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Awarded contract

## **Digital Experience and Digital Enablement**

NS&I

F03: Contract award notice

Notice reference: 2023/S 000-037627

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](mailto: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

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## **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

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## **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](#)

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## **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

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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