

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/017074-2021>

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