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Contract

MFA, Email &SMS Campaigns and Multi Device Messaging

HM Revenue and Customs

F03: Contract award notice

Notice identifier: 2021/S 000-006987

Procurement identifier (OCID): ocds-h6vhtk-02a2bc

Published 6 April 2021, 12:32pm

Section I: Contracting authority

I.1) Name and addresses

HM Revenue and Customs

Plaza 1, Ironmasters Way

Telford

TF3 4NT

Contact

Baljinder Sall

Email

baljinder.sall@hmrc.gov.uk

Telephone

+44 7392316402

Country

United Kingdom

NUTS code

UK - 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.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Collection of Direct and Indirect Taxation

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

MFA, Email &SMS Campaigns and Multi Device Messaging

Reference number

SR283623798

II.1.2) Main CPV code

- 64212100 - Short Message Service (SMS) services

II.1.3) Type of contract

Services

II.1.4) Short description

This is to alert interested parties that HM Revenue and Customs (HMRC) is going out to tender to meet its needs for the provision of Multi Factor Authentication, Email and SMS campaigns and Multi Device Messaging. Note this notice supersedes the previous OJEU ref: 2020/S 132-325171.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64212000 - Mobile-telephone services
- 48223000 - Electronic mail software package
- 64210000 - Telephone and data transmission services
- 64216120 - Electronic mail services
- 72212223 - Electronic mail software development services
- 48517000 - IT software package
- 48511000 - Desktop communications 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

The Authority is looking to identify a Supplier to take on and transform the existing services including; MFA SMS (OTP) and Voice Calling, outbound email and SMS capabilities (including multi device messaging), currently supported by multiple Suppliers. This new combined email and text service will be a part of a range of Communication

Services that will support The Authority's strategy of communicating with the right customer at the right time through the right channel. Currently approximately 94 million SMS, 8 million voice calls and 220 million emails are issued per annum on behalf of HMRC.

The current scope for the SMS and Voice Calling as part of the Multi-Factor Authentication service is:

- To send a unique six (6) digit access code to a customer. The Authority will be responsible for the creation and duration of the validity of any access code e.g. 15 minutes.;
- The code must be sent to a landline or mobile via SMS ("transactional route") or Voice;
- The user could be in the UK or abroad (anywhere in the world);
- The SMS is sent using a single unique short code / unique Sender ID associated with The Authority – this must be provided by the Supplier;

The current scope for Email and SMS campaigns is to provide:

- help and support to our customers
- nudges and prompts
- provide reassurance and prevent progress chasing; and
- seek customer feedback to help improve our services.

The successful Supplier must deliver the new service in two phases:

Phase 1: Transition of the existing range of services to one service solution.

Phase 2: We are looking to exploit the top quartile capabilities provided in the solution to develop new and innovative ways of communicating with our customers, whether that be on a 121 or 1 to many basis, in a way that work seamlessly and through standard interfaces where necessary with The Authority's other Communication and Communication management services.

HMRC requires potential providers to comply with the relevant essential requirements below or equivalent:

- a.) ISO-27001 Certification as accredited by UKAS or a comparable body,

- b.) Cyber Essentials Certification
- c.) Cyber Essentials Plus Certification
- d.) CHECK approved Pen Testers on an annual basis or such time as both Parties agree, for both internal and external system IP's. Tested to OWASP latest guidelines
- e.) Cyber Risk Insurance.
- f.) Security Patch Management System
- h) data centres in the UK, with no data leaving the UK

HMRC reserves the right to make services procured available to other publicly funded bodies including RCCTS, its wholly owned subsidiary company working on behalf of HMRC.

This contract is for a period of 24 months with approx. value of £6.5m with the provision to extend for a further 12 month term, total value of 24 month term with 12 month extension approx. £9.75m

II.2.5) Award criteria

Quality criterion - Name: Social, Environmental & Innovative Characteristics / Weighting: 5

Quality criterion - Name: Technical Merit - Service Requirements / Weighting: 40

Quality criterion - Name: Management Activity / Weighting: 15

Cost criterion - Name: Charges and Invoicing / Weighting: 40

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

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.2.1) Previous publication concerning this procedure

Notice number: [2020/S 214-525823](#)

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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. Economic operators who wish to view the tender documentation electronically can do so by searching on the Contracts Finder website: <https://www.contractsfinder.service.gov.uk/Search> login 48 hours after the dispatch of this notice.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=583578749>

GO Reference: GO-202146-PRO-18043479

VI.4) Procedures for review

VI.4.1) Review body

HM Revenue and Customs

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