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Planning

Inland Border Facilities Operational Site Management & Process Support Services

H M Revenue & Customs

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-022383

Procurement identifier (OCID): ocids-h6vhtk-02dede

Published 9 September 2021, 12:23pm

Section I: Contracting authority

I.1) Name and addresses

H M Revenue & Customs

5th Floor West Ralli Quays, 3 Stanley Street

Salford

M60 9LA

Contact

Denise Jones

Email

denise.jones@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>

Buyer's 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

Direct and Indirect taxes and duties

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Inland Border Facilities Operational Site Management & Process Support Services

Reference number

SR727828024

II.1.2) Main CPV code

- 98362000 - Port management services

II.1.3) Type of contract

Services

II.1.4) Short description

The Inland Border Facilities (IBF) are Government (UK and devolved) sites where customs and document checks can take place away from port locations. A number of IBF sites were made operational from 1 January 2021 and additional sites will become operational in 2022. The IBF sites include offices, parking spaces for vehicles, inspection facilities, and locations for temporary storage of goods. Sites are expected to be operational 24 hours a day, 7 days a week, 365(6) days a year.

This procurement is to cover physical and administrative duties at multiple locations across the UK. The IBF sites require a single site services operator contract, inclusive of the following core requirements:

- Site Operations
- Security Services
- Traffic Marshalling Services
- Vehicle Inspection Services (including MHE operators)
- Front Office administration receipting documentation for processing by Border Force
- Hard and Soft FM Services

HMRC also anticipates that the successful contractor will have capability to provide additional integrated services and systems to support service delivery, including, by way of example only: inventory management; pollution and adverse weather response services; parking charge management services; staff park & ride services; and other additional direct or indirect services, which will be managed through a pre-defined change control process.

There are currently projected to be five UK sites within the scope of this future service requirement. These are confirmed sites at Holyhead, Dover and Sevington, plus potential future sites based in the West of Scotland and South East England.

HMRC currently anticipates this requirement to be delivered by a single national provider to cover all sites; the future procurement is not expected to be broken down into Lots, geographical or otherwise.

II.1.5) Estimated total value

Value excluding VAT: £612,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 63100000 - Cargo handling and storage services
- 63712700 - Traffic control services
- 75130000 - Supporting services for the government
- 79500000 - Office-support services
- 79710000 - Security services
- 79993000 - Building and facilities management services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

HMRC is conducting a pre-market engagement exercise to understand the capabilities, innovation and opportunities available in the marketplace for an emerging requirement for the provision of operational site management and process support services at its IBF sites across the UK.

This pre-market engagement process involves two key elements: (i) a supplier engagement event, and (ii) a Request for Information (RFI).

The supplier engagement event will be held on 27th September 2021 between 09.30-11.00 (BST). The event will be hosted virtually via Microsoft Teams. The supplier engagement event will include a presentation by HMRC which will give potentially interested parties an opportunity to understand more about HMRC's requirements, strategy and proposed procurement process. The presentation will be followed by a Q&A where participants will be able to ask questions in an open forum. To register your organisation's participation in this supplier engagement event, please email tom.pyne@hmrc.gov.uk with the subject header 'IBF Supplier Engagement Event Registration', providing your organisation's name and the name and email address of up to 4 attendees, by no later than 23rd September 2021.

Following the supplier engagement event, the RFI will be issued to registered parties via HMRC's eSourcing tool 'MyBuy' (SAP Ariba). The RFI will include a number of questions that HMRC is looking to the market to respond to. The answers to these questions by interested parties will be critically important in assisting HMRC to formulate its requirements for any future procurement process. HMRC is keen to ensure that its requirements for this novel and exciting procurement are aligned to market expectations. HMRC is particularly interested in hearing from parties that have achieved outcomes of a similar nature, including those that have delivered increased value through economies of scale, operational efficiencies and/or alternative methods of delivering service in respect of similar projects.

Details of how to register your organisation's interest in participating in the RFI via SAP Ariba are provided under the 'Additional Information' set out below in this Notice.

The RFI will be released to registered parties on 28th September 2021, and responses are required by no later than 12th October 2021. To the extent that interested parties are able to respond before this date, we would be most grateful.

II.2.14) Additional information

HMRC invites interested parties to register using the guidance below.

This pre-market engagement process will involve an eSourcing RFI using HMRC's eSourcing platform SAP Ariba. Please ensure you are registered with the HMRC SAP

Ariba to gain access to the RFI documentation which will contain full details and include an RFI response form for completion.

If you are not already registered on HMRC's SAP Ariba eSourcing platform, the registration link is: <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>

As part of the registration process you will receive a system generated email asking you to activate your SAP Ariba supplier account by verifying your email address. Once you have completed the activation process you will receive a further email by return confirming the 'registration process is now complete' and providing you with 'your organisation's account ID' number. If an email response from HMRC is not received within one working day of your request, please re-contact sapariba.hmrcsupport@hmrc.gsi.gov.uk (after first checking your spam in-box) notifying non-receipt and confirming when your registration request was first made.

Once you have obtained 'your organization's account ID' number, please email denise.jones@hmrc.gov.uk and amandip.kang@hmrc.gov.uk copying in e.procurement@hmrc.gov.uk with your account ID number. Once you have complied with the foregoing you will receive an e-mail confirming access to the RFI. Further information about HMRC's procurement tool SAP Ariba, a Suppliers Guide and general information about supplying to HMRC is available on the HMRC website: www.hmrc.gov.uk/about/supplying.htm If you have already registered on SAP Ariba then you may also need to re-register on HMRC's SAP Ariba in order to be added to the event.

Interested parties should note that participation in this pre-market engagement exercise is not a prerequisite to participating in any subsequent procurement process. HMRC is committed to ensuring that all parties are treated equally and any information shared during the pre-market engagement will be made available once any formal procurement process is initiated.

II.3) Estimated date of publication of contract notice

27 October 2021

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