2023

End date

31 March 2027

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: 3

II.2.10) Information about variants

Variants will be accepted: No

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 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: [2022/S 000-020870](#)

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

Date

28 October 2022

Local time

4:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

EC4A 1NL

Country

United Kingdom