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Planning

## **Analytics and Quality Management**

HMRC

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-001247

Procurement identifier (OCID): ocids-h6vhtk-028c35

Published 21 January 2021, 2:32pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

HMRC

5W Ralli Quays

Salford

M60 9LA

### **Contact**

Liam Osborn

### **Email**

[liam.osborn@hmrc.gov.uk](mailto:liam.osborn@hmrc.gov.uk)

### **Telephone**

+44 3000532848

### **Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

[www.gov.uk](http://www.gov.uk)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from another address:

HMRC

5W Ralli Quays

Salford

M60 9LA

**Contact**

James Arch

**Email**

[james.arch@hmrc.gov.uk](mailto:james.arch@hmrc.gov.uk)

**Telephone**

+44 7773091411

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

[www.gov.uk](http://www.gov.uk)

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

Ministry or any other national or federal authority

**I.5) Main activity**

Other activity

Direct and indirect taxation

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Analytics and Quality Management

Reference number

SR559416956

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

- 72212314 - Voice recognition software development services

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

Services

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

HMRC requires a replacement best of breed Voice Analytics and Quality Management Service to undertake detailed analysis of all calls received by HMRC and, in due course, analysis on data from other digital interactions such as webchat.

The service will need to integrate with HMRC's current telephony services, which sit within an Odigo platform with Nuance call steering and voice recordings stored on HMRC's cloud infrastructure.

#### **II.1.5) Estimated total value**

Value excluding VAT: £3,460,000

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

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 32543000 - Telephone switchboards
- 32583000 - Data and voice media

- 48512000 - Interactive voice response software package
- 72212512 - Interactive voice response software development services
- 48314000 - Voice recognition software package
- 72221000 - Business analysis consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72223000 - Information technology requirements review services
- 72224000 - Project management consultancy services
- 72225000 - System quality assurance assessment and review services
- 72226000 - System software acceptance testing consultancy services
- 72227000 - Software integration consultancy services
- 72228000 - Hardware integration consultancy services
- 72251000 - Disaster recovery services
- 72252000 - Computer archiving services
- 72253000 - Helpdesk and support services
- 72254000 - Software testing
- 72261000 - Software support services
- 48000000 - Software package and information systems
- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48330000 - Scheduling and productivity software package
- 48333000 - Contact management software package

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

NUTS codes

- UK - UNITED KINGDOM

Main site or place of performance

UNITED KINGDOM

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

There are two main purposes of this PIN, which are to facilitate early market engagement as follows:

- 1) To gauge feedback on our proposed approach to terms and conditions (T&Cs). Of particular interest is suppliers' feedback on:
  - a) Suitability of this contract structure for the services that would be proposed
  - b) Any terms that would be in direct conflict with those being proposed, because of the commercial solution being proposed
  - c) An understanding of the commercial options available for procurement of these style of services
- 2) To stimulate market interest and gain insight into the key features of available services.

Interested suppliers will be given access to a Request for Information (RFI) exercise in the form of an electronic questionnaire within HMRC's SAP Ariba portal. The RFI will include any relevant documentation, including the proposed T&Cs.

#### **II.2.14) Additional information**

HMRC requires Voice Analytics & Quality Management Services that integrate with current telephony partners Odigo and Nuance. The current telephony service has 30k configured users, 9k concurrent users who handle 30m calls per year. The services provided must be flexible and scalable to cope not only with HMRC's large annual call volumes but also with several peaks periods throughout the year.

#### **II.3) Estimated date of publication of contract notice**

22 February 2021

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### **Section IV. Procedure**

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

##### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## Section VI. Complementary information

### VI.3) Additional information

Please follow the below instructions if you wish to participate in market engagement.

HMRC use an HMRC version of SAP Ariba Sourcing. Suppliers using HMRC's Ariba for the first time will need to register at <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full> As part of the registration process you will receive an email. Once you have obtained your account ID (AN) number, please email [e.procurement@hmrc.gov.uk](mailto:e.procurement@hmrc.gov.uk) with the following information:

Contract title and Reference (Analytics and Quality Management - SR559416956)

Your organisation's HMRC SAP Ariba account ID

Your organisation name

Your name

Your email address

Your telephone number

Online questionnaires will be given a timeframe, set out in the SAP Ariba RFI.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=560474185>

GO Reference: GO-2021121-PRO-17674373