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# Contract Analytics and Quality Management

HMRC

F03: Contract award notice Notice identifier: 2021/S 000-017074 Procurement identifier (OCID): ocds-h6vhtk-0296db Published 20 July 2021, 2:15pm

# Section I: Contracting authority

## I.1) Name and addresses

HMRC

5W Ralli Quays

Salford

M60 9LA

Contact

Sarah Phillips

Email

sarah.phillips@hmrc.gov.uk

## Telephone

+44 3000510017

Country

United Kingdom

#### NUTS code

UK - United Kingdom

#### National registration number

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

Direct and indirect taxation

# Section II: Object

## II.1) Scope of the procurement

#### II.1.1) Title

Analytics and Quality Management

Reference number

CW33376

#### II.1.2) Main CPV code

• 72212314 - Voice recognition software development services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

HMRC requires a replacement best of breed Transcription, Analytics and Quality Management Service to undertake detailed analysis of all calls received by HMRC and, in due course, analysis on data from other digital interactions such as webchat, to analyse how it interacts with its customers.

The service will need to integrate with HMRC's current telephony services, which sit within an Odigo platform, with Nuance call steering and voice recordings stored on HMRC's cloud infrastructure.

#### 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: £2,740,000

## **II.2) Description**

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

• 32543000 - Telephone switchboards

- 32583000 Data and voice media
- 48512000 Interactive voice response software package
- 72212512 Interactive voice response software development services
- 48314000 Voice recognition software package
- 72221000 Business analysis consultancy services
- 72222000 Information systems or technology strategic review and planning services
- 72223000 Information technology requirements review services
- 72224000 Project management consultancy services
- 72225000 System quality assurance assessment and review services
- 72226000 System software acceptance testing consultancy services
- 72227000 Software integration consultancy services
- 72228000 Hardware integration consultancy services
- 72251000 Disaster recovery services
- 72252000 Computer archiving services
- 72253000 Helpdesk and support services
- 72254000 Software testing
- 72261000 Software support services
- 48000000 Software package and information systems
- 48300000 Document creation, drawing, imaging, scheduling and productivity software package
- 48330000 Scheduling and productivity 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

HMRC have procured a Transcription, Voice Analytics & Quality Management Services which will integrate with current telephony partners and the existing HMRC telephony estate. The competition was ran via Open Procedure,

#### II.2.5) Award criteria

Quality criterion - Name: Technical Merit / Weighting: 47

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Contractual / Weighting: 8

Cost criterion - Name: Commercials / Weighting: 35

#### 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

#### II.2.14) Additional information

A consumption-based charging model is required, of which more information is contained in the tender documents.

HMRC recognises that suppliers may wish to use a version of hosted or shared services to meet HMRC requirements, and this has been accounted for in the tender process.

# **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: 2021/S 000-003955

## Section V. Award of contract

## **Contract No**

CW33376

A contract/lot is awarded: Yes

## V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

6 July 2021

#### V.2.2) Information about tenders

Number of tenders received: 6

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

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

Capita Customer Management Limited

65 Gresham Street

London

EC2V 7NQ

Country

United Kingdom

NUTS code

• UK - United Kingdom

National registration number

01336850

The contractor is an SME

No

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

Total value of the contract/lot: £2,740,000

# Section VI. Complementary information

## VI.3) Additional information

To view this notice, please click here:

https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=612268562

GO Reference: GO-2021720-PRO-18597797

## VI.4) Procedures for review

VI.4.1) Review body

HMRC

5W Ralli Quays

Salford

M60 9LA

Country

United Kingdom