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Planning

HMRC Enterprise Customer Relationship Management

HM Revenue & Customs

UK2: Preliminary market engagement notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-016143

Procurement identifier (OCID): ocds-h6vhtk-050568 (view related notices)

Published 22 April 2025, 10:23am

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Scope

Description

HMRC is seeking to procure a strategic Core SaaS CRM Platform along with core and additional supplementary products to meet the full range of eCRM capability.

Products we are looking to procure:

• Core CRM Software as a Service Platform, including registration, subscription and customer record management capabilities.

• Identity, Verification, Access and Fraud (IDVA&F) software as a service.

• Secure Digital Exchange & Communication (SDEC) software as a service and document storage.

• Architecture and product technical support (vendor specific).

These capabilities are intended to form the backbone of HMRCs customer management capabilities, and will be made available to tax regimes in priority order.

The new CRM system will be required to seamlessly integrate with updated customer service platforms, including the future Contact Centre as a Service (CCaaS) which will also be procured in 2025, directly enhancing taxpayer interactions, streamlining services, and reducing administrative burdens.

The department intends to seek bids from Software Vendors, with future procurements planned once the CRM solutions is known for System Integrators (Implementation Partner(s)) to deliver the business outcomes and benefits.

HMRC anticipates that the procurement will be completed via the competitive flexible procedure under the Procurement Act 2023 (PA23), with consideration of lots utilised for supplementary capabilities to enable broad market participation and access to the best technology solutions.

Disclaimer

- This notice is issued as part of HMRC's transparency and engagement processes under the Procurement Act 2023 (PA23), and should be regarded as satisfying part of the statutory requirements prior to the formal launch of the procurement process.

- HMRC reserves the right to amend, revise or cancel any part of this engagement, including but not limited to the criteria, scope, timelines or approach outlined in this notice. Nothing in this notice or related documents commits HMRC to any specific approach, criteria or timetable.

- This notice does not constitute an Expression of Interest (EOI) or the start of the formal procurement process. HMRC reserves the right to amend its engagement approach as the programme evolves.

Total value (estimated)

- £1,000,000,000 excluding VAT

- £1,200,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 February 2026 to 2 February 2036

- Possible extension to 2 February 2041

- 15 years, 1 day

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems

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

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

30 May 2025

Engagement process description

In early April, HMRC undertook informal market engagement to explore the core CRM capabilities in the market. This exercise helped the department consider what capabilities are standard in the market and what supplementary lots were likely to be needed to ensure effective competition in a fair and transparent manner.

The next step in the market engagement will be a virtual supplier briefing session on 29th April to allow HMRC to set out its proposed procurement strategy and invite market feedback. This briefing session is expected to last around 5 hours. To receive the invitation to this event, suppliers will need to be registered on the HMRC instance of SAP Ariba and provide the details of their account to HMRC. Upon the provision of these details, HMRC will invite the supplier to the event on Ariba to provide details of those who will be attending the virtual session. As part of this activity, a Non-Disclosure Agreement (NDA) will need to be signed by suppliers in order to attend the briefing session.

After this briefing session, all suppliers will have the opportunity to provide feedback on the content covered at the briefing session via the SAP Ariba event. The deadline for the provision of feedback will be 3pm (GMT) on Friday 2nd May.

HMRC also intend to share core tender and contractual documentation for feedback through the messaging portal in the Ariba event in the coming weeks. The deadline for feedback for these document drops will be set out when the documents are shared.

Registration on HMRC's instance of SAP Ariba:

If you are not already registered, the registration link is: http://hmrc.sourcing-eu.ariba.com/ad/selfRegistration

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 (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 Christopher.edwards@hmrc.gov.uk and copy in jessica.goodwin1@hmrc.gov.uk with your:

• 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 e-sourcing event. 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

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.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

23 June 2025

Contracting authority

HM Revenue & Customs

- Public Procurement Organisation Number: PVMW-8599-JZNJ

100 Parliament Street

London

SW1A 2BQ

United Kingdom

Contact name: Chris Edwards

Email: christopher.edwards@hmrc.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government

Other organisations

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Cabinet Office

Summary of their role in this procurement: Complex Transactions Team supporting the HMRC Commercial team, primarily around evaluation and negotiation strategy and delivery.

- Public Procurement Organisation Number: PRVX-1591-PJVV

70 Whitehall

London

SW1A 2AS

United Kingdom

Email: commercial@cabinetoffice.gov.uk

Region: UKI32 - Westminster

BARINGA PARTNERS LLP

Summary of their role in this procurement: Supporting HMRC Commercial to deliver the end-to-end procurement.

- Companies House: OC303471

- Public Procurement Organisation Number: PBCH-8892-NJGT

62 Buckingham Gate

London

SW1E 6AJ

United Kingdom

Email: tenders@baringa.com

Website: https://www.baringa.com/en/

Region: UKI32 - Westminster

Contact organisation

Contact HM Revenue & Customs for any enquiries.