

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/010389-2023>

Tender

## **Input and Output Communications**

H M Revenue & Customs

F02: Contract notice

Notice identifier: 2023/S 000-010389

Procurement identifier (OCID): ocds-h6vhtk-034e64

Published 11 April 2023, 4:17pm

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

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

H M Revenue & Customs

Trinity Bridge House 2 Dearmans Place

Salford

M3 5BS

#### **Contact**

Bhavina Patel

#### **Email**

[bhavina.patel1@hmrc.gov.uk](mailto:bhavina.patel1@hmrc.gov.uk)

#### **Telephone**

+44 3000524467

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://hmrc.gov.uk>

**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

Tenders or requests to participate must be submitted electronically via

<http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?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

Tax

---

## **Section II: Object**

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

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

Input and Output Communications

Reference number

SR980381936

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

- 79800000 - Printing and related services

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

Services

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

HMRC is looking to appoint a supplier(s) to deliver, under a single contract, a trusted service for continuity of current communication services as well as to support our vision for innovative solutions to assist with our digital transformation.

Through this opportunity, HMRC is looking for a supplier(s) who have capabilities to enable the effective and efficient management, and deliver of both inbound and outbound communications, designed to support HMRC and its customers with the collection of tax and administering of benefits and support of customs operations.

#### **II.1.5) Estimated total value**

Value excluding VAT: £140,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 22000000 - Printed matter and related products

- 64212100 - Short Message Service (SMS) services
- 64212300 - Multimedia Message Service (MMS) services
- 79800000 - Printing and related services
- 79999100 - Scanning services

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

NUTS codes

- UK - United Kingdom

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

HMRC has a bold ambition to increase and encourage the use of digital channels to communicate with customers in similar ways to leading private sector companies.

This is likely to lead to a forecasted reduction in print/outbound mail volumes and increase the use of other digital channels.

This is likely to fall within the lifetime of this new contract. From this, the following benefits are anticipated:

- Improved customer experience through more convenient, faster means of transacting with HMRC
- Improved colleague experience through improved technology, improved ways of working and re-focus onto high value work
- Opportunities to drive increased compliance and close the tax gap
- Increased efficiency and value for money

HMRC are looking to incorporate its current Input and Output communications contracts into a single contract in order to improve efficiency and realise substantial savings.

The initial service lines to be delivered under the contract shall include:

- The provision of current inbound and outbound communication services - this includes provision of printed post, SMS, outbound Email, and scanned mail .
- The provision of support, advice, and innovation to create and jointly deliver efficiencies in the current service and in how to move towards digital channels in the space of input and output communication.

This contract will be enabled for Government Banking to use.

The maximum contract value will be £140million over the contract period of five (5) years plus a possible two (2) years extension.

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

Quality criterion - Name: Technical Merit / Weighting: 60%

Quality criterion - Name: Social Value / Weighting: 10%

Quality criterion - Name: Price / Weighting: 30%

Price - Weighting: 30%

#### **II.2.6) Estimated value**

Value excluding VAT: £140,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

After the possible extension of 24 months.

#### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: No

#### **II.2.14) Additional information**

This procurement will be conducted by way of an eSourcing event using HMRC's SAP Ariba eSourcing Portal. Please ensure you are registered with the eSourcing Portal to

gain access to the procurement documentation when it is released which will contain full details of the requirement.

If you are not already registered, the registration link is: <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>

As part of the registration process you will receive a system generated email asking you to activate your SAP Ariba supplier account by verifying your email address. Once you have completed the activation process you will receive a further email by return confirming the 'registration process is now complete' and providing you with 'your organisation's account ID' number. If an email response from HMRC is not received within one working day of your request, please re-contact [sapariba.hmrcsupport@hmrc.gov.uk](mailto:sapariba.hmrcsupport@hmrc.gov.uk) (after first checking your spam in-box) notifying non-receipt and confirming when your registration request was first made.

Once you have obtained 'your organization's account ID' number, please email [bhavina.patel1@hmrc.gov.uk](mailto:bhavina.patel1@hmrc.gov.uk) and copy in [e.procurement@hmrc.gov.uk](mailto:e.procurement@hmrc.gov.uk) with your:

Contract title and Reference

Your organisation's HMRC SAP Ariba account ID

Your organisation name

Your name

Your email address

Your telephone number.

Once you have complied with the foregoing you will receive an e-mail confirming access to the procurement event once it is built. Further information about HMRC's procurement tool SAP Ariba, a Suppliers Guide and general information about supplying to HMRC is available on the HMRC website: [www.hmrc.gov.uk/about/supplying.htm](http://www.hmrc.gov.uk/about/supplying.htm)

If you have already registered on SAP Ariba then you may also need to re-register on HMRC's SAP Ariba in order to be added to the event.

---

## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

---

## **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: [2022/S 000-018364](#)

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

Date

1 June 2023

Local time

1:00pm

#### **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: 12 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

1 June 2023

Local time

2:00pm

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

HMRC Commercial Directorate

Trinity Bridge House 2 Dearmans Place

Salford

M3 5BS

Email

[Bhavina.patel1@hmrc.gov.uk](mailto:Bhavina.patel1@hmrc.gov.uk)

Telephone

+44 03000524467

Country

United Kingdom