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Tender

Analytics and Quality Management

HMRC

F02: Contract notice

Notice identifier: 2021/S 000-003955

Procurement identifier (OCID): ocids-h6vhtk-0296db

Published 26 February 2021, 6:32pm

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

Telephone

+44 3000532848

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

National registration number

United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/hm-revenue-customs>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://www.gov.uk/contracts-finder>

Additional information can be obtained from another address:

HMRC

5W Ralli Quays

Salford

M60 9LA

Contact

Sarah Phillips

Email

sarah.phillips@hmrc.gov.uk

Telephone

+44 3000510017

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/hm-revenue-customs>

Tenders or requests to participate must be submitted electronically via

<https://s1-eu.ariba.com/Sourcing/Main/ad/register/SSOActions?realm=hmrc&passwordadapter=SourcingSupplierUser&type=full>

Tenders or requests to participate must be submitted to the above-mentioned address

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

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 Transcription, 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, to analyse how it interacts with its customers.

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.

The overall £5,188,333 value includes for the optional extension of the contract for a total of a further 2 years. The value for the initial term is £2,748,333.

II.1.5) Estimated total value

Value excluding VAT: £5,188,333

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

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 requires Transcription, Voice Analytics & Quality Management Services that integrates 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 distinct business areas and several peaks periods throughout the year.

II.2.5) Award criteria

Quality criterion - Name: Technical Merit / Weighting: 47

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercials / Weighting: 43

II.2.6) Estimated value

Value excluding VAT: £2,748,333

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

Duration in months

27

This contract is subject to renewal

Yes

Description of renewals

A maximum of two extension periods of 12 months will be allowable (overall term 27+12+12).

The 27 initial period is to accommodate a three-month implementation timeframe and 24-month operational term; this is set out contractually in the tender documents.

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

II.2.14) Additional information

A consumption-based charging model is required, of which more information is contained in the tender documents.

HMRC recognises that suppliers may wish to use a version of hosted or shared services to meet HMRC requirements, and this has been accounted for in the tender process.

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

All data storage and processing must be UK onshore.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

HMRC has set out some 'must' have technical criteria, which need to be met without additional cost. Bids with any 'Musts' not met will not progress.

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: Yes

IV.2) Administrative information

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

Date

29 March 2021

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

29 March 2021

Local time

12:01pm

Place

Remote

Information about authorised persons and opening procedure

HMRC will be using an e-sourcing (eTendering) tool/application for this procurement. This prevents any information provided by the applicant or tenderer from being viewed by until the eSourcing event is closed. The e-sourcing (e-tendering) application will display the closing date/time within the event and automatically close the event when the time is reached. Once the event is closed only personnel who have access to the event within the system will be able to open and view the tender responses. Therefore, the opening time for tenders will coincide with the close date and time for the event and all tenders will become visible to personnel who have access to the event within the system.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

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. HMRC 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.

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

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 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.

You must ensure that you express an interest in sufficient time to allow you to submit your bid.

Economic operators who have complied with the foregoing will receive an e-mail confirming access to the online

questionnaires. If access is not provided within one working day, please contact e.procurement@hmrc.gov.uk after first checking your spam in-box) notifying non-receipt and confirming when your request for access to the online questionnaires was first made.

Questionnaires must be fully completed no later than 12.00 on 29/03/2021. The deadline for clarification questions is 15/03/2021 with responses provided by 22/03/2021 which will allow the required 6 days for the information to be considered. Tenders not submitted in the

required form (or containing the requested information) may be rejected. HMRC does not bind itself to accept any tender and reserves the right to accept any part of the tender unless the tenderer expressly stipulates to the contrary.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=566717397>

GO Reference: GO-2021226-PRO-17852577

VI.4) Procedures for review

VI.4.1) Review body

HMRC

5W Ralli Quays

Salford

M60 9LA

Country

United Kingdom