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Contract

## **Target Operational Model (TOM) Delivery Partner for CCG**

H M Revenue & Customs

F03: Contract award notice

Notice identifier: 2024/S 000-023810

Procurement identifier (OCID): ocds-h6vhtk-048602

Published 30 July 2024, 3:53pm

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

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

H M Revenue & Customs

100 PARLIAMENT STREET

LONDON

SW1A2BQ

#### **Contact**

Emma Dearden

#### **Email**

[emma.dearden@hmrc.gov.uk](mailto:emma.dearden@hmrc.gov.uk)

#### **Telephone**

+44 7777777777

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/hm-revenue-customs>

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

National or federal Agency/Office

**I.5) Main activity**

General public services

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**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Target Operational Model (TOM) Delivery Partner for CCG

Reference number

SR1947492365

**II.1.2) Main CPV code**

- 72590000 - Computer-related professional services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Wave 1 of the CCG TOM Programme is now underway. Most of the projects have been in initiation and design but are due to move into implementation in FY 24/25 having completed a short project setting out a high-level approach to strategic prioritisation and having stood up a new Compliance Operations Directorate.

We are now looking to bring in a Technical Delivery Partner to assist with completing the design and implementation of Wave 1, where the projects are at various stages of readiness for implementation, and to commence the design for Wave 2.

The COD project has established the new cross-CCG Operations function that will consolidate and centralize various elements from different CCG Directorates to improve efficiency, effectiveness and customer experience. The formation of the COD Directorate sets the groundwork to achieve the critical success factors' intent. The project has created four main functions: (1) Professionalism and Capability, (2) Compliance Operational Process and Systems, (3) CCG Operational Planning, Performance, Evaluation and Resourcing, and (4) Compliance Design and Response.

End to End Business Planning (E2E) is a key focus for this contract. The aim is to improve planning across CCG by designing a future state that prioritises CCG's key compliance risks and plans strategically over a multi-year timeframe enabling evolution to a "Push Model" whereby strategic direction dictates operational planning.

- The E2E project has separated activities into 3 workstreams.
- Under Workstream 1, a framework has been generated, that when implemented, will support prioritisation and multi-year planning. Lessons have been captured and where appropriate utilised in maturing FY24/25 thinking.
- Under Workstream 2 (carried forward from 23/24) detailed process designs remain work in progress and when approved, will be taken forward for implementation aligned with the maturing implementation plan.
- Via Workstream 3, the project team aim to execute year one of the multi-year implementation plan, resulting in a Minimum Viable Product version of the business planning process.

Wave 2 activities and future projects have not been determined/agreed, and the delivery

partner will support with developing the Concept, Discovery and Design phases of Wave 2.

For context, a CCG TOM Programme with circa 51FTE has been established with a monthly Programme Board and monthly project boards (E2E, COD, S&C, TOM\_CoR, MI). Multi-disciplinary project teams have been established for each Wave 1 project with access to an allocated Senior Responsible Officer, project manager, project support, business analysts, SMEs, change managers, comms managers, benefits managers and design support.

The new Technical Delivery Partner will be providing Programme Director support, via the agreed outcomes. the expectation is that the delivery partner will be fully integrated with the rest of the TOM Programme team.

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

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £4,165,000

## **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

Wave 1 of the CCG TOM Programme is now underway. Most of the projects have been in initiation and design but are due to move into implementation in FY 24/25 having completed a short project setting out a high-level approach to strategic prioritisation and having stood up a new Compliance Operations Directorate.

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## **II.2.5) Award criteria**

Price

## **II.2.11) Information about options**

Options: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The call for competition was via an established Framework. All Providers on the Framework were invited to participate by expressing their interest.

#### **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 V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

22 July 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Baringa Partners LLP

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

OC303471

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £4,165,000

Total value of the contract/lot: £4,165,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

HMRC

100 Parliament Street

London

SW1A 2BQ

Country

United Kingdom

