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Contract

Digital Experience and Digital Enablement

NS&I

F03: Contract award notice

Notice identifier: 2023/S 000-037627

Procurement identifier (OCID): ocds-h6vhtk-03c39a

Published 21 December 2023, 10:41am

Section I: Contracting authority

I.1) Name and addresses

NS&I

20 Great Smith Street

London

SW1P 3BT

Contact

NS&I Tenders

Email

tenders@rainbow.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

Digital Experience and Digital Enablement

Reference number

NS&I-23-F-04

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.

The Digital Experience and Digital Enablement package is the second procurement package in NS&I's Rainbow programme, and provides the capabilities needed to deliver digital self-service experiences and journeys to NS&I's retail banking customers, and to enable Assisted Digital support. It will deliver these services to mobile app, website and voice assistant channels.

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: £99,835,217

II.2) Description

II.2.2) Additional CPV code(s)

- 48811000 - E-mail system
- 48812000 - Financial information systems
- 66112000 - Deposit services
- 72212221 - Internet browsing software development services
- 72212510 - Communication software development services
- 72220000 - Systems and technical consultancy services
- 72232000 - Development of transaction processing and custom software
- 72261000 - Software support services
- 72262000 - Software development services
- 72316000 - Data analysis services
- 72317000 - Data storage services
- 72318000 - Data transmission services
- 72421000 - Internet or intranet client application development services
- 72600000 - Computer support and consultancy services
- 79342300 - Customer services
- 79413000 - Marketing management consultancy services
- 79415000 - Production management consultancy 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.

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 2025. NS&I has started a significant transformation of its outsourced services, called the Rainbow Programme.

The second procurement in NS&I's Rainbow Programme, the Digital Experience and Digital Enablement package, will provide capabilities in digital self-service experiences and journeys for NS&I's customers and enable Assisted Digital support. This includes as a minimum the delivery of a mobile banking app (to include prize draw functionality) and a fully functional transactional website.

The new service will create journeys and experiences designed to support customers achieve their Jobs to be Done, reduce customer effort and improve customer experience.

NS&I has transitioned from branch-based banking to our current state as a direct-only business with digital, post and phone channels. This package is intended to bring us to the endpoint of that trajectory, transitioning to a digital first, self-service retail bank, with Assisted Digital support for customers unable to self-serve. That endpoint will meet customer expectations for effective, digital self-service, and deliver cost-effective operational excellence.

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

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2023/S 000-011675](#)

Section V. Award of contract

Contract No

NS&I-23-F-04

Title

Digital Experience and Digital Enablement

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 November 2023

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

IBM United Kingdom Limited

P.O. Box 41, North Harbour

Portsmouth, Hants

PO6 3AU

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: £99,835,217

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom