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Future opportunity

Input and Output Communications SR442088773

H M Revenue & Customs

F01: Prior information notice

Prior information only

Notice reference: 2022/S 000-018364

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Section I: Contracting authority

I.1) Name and addresses

H M Revenue & Customs

Trinity Bridge House, 2 Dearman's Place

Salford

M3 5BS

Contact

Molly Heywood

Email

molly.heywood@hmrc.gov.uk

Telephone

+44 3000583883

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.hmrc.gov.uk>

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

Direct and Indirect Tax Collection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Input and Output Communications SR442088773

Reference number

SR442088773-1

II.1.2) Main CPV code

- 79800000 - Printing and related services

II.1.3) Type of contract

Services

II.1.4) Short description

This PIN is not a call for competition. HMRC would like to invite potential suppliers to participate in a pre-market engagement activity during the period week commencing 18th July 2022. If you are interested, please email molly.heywood@hmrc.gov.uk to be invited to the Request For Information and view the problem statement.

HMRC is developing future options for technology-based capabilities to enable the effective and efficient management, and control of both inbound and outbound communications, designed to support HMRC customers with the collection of tax and payment of benefits.

The problem statement to be provided by HMRC outlines the specific challenges we are facing whilst developing our future communications service delivery. HMRC is seeking input from the market to understand:

1. How potential suppliers can best maintain the current high standards of communication linked to a specific set of services (printed post, SMS, outbound Email, and scanned post),
2. How potential suppliers can best support HMRC on its digital transformation journey
3. How best emerging technologies could improve and transform upon the level of customer service offered.

Note, more information is provided within the problem statement.

II.1.5) Estimated total value

Value excluding VAT: £100,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64212100 - Short Message Service (SMS) services
- 64212200 - Enhanced Messaging Service (EMS) services
- 64212300 - Multimedia Message Service (MMS) services
- 64216100 - Electronic message services
- 64216110 - Electronic data exchange services
- 64216120 - Electronic mail services
- 79999100 - Scanning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

HMRC has a bold ambition to increase and encourage the use of digital channels to communicate with customers in similar ways to leading private sector companies. This is likely to lead to a forecasted reduction in print/outbound mail volumes and increase the use of other digital channels. This is likely to fall within the lifetime of this new contract/s. From this, the following benefits are anticipated:

- Improved customer experience through more convenient, faster means of transacting with HMRC
- Improved colleague experience through improved technology, improved ways of working and re-focus onto high value work
- Opportunities to drive increased compliance and close the tax gap

- Increased efficiency and value for money

Contracts within the Input and Output communications space are due to expire, and a new tender process is being enacted, led by HMRC to include the VOA (where appropriate).

The initial services to be delivered under the contract/s could include:

- The provision of current inbound and outbound comms services - this includes provision of printed post, SMS, outbound Email, and scanned post.
- The provision of support, advice, and innovation to create and jointly deliver efficiencies in the current service and in how to move towards digital channels in the space of input and output communication.

II.2.14) Additional information

Further details and registration for the pre-market engagement activity will be completed electronically through HMRC's SAP Ariba eSourcing tool. You will be required to advise your interest to molly.heywood@hmrc.gov.uk to be added to the Ariba event and complete a short questionnaire upon registration, via the Ariba system.

Suppliers using HMRC's Ariba for the first time, will need to register at:

<http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>

As part of the registration process you will receive a system generated email.

Once you have obtained your account ID (AN) number, please email molly.heywood@hmrc.gov.uk with the following information:

The contract title shown in Section II.1.1)

Your organisation's HMRC SAP Ariba account ID

II.3) Estimated date of publication of contract notice

1 October 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

The pre-market engagement will consist of a written submission in response to a problem statement provided by HMRC by 4:00pm 14/07/2022. This will be followed up by 1-2-1 presentations to clarify and expand. The presentations are expected to take place in Croydon from week commencing 18/07/2022. Further information will be provided as part of the RFI event in Ariba.

If you would like to participate in this market engagement event and be invited to 1-2-1s, please message Molly Heywood through the Ariba portal confirming your interest to participate.