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Contract

Payment Initiation and Account Information Services

HMRC

F03: Contract award notice

Notice identifier: 2021/S 000-001997

Procurement identifier (OCID): ocds-h6vhtk-028f23

Published 1 February 2021, 6:24pm

Section I: Contracting authority

I.1) Name and addresses

HMRC

100 Parliament Street, Westminster

London

SW1A 2BQ

Contact

Ranjana Kapur

Email

ranjana.kapur@hmrc.gov.uk

Telephone

+44 3000520819

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<http://www.hmrc.gov.uk>

Buyer's address

<http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Direct and Indirect taxes

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Payment Initiation and Account Information Services

Reference number

SR388188658

II.1.2) Main CPV code

- 66170000 - Financial consultancy, financial transaction processing and clearing-house services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority has identified a requirement for the provision of Payment Initiation and Account Information Services in order to enable our customers to pay us by bank transfer using a secure, simple and efficient process as currently, our bank transfer journey is non-automated.

It is anticipated that during the term of the contract Account Information Services may be required to deliver enhanced and tailored financial services therefore interested suppliers must have the ability to provide both services from the outset.

The maximum number of bidders that will progress to the award stage will be 10.

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: £3,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 66110000 - Banking services
- 66133000 - Processing and clearing services
- 66172000 - Financial transaction processing and clearing-house services
- 48812000 - Financial information systems

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

HMRC is the UK's tax, payments and customs authority. We collect the money that pays for the UK's public services. Our strategic objectives to help us achieve this, and become a world-class organisation, are:

- Maximise Revenues and bear down on avoidance and evasion;
- Transform tax and payments for our customers; and
- Design and deliver a professional, efficient and engaged organisation.

Focussing on these objectives we want to use Payment Initiation Services to make it easy for our customers to pay us by bank transfer using a secure, simple and efficient process. Currently, our bank transfer journey is non-automated which can result in a high volume of customer errors which are resource intensive to rectify. By providing an innovative, well designed journey that can be populated with our numerous reference formats and HMRC bank accounts, with little effort from our customers, we believe we can encourage card payers to move to this more cost-effective method and subsequently reduce our payment associated costs significantly.

Account Information Services will enable us to access appropriate customers' transactional data to deliver enhanced and tailored financial services for HMRC. It is anticipated that the AISP service may be required at some stage during the contract term, as a result interested suppliers must be able to provide both PISP and AISP from the outset. Bidders must be registered and authorised by Financial Conduct Authority and

certified by and enrolled with the Open Banking Implementation Entity (OBIE). The supplier will be expected to have connection to a high percentage of UK banks, at minimum the CMA9.

The service provider shall be able to:

cope with the HMRC's peaks throughout the year and increased volumes during the contract period;

implement delivery following Agile methods and within 6 weeks of award;

provide a customer service helpline (telephone service) to contact the Supplier directly, at any time.

The service provided shall be:

compatible and interchangeable with all mobile devices and operating systems and shall perform seamlessly with Buyer's systems and / or applications;

available 24x7x365(366)

To participate please ensure you are registered at the link below as soon as possible at

<http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>. As part of the registration process you will receive a system generated email asking you to activate your SAP Ariba supplier account by verifying your email address. Once you have completed the activation process you will receive a further email by return confirming the 'registration process is now complete' and providing you with 'your organisation's account ID' number. If an email response from HMRC is not received within one working day of your request, please re-contact sapariba.hmrcsupport@hmrc.gov.uk (after first checking your spam in-box) notifying non-receipt and confirming when your registration request was first made. Once you have obtained 'your organization's account ID' number, please email ranjana.kapur@hmrc.gsi.gov.uk and e.procurement@hmrc.gov.uk before the closing date with your account ID number.

Once you have complied with the foregoing you will receive an e-mail confirming access to the procurement event.

Further information about HMRC's procurement tool SAP Ariba, a Suppliers Guide and general information about supplying to HMRC is available on the HMRC website: www.hmrc.gov.uk/about/supplying.htm

The maximum number of bidders that will progress to the award stage will be 10. The bidders taken through to the award stage will be assessed on experience and ability to

perform the services. The bidders that are successful at the Selection stage will be invited to a supplier briefing day. The contract is for an initial 24 month period, with the option to extend for a further 12 month period.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 15

Quality criterion - Name: Management Activity / Weighting: 15

Quality criterion - Name: Security / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 60

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

II.2.14) Additional information

The Authority wishes to establish a contract enabled for use by any UK government department listed in the Office for National Statistics (ONS) Public Sector Classification Guide, which is updated monthly and can be found at the following link:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassificationguide>

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 155-380454](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 December 2020

V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 5

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Ecospend Technologies Limited

1 Bray Place

London

SW3 3LL

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

National registration number

11114967

Internet address

<https://www.ecospend.com/>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,000,000

Section VI. Complementary information

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement. The total value provided in Section II.1.7) and Section V.2.4) is the maximum total contract value and may vary based on the uptake from our customers and the other organisations that may potentially use this contract.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=564905343>

GO Reference: GO-202121-PRO-17725242

VI.4) Procedures for review

VI.4.1) Review body

HM Revenue & Customs

5th Floor West, Ralli Quays

Salford

M60 9LA

Country

United Kingdom

Internet address

<http://www.gov.uk>