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Planning

## **RFI - Digital Engagement Platform**

H M Revenue & Customs

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-019445

Procurement identifier (OCID): ocds-h6vhtk-03529d

Published 15 July 2022, 3:13pm

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

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

H M Revenue & Customs

Customs House Annexe, 20 Lower Thames Street

London

EC3R6EE

#### **Contact**

Matthew Taylor

#### **Email**

[matthew.taylor5@hmrc.gov.uk](mailto:matthew.taylor5@hmrc.gov.uk)

#### **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 another address:

H M Revenue & Customs

Customs House Annexe, 20 Lower Thames Street

London

EC3R6EE

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Matthew Taylor

**Email**

[matthew.taylor5@hmrc.gov.uk](mailto:matthew.taylor5@hmrc.gov.uk)

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**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

## **I.5) Main activity**

Other activity

Customer Digital Engagement

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## **Section II: Object**

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

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

RFI - Digital Engagement Platform

Reference number

SR1066565766

#### **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**

The purpose of this market engagement exercise is to gain an insight from the market to inform our future requirements, for example - Artificial Intelligence (AI) capabilities, and to test our current requirements against what is available in the market.

HMRC's Digital Engagement Platform (DEP) already supports millions of customers through the provision of customer support by developing and optimising Digital Assistants/Conversational User interface and webchat capability and we'll soon be trialling asynchronous messaging (both technically and operationally). As part of HMRC's 'Digital First' Strategy, we will continue to transform how we engage with our customers and grow this capability - enabling self-service and digital containment to reduce telephony demand.

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

Value excluding VAT: £5,000,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 48000000 - Software package and information systems

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

The purpose of this market engagement exercise is to gain an insight from the market to inform our future requirements, for example - Artificial Intelligence (AI) capabilities, and to test our current requirements against what is available in the market.

HMRC are currently reviewing our requirement for the future 'Platform as a Service' for provision of webchat, digital assistant/Conversational User Interface (CUI), asynchronous messaging and a supporting reporting and analytics capability from a 'cloud-based' solution.

The department's vision is to provide an omni-channel, flexible approach to customer contact - providing customer service solutions that meet demand in a way that works both for customers and our contact centre model.

### **II.2.14) Additional information**

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 see section "VI.3. Additional information" and email [matthew.taylor5@hmrc.gov.uk](mailto:matthew.taylor5@hmrc.gov.uk) the information required that is noted in section VI.3 to be invited to the Request For Information and view the RFI document.

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

30 September 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

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 [matthew.taylor5@hmrc.gov.uk](mailto:matthew.taylor5@hmrc.gov.uk) to be added to the Ariba event and complete a short questionnaire upon registration, via the Ariba system.

Suppliers using HMRCs 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 [matthew.taylor5@hmrc.gov.uk](mailto:matthew.taylor5@hmrc.gov.uk) with the following information:

The contract title shown in Section II.1.1)

Your organisation's HMRC SAP Ariba account ID