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Contract

Rainbow Customer Contact and Core Banking - LOT 1 - Customer Contact Centre and Operations

NS&I

F03: Contract award notice

Notice identifier: 2023/S 000-035979

Procurement identifier (OCID): ocids-h6vhtk-033285

Published 6 December 2023, 3:33pm

Section I: Contracting authority

I.1) Name and addresses

NS&I

Sanctuary Buildings, 20 Great Smith Street

London

SW1P 3BT

Contact

Jennifer Charlesworth

Email

jennifer.charlesworth@nsandi.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://nsandi-corporate.com/>

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Rainbow Customer Contact and Core Banking - LOT 1 - Customer Contact Centre and Operations

Reference number

22-CD-01

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement is for a strategic supplier of managed services to support, deliver and integrate contact centre services, including the provision of Assisted Digital capabilities, supporting customers through digital self-service and customer journeys to perform on their behalf when needed to support vulnerable and digitally excluded customers.

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: £275,959,714

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This procurement will consist of two packages.

The Customer Contact and Operations package will procure a strategic supplier of managed services to support, deliver and integrate contact centre services, including the provision of Assisted Digital capabilities, supporting customers through digital self-service and customer journeys to perform on their behalf when needed to support vulnerable and digitally excluded customers.

The Core Banking, Payment and Reporting package will will procure a strategic supplier of managed services to deliver and integrate core banking services and systems of record, including: customer accounts and account lifecycle management; pooled accounts; payment verification and transaction processing; interest calculations and capitalisation; statement generation; product development and lifecycle management; general ledger and product accounting; fraud detection and monitoring; account and customer management information; insight capabilities; reporting and knowledge management; and Open Banking.

II.2.5) Award criteria

Price

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-011240](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 November 2023

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Sopra Steria

London

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)

Initial estimated total value of the contract/lot: £275,800,000

Total value of the contract/lot: £275,959,714

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom