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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): ocds-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](mailto: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

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## **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 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

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## **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](#)

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## **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

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## **Section VI. Complementary information**

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

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

High Court of England and Wales

London

Country

United Kingdom