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Tender

## Digital Integration and Service Operations

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F02: Contract notice

Notice identifier: 2021/S 000-002180

Procurement identifier (OCID): ocids-h6vhtk-003fa3-integration

Published 2 September 2021, 9:35am

### Section I: Contracting authority

#### I.1) Name and addresses

Digital Integration and Service Operations

London

TN163HS

#### Email

[procure@company.com](mailto:procure@company.com)

#### Country

United Kingdom

#### NUTS code

UK - United Kingdom

#### Internet address(es)

Main address

<https://www.find-tender.service.gov.uk/Notice/020225-2021?origin=SearchResults&p=1>

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://test.panacea-software.com/training.publicsector/eRFX/Requirements/Open.aspx?requirementId=911d5d99-e6e6-438b-8f34-2d59da66cc9c>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://test.panacea-software.com/training.publicsector/eRFX/Requirements/Open.aspx?requirementId=911d5d99-e6e6-438b-8f34-2d59da66cc9c>

### **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

### **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 Integration and Service Operations

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This contract will lead the creation of the high-level solution architectures, detailed solution designs, and systems integration required to deliver NS&I's end to end services

(including business processes and customer journeys), in alignment with an updated Enterprise Architecture. The supplier shall design and deliver the integration platform and services to implement the required system interfaces, undertake operational monitoring, management and maintenance of the systems integration, and monitor and manage the security of the operating model.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

This contract will lead the creation of the high-level solution architectures, detailed solution designs, and systems integration required to deliver NS&I's end to end services (including business processes and customer journeys), in alignment with an updated Enterprise Architecture. The supplier shall design and deliver the integration platform and services to implement the required system interfaces, undertake operational monitoring, management and maintenance of the systems integration, and monitor and manage the security of the operating model.

#### **II.2.4) Description of the procurement**

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 and more than £202 billion of funds under management, best known for Premium Bonds but also offering a wide range of other savings products. NS&I raises cost-effective financing for the Government, by offering a range of 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, in addition to IT and infrastructure services. This contract will end on 31st March 2024, and NS&I is embarking on a significant programme of transformation for its outsourced services, called the Rainbow Programme.

The Digital integration and Service Operations package is intended to be the technical and operational centre of the Future Operating Model. It focuses on implementing a future integration platform to support upcoming business change, as well as providing Service Operations capabilities to establish a stable state for delivering long-term business objectives. In addition, this package will include the provision of a Central Security Monitoring Service. The purpose of this service is to provide NS&I with a central capability to manage security events across the multiple, potentially separately delivered elements, of the Future Operating Model.

The Proposed Contract will be procured using the competitive procedure with negotiation (CPN) as set out in Regulation 29 of the PCR 2015 which provides a structure for this competitive tendering exercise.

#### **II.2.5) Award criteria**

Price

#### **II.2.6) Estimated value**

Value excluding VAT: £39,500,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

72

This contract is subject to renewal

No

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

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#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

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Minimum level(s) of standards possibly required

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#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

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Minimum level(s) of standards possibly required

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### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

Date

25 September 2021

Local time

12:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

12 November 2021

Local time

12:00pm

Place

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Information about authorised persons and opening procedure

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

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

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

Digital Integration and Service Operations

London

TN163HS

Email

[procure@company.com](mailto:procure@company.com)

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

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