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Planning

## **National Insurance & PAYE Service Support and Change**

HM Revenue & Customs

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-005239

Procurement identifier (OCID): ocds-h6vhtk-060aee

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### **Scope**

### **Reference**

SR2851521689

### **Description**

HM Revenue & Customs (HMRC) is seeking to engage with suppliers to understand market interest, capacity, and capability to deliver Business Application Support and Maintenance services for the National Insurance and PAYE System (NPS).

The scope of this requirement includes:

Business Application Support & Maintenance ("Run"), and

A Change Management capability to support change aligned to strategic milestones, key business events, and legislative or business-driven updates.

While the contract will not directly deliver modernisation, it is intended to act as a flexible commercial vehicle that enables and supports future transformation initiatives aligned to

HMRC's strategic and business architecture.

NPS currently operates on a legacy technology estate with limited modularity and scalability. HMRC's future ambition is to transition towards a more agile, service-oriented architecture that supports strategic goals for Income Tax and National Insurance Contributions (NICs) administration, including increased real-time processing capability.

This investment lays the groundwork for future innovation by ensuring HMRC has access to adaptable and resilient support services that can respond effectively to evolving policy, customer needs, and technology opportunities.

### **Total value (estimated)**

- £470,100,000 excluding VAT
- £501,400,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 June 2027 to 31 May 2032
- Possible extension to 31 May 2034
- 7 years

### **Main procurement category**

Services

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

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## Engagement

### Engagement deadline

29 January 2026

### Engagement process description

HMRC will be holding a Supplier Market Engagement event on Friday 30th January 2026 between 11:00am and 12:30pm London time. The event will be held via Microsoft Teams with Suppliers being provided a link to the event after having registered.

The session will provide an overview of the requirement, outline the anticipated procurement approach and timelines, and give suppliers an opportunity to ask clarification questions. Following the event, HMRC may share a summary of key points and any materials presented.

Participation in this engagement is for information gathering only and does not form part of any formal procurement process. Supplier attendance is optional and non-participation will not preclude any organisation from bidding on future opportunities.

To register please complete the Microsoft Form at the following link:

<https://forms.office.com/e/0uBrA8nGeT>

If you have any problems with the form please get in touch with Josh Jones at [josh.jones1@hmrc.gov.uk](mailto:josh.jones1@hmrc.gov.uk)

Event registration deadline: all requests to register for the Market Engagement event must be received via the Microsoft Form by 5pm London time Thursday 29th January 2026.

This registration is for the Market Engagement event only - further instructions will follow in a Tender Notice on how to register for any subsequent competition.

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## Submission

### Publication date of tender notice (estimated)

1 March 2026

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### Contracting authority

#### HM Revenue & Customs

- Public Procurement Organisation Number: PVMW-8599-JZNJ

100 Parliament Street

London

SW1A 2BQ

United Kingdom

Contact name: Josh Jones

Email: [josh.jones1@hmrc.gov.uk](mailto:josh.jones1@hmrc.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government