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Not applicable

Redundancy Payments Service Calculations and Service Development Project

The Insolvency Service

F14: Notice for changes or additional information
Notice identifier: 2025/S 000-001643
Procurement identifier (OCID): ocds-h6vhtk-04cd10
Published 17 January 2025, 10:49am

Section I: Contracting authority/entity

I.1) Name and addresses

The Insolvency Service

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LONDON

E201HZ

Contact

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Email

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Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

https://in-tendhost.co.uk/insolvencyservice/aspx/Home

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Redundancy Payments Service Calculations and Service Development Project

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 digital project aims to ensure the Insolvency Service (INSS) complies with HMRC's guidance on the correct application of tax and National Insurance (NI) in the Redundancy Payments Service (RPS) through a digital solution. It will also identify broader system improvements to enhance compliance, efficiency, and customer experience. Key objectives include addressing data gaps by making changes to the RPS online application and IP Upload Service, customising the case management system (CMS) to handle new data. The current finance system (Business World) does not fully meet the needs of RPS, and the Calculation Engine will need a review, so all combinations of payments are calculated correctly. A solution is also needed to allow the calculation of NI at point of payment, rather than point of calculation. Other changes to the finance system are needed to improve the accuracy of reporting, submission of Real Time Information to HMRC and accommodate any other improvements needed to facilitate seamless integration.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: 2024/S 000-041586

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II.1.5

Place of text to be modified

Estimated total value

Read

Text

£18,700,000 inc VAT

Section number

II.2.4

Place of text to be modified

Description of the procurement

Read

Text

(a) Key objectives include addressing data gaps by making changes to the RPS Digital Digital online application and IP Upload Service, customising the case management system (CMS) to handle new data. The current finance system (Business World) does not fully meet the needs of RPS, and the Calculation

Engine will need a review, so all combination of payments are calculated correctly. A solution is also needed to allow the calculation of NI at point of payment, rather than point of calculation. Other changes to the finance system are needed to improve the accuracy of reporting, submission of Real Time Information to HMRC and accommodate any other improvements needed to facilitate seamless integration. At this stage, the Agency still needs to fully define the requirements for the project. This will include clarifying the key deliverables, and detailed requirements, such as user stories and technical specifications. These aspects will be refined and confirmed during the discovery phase, ensuring all requirements are thoroughly understood and agreed upon.

(b) The Agency reserves the right to remove specific workstreams, deliverables, or

systems from the scope of the contract following the Discovery Phase if the recommendations or options provided by the supplier are deemed unsuitable, infeasible, or misaligned with the Agency's strategic objectives.

(c) Applications In Scope:

i) RPS Digital and IP Upload Service (IPUS):

(1) RPS Digital is the portal for external customers to submit claims for redundancy related payments. The information submitted is used to determine and calculate the payments due to the claimant. Data submitted through RPS Digital are transferred via an automated integration and held in Dynamics RPS (CMS) where the claim is processed. (Please click on the following link for further info: Redundancy Payments - Service Assessment - Data in government)

(2) During this claim process the Insolvency Practitioners use the IPUS to upload RP14 (company information) and RP14A (claimant information). The Official Receiver is required to submit RP14A only. This information is transferred via an automated integration and held in Dynamics RPS (CMS). IPs use commercial software such as IPS, or the excel documents that RPS provide to populate the relevant data files for IPUS. The RP14A data items are the same as the data items collected from the claimant. Dynamics RPS (CMS) compares the data sets to work out the final payment using the calculation engine.

ii) CMS - CRM system built in Microsoft Dynamics referred to as Dynamics RPS (CMS) which integrates with RPS Digital, Insolvency Practitioner upload service (IPUS), Calculation Engine, Unit4 ERP (Business World), our document production system and document storage solution. Together these systems create an end-to-end redundancy claims processing service.

iii) Improvement / New Finance System - current system is Unit4 ERP (Business World Unit), which integrates with our Case Management System (CMS-Dynamics) mapping claim data into the ERP database to enable multiple actions, which are; production of payment files and Real Time Information (RTI) for HMRC via a customised payroll model, creation of debts for recovery based on payment data, receipt management, payments to pension companies, bank reconciliation and balance sheet management of the HMRC bank accounts, debt write off processes and compilation of data to submit accounts for the bank accounts managed. N.B. Separate BACS and Cheque Production software compete the physical payment process.

iv) Calculation Engine - In-house maintained C# API which takes claim data and calculates monies owed to RPS claimants. The Calculation Engine is currently used by RPS, the input data is taken from CMS (Dynamics) and results of the calculations posted back into CMS, this is then used to process the claim and pay claimants. Figures are also

quoted in letters to claimants.

v) Integrations - There are various system integration to process end to end redundancy claims.

Section number

II.3

Read

Text

7th April

Section number

II.1.4

Read

Text

(a) This digital project aims to ensure the Insolvency Service (Authority) complies with HMRC's advice regarding tax and National Insurance (NI) deductions to components paid by the Redundancy Payments Service (RPS), through a digital solution. It will also identify broader system improvements to enhance compliance, efficiency, and customer experience. RPS is made up of several different systems including RPS Digital, Calculations Engine, CMS and Business World (BW), all of which will require some level of change as part of this work.

(b) Key objectives include addressing data gaps by making changes to the RPS Digital online application and IP Upload Service, customising the case management system (CMS) to handle new data. The current finance system (Business World) does not fully meet the needs of RPS, and the Calculation Engine will need a review, so all combination of payments are calculated correctly. A solution is also needed to allow the calculation of NI at point of payment, rather than point of calculation. Other changes to the finance system are needed to improve the accuracy of reporting, submission of Real Time Information to HMRC and accommodate any other improvements needed to facilitate seamless integration.