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Future opportunity

HMRC Workplace Services

H M Revenue & Customs

F01: Prior information notice

Prior information only

Notice reference: 2021/S 000-004966

Published: 11 March 2021, 3:57pm

Section I: Contracting authority

I.1) Name and addresses

H M Revenue & Customs

Plaza 1, Ironmasters Way

Telford

TF3 4NT

Contact

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Email

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Telephone

+44 03000538112

Country

United Kingdom

NUTS code

UKG - West Midlands (England)

Internet address(es)

Main address

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

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

HMRC Workplace Services

Reference number

SR349742929

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

HMRC is conducting a pre-market engagement exercise to understand the capabilities, innovation and opportunities available in the marketplace for Mobility and Workplace Services. It is to instigate a Request for Information (RFI) Market Engagement process whereby Suppliers will be given the opportunity to provide information on what they believe HMRC will need to consider when formulating their requirements to ensure that it is aligned to where the market stands.

HMRC is keen to engage with suppliers who can demonstrate a strong track record within the UK Public Sector, importantly with similar organisations of HMRC's size, and position. HMRC would like to talk to relevant framework suppliers at an early stage - ideally, those who have achieved outcomes of a similar nature and scale to HMRC. HMRC are therefore interested in hearing ideas from different organisations who can offer increased value through economies of scale, operational efficiencies or alternative methods of delivering the service as well as flexibility in approach as HMRCs ways of working are changing.

The current Mobility and Workplace (MWS) services cover provision and support for all HMRC's device services (e.g. Laptops, Mobile Devices, Virtual Desktops, Workstations and central login mechanism, etc), and Workplace environments (e.g. Identity and Admin Infrastructure, Collaboration and Monitoring tools). There are other service agreements that sit outside current MWS contract, which are Service Desk, End User Hardware Purchase, IT Disposals and Managed Print Services.

The future model of this service will cover the following service areas. This includes, the contracts that sit outside of the existing MWS agreement, which are Managed Print Services, support for Network devices and potentially IT disposals at a future date. The end of the contract enables HMRC to review the delivery model and to align delivery with other technology projects within the organisation.

Suppliers should assume that TUPE will apply, further details will be released during the full tender process. Prior TUPE experience is important as there will likely be a significant level of TUPE transition of resources from the existing supplier managing these environments to new arrangements.

Our focus is on ensuring consistent and excellent Employee Experience, putting our "customers at the heart" of all that we do. To be a "safe pair of hands" to enable customer exploitation of the CDIO delivered tools, which in turn enables HMRC's ambition to become one of the most digitally advanced tax administrations in the world. Proactively managing our services to ensure a positive Digital Experience and creating a frictionless IT environment across HMRC. HMRC is looking to work with a technology partner who can support the HMRC vision to develop digital workplace strategy, manages risk and efficiency, and promotes collaborative dialogue to form a long-term relationship.

HMRC intend to use Crown Commercial Technology Services frameworks to fulfil the MWS requirements. Further communication will be provided on this, depending on HMRC and CCS timescales it could be Technology Services 2 or Technology Services 3.

Suppliers who wish to express an interest and wish to respond to this RFI must ensure they are pre-registered on the HMRC SAP Ariba e-sourcing portal. If you are not already registered, the registration link is: <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>

Once registered on the SAP Ariba e-Sourcing portal, you will be provided with a SAP Ariba ANxxxxxx registration number. Once you have this registration number or if you are already registered please email your ANxxxxxx number to the contacts listed in the contact table. You will then be granted event access to submit your responses to this RFI within the Ariba Portal.

The closing date for responses (via the HMRC Ariba e-sourcing portal is 17:00 on 31st March 2021

II.1.5) Estimated total value

Value excluding VAT: £23,100,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Her Majesty's Revenue and Customs (HMRC) is conducting a pre-market engagement exercise to understand the capabilities, innovation and opportunities available in the marketplace for Mobility and Workplace Services. It is to instigate a Request for Information (RFI) Market Engagement process whereby Suppliers will be given the opportunity to provide information on what they believe the HMRC will need to consider when formulating their requirements to ensure that it is aligned to where the market stands.

HMRC is keen to engage with suppliers who can demonstrate a strong track record within the UK Public Sector, importantly with similar organisations of HMRC's size, and position. HMRC would like to talk to relevant framework suppliers at an early stage - ideally, those who have achieved outcomes of a similar nature and scale to HMRC. HMRC are therefore interested in hearing ideas from different organisations who can offer increased value through economies of scale, operational efficiencies or alternative methods of delivering the service as well as flexibility in approach as HMRCs ways of working are changing.

II.3) Estimated date of publication of contract notice

1 December 2021

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: No