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Planning

## **Valuations Office Agency (VOA): Cloud Application Run Services**

H M Revenue & Customs

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-017915

Procurement identifier (OCID): ocds-h6vhtk-034ca1

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

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

H M Revenue & Customs

Plaza 2, Ironmasters Way

Telford

TF3 4NT

#### **Contact**

Penny MacCallum

#### **Email**

[penny.maccallum@hmrc.gov.uk](mailto:penny.maccallum@hmrc.gov.uk)

#### **Telephone**

+44 3000536832

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/hm-revenue-customs>

**I.3) Communication**

Additional information can be obtained from 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 Collection, Direct and Indirect Taxation

## **Section II: Object**

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

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

Valuations Office Agency (VOA): Cloud Application Run Services

Reference number

SR1037480076

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

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

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

Services

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

HMRC requires a managed service for a DevOps Engineering capacity and all Application Operations Engineering Core Technologies Microsoft Power Platform (incl. Dynamics 365), GeoSpatial (ArcGIS) and InRule including supporting Azure services as required by the application, to include staff training.

Key supplier responsibilities will be to:

- Transform technical requirements into DevOps processes
- Build complex stories without additional support
- Manage live test environments
- Identify and resolve issues preventing delivery
- Manage the service components to ensure they meet business needs and performance targets
- Know about the importance of developing process efficiency and the common ways in which processes are optimised
- Support specific activities to improve development processes

- Spot or identify obvious deficiencies
- Undertake Support and Maintenance in accordance with fixed KPIs / SLAs
- Undertake Incident Management
- Undertake Small Change / Enhancement Management
- Undertake Integration with Cloud Services at a Platform Level
- Undertake Core DevOps Management
- Upskill VOA Customer Group Staff

The desired outcome is for the Supplier/s to bring industry best practices and high performing individuals to work alongside our delivery and Live Service teams across various product teams and functions. We expect Suppliers to follow agile principles.

HMRC intends to procure this requirement via the Crown Commercial Service Framework Technology Services 3 (RM6100). Lot 3d: Operational Services - Application and Data Management will be used.

The overall value is estimated contract value is £7,000,000 (Excluding VAT).

The contract term proposed is an initial term of 3 years followed by two optional 1 year extensions.

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

Value excluding VAT: £7,000,000

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

This contract is divided into lots: No

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

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

- 72212451 - Enterprise resource planning software development services
- 72223000 - Information technology requirements review services
- 72225000 - System quality assurance assessment and review services

- 72226000 - System software acceptance testing consultancy services

### **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**

The main purpose of this PIN is to facilitate early market engagement as follows:

- Gauge feedback on HMRC's proposed approach.
- Understand the suitability of this contract for the services that would be proposed.
- An understanding of the commercial options available for procurement of these style of services.
- Stimulate market interest and gain insight into the key features of available services

### **II.3) Estimated date of publication of contract notice**

22 August 2022

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## **Section IV. Procedure**

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

#### **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 VI. Complementary information**

### **VI.3) Additional information**

HMRC intends to compete these requirements into one ITT, under one Lot. Within this Lot we will seek an eco-system of suppliers, reflective of the technology specialisms (InRule, Geospatial & MS Power Platform).