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Contract

## **Updating our understanding of Customers Who Need Extra Help and Voluntary and Community Sector Organisations**

H M Revenue & Customs

F03: Contract award notice

Notice identifier: 2022/S 000-008441

Procurement identifier (OCID): ocds-h6vhtk-032793

Published 29 March 2022, 3:42pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

H M Revenue & Customs

Salford

#### **Email**

[jonathon.carterhume@hmrc.gov.uk](mailto:jonathon.carterhume@hmrc.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

[www.gov.uk](http://www.gov.uk)

#### **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

#### **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Updating our understanding of Customers Who Need Extra Help and Voluntary and Community Sector Organisations

Reference number

SR832533421

#### **II.1.2) Main CPV code**

- 73000000 - Research and development services and related consultancy services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

HM Revenue Customs (HMRC) requires a supplier from the Research Marketplace agreement (RM6126) to undertake research aimed at updating our understanding of Customers Who Need Extra Help (CWNEH) and how they access support through Voluntary and Community Sector Organisations and HMRC Extra Support Services.

#### **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: £50,000

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

HM Revenue Customs (HMRC) requires a supplier from the Research Marketplace agreement (RM6126) to undertake research aimed at updating our understanding of Customers Who Need Extra Help (CWNEH) and how they access support through Voluntary and Community Sector Organisations and HMRC Extra Support Services.

### **II.2.5) Award criteria**

Quality criterion - Name: Technical / Weighting: 80

Price - Weighting: 20

### **II.2.11) Information about options**

Options: Yes

Description of options

The contract has an optional extension period of 6 months

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

All procedures followed as per the CCS Research Market Place Dynamic Purchasing System.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **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**

14 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

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

#### **V.2.3) Name and address of the contractor**

IFF Research Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £50,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Crown Commercial Service

Liverpool

Country

United Kingdom