

**United Kingdom-London: Software package and information systems**  
**OJ S 184/2015 23/09/2015**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Mayor and Commonalty and Citizens of the City of London in their capacity as Police Authority for the City of London

Postal address: City of London Police 37 Wood Street

Town: London

Postal code: EC2P 2NQ

Country: United Kingdom

For the attention of: Mr Andrew Klein

E-mail: [andrew.klein@cityoflondon.gov.uk](mailto:andrew.klein@cityoflondon.gov.uk)

Telephone: +44 2073323057

**Internet address(es):**

General address of the contracting authority: <http://www.cityoflondon.police.uk/>

**I.2. Type of the contracting authority**

Regional or local authority

**I.3. Main activity**

Public order and safety

Economic and financial affairs

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

Action and Know Fraud System and Associated Services.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 27: Other services

NUTS code UKI1 Inner London

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4. Short description of the contract or purchase(s)**

Mayor and Commonalty and Citizens of the City of London in their capacity as Police Authority for the City of London (CoLP) are seeking to procure a new solution for fraud, cyber reporting and law enforcement response.

National Fraud Intelligence Bureau (NFIB) is placed within the Economic Crime Directorate (ECD) of the CoLP, and is a key component in the development of an integrated fraud

intelligence landscape across United Kingdom Law Enforcement (UKLE).

NFIB co-ordinates Fraud investigations across multiple Law Enforcement Agencies (LEAs) and provides strategic intelligence to its stakeholders across both the public and private sectors.

The Disruption team at the NFIB works in partnership with service providers and regulators, providing them with entity level data of services abused by criminals to cause harm, preventing further loss through service termination, informing risk management for such organisations and informing regulatory requirements and strategies. The NFIB also welcomes reciprocal requests from external bodies (LEAs, Regulators and Industry).

These capabilities are enabled through the 'Know Fraud' service, which comprises a suite of IT capabilities. The initial capture of fraud reports from fraud victims is currently administered through a separate outsourced customer contact service, known as 'Action Fraud'.

The NFIB is currently undertaking a transformation programme to enhance the services it offers;

to enhance the efficiency, quality and consistency with which it provides those services; and ultimately to deliver the NFIB's strategic goal of becoming 'a world-leading fraud intelligence service'.

The procurement will seek a revised commercial and service model, taking advantage of both technology and functional advances to provide a reliable and robust service, capable of being cost

effectively scaled to meet the evolving needs of this service. NFIB and CoLP will manage the future contract in conjunction with IS Division of the City of London Corporation to maintain a robust technical intelligent client function that supervises all aspects of contract performance.

#### **II.1.5. CPV code(s)**

48000000 Software package and information systems, 48510000 Communication software package, 48517000 IT software package, 72000000 IT services: consulting, software development, Internet and support, 72210000 Programming services of packaged software products, 72212500 Communication and multimedia software development services, 72212517 IT software development services

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **II.2. Total value of the contract/lot**

#### **II.2.1. Total value of the contract/lot**

Value: 35 000 000 GBP  
excluding VAT

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

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

Restricted

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of  
1. Technical. Weighting 65

2. Cost. Weighting 35

#### **IV.2.2. Information about electronic auction**

An electronic auction has been used: no

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

##### **IV.3.2. Previous publication concerning this procedure**

Notice number in the OJ S: [2014/S 91-159649](#) of 13.5.2014

Notice number in the OJ S: [2014/S 134-240940](#) of 16.7.2014

### **Section V: Award of contract**

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Contract No: PO0003/387/CT

Lot No: 1

- Lot title: Action and Know Fraud System and Associated Services

#### **V.1. Date of conclusion of the contract**

18.8.2015

#### **V.2. Information about tenders**

Number of tenders received: 3

#### **V.3. Name and address of the contractor**

Official name: IBM United Kingdom Limited

Postal address: P.O. Box 41, North Harbour

Town: Portsmouth

Postal code: PO6 3AU

Country: United Kingdom

#### **V.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot:

Value: 25 000 000 GBP

excluding VAT

Total value of the procurement:

Value: 33 000 000 GBP

excluding VAT

#### **V.5. Information about subcontracting**

The contract is likely to be subcontracted: yes

Value or proportion likely to be subcontracted to third parties:

Proportion: 40 %

Short description of the value/proportion of the contract to be sub-contracted: The 'Action Fraud' element which comprises the initial capture of fraud reports from fraud victims and is carried out through the call center element will be sub-contracted.

### **Section VI: Complementary information**

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#### **VI.1. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

## **VI.2. Additional information**

## **VI.3. Procedures for review**

### **VI.3.1. Review body**

Official name: The High Court of Justice of England and Wales

Postal address: Royal Courts of Justice, Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079476000

Internet address: <http://www.justice.gov.uk/courts>

### **VI.3.2. Review procedure**

Precise information on deadline(s) for review procedures: The Authority has incorporated a standstill period at the point that information on the award of the contract was communicated to tenderers. That notification provided full information on the award decision. The standstill period, which lasted for the regulated 10 calendar days, provided time for unsuccessful tenderers to challenge the award decision before the contract was entered into

The Public Contracts Regulations 2006 (SI 2006 No 5) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

### **VI.3.3. Service from which information about the review procedure may be obtained**

## **VI.4. Date of dispatch of this notice**

18.9.2015