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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): ocids-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

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

Contact

Matthew Taylor

Email

matthew.taylor5@hmrc.gov.uk

Country

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NUTS code

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Internet address(es)

Main address

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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

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 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

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

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 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 with the following information:

The contract title shown in Section II.1.1)

Your organisation's HMRC SAP Ariba account ID