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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

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

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

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).