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Contract

## **Research to Support the Development of HMRC's Digital Services for Agents**

H M Revenue & Customs

F03: Contract award notice

Notice identifier: 2021/S 000-026768

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

Published 26 October 2021, 12:41pm

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

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

H M Revenue & Customs

Ralli Quays, West Building, 3 Stanley Street,

Salford

M60 9HL

#### **Contact**

Jonathon Carter-Hume

#### **Email**

[jonathon.carterhume@hmrc.gov.uk](mailto:jonathon.carterhume@hmrc.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.gov.uk](http://www.gov.uk)

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

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

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**Section II: Object**

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

**II.1.1) Title**

Research to Support the Development of HMRC's Digital Services for Agents

**II.1.2) Main CPV code**

- 73000000 - Research and development services and related consultancy services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

HMRC requires research from a research supplier to understand the different types of tax agent business models and how they interact with our digital services. This will be comprised of two possible stages: an initial exploratory phase which will deliver qualitative depth interviews (telephone or online) with agents to explore their experiences, attitudes and behaviours relating to HMRC digital services and tax software platforms; followed by an optional quantitative survey to quantify the insights generated from the exploratory phase in order to apply them to the wider agent population

**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: £120,000

## **II.2) Description**

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

- 73000000 - Research and development services and related consultancy services

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

NUTS codes

- UK - United Kingdom

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

HMRC requires research from a research supplier to understand the different types of tax agent business models and how they interact with our digital services. This will be comprised of two possible stages: an initial exploratory phase which will deliver qualitative depth interviews (telephone or online) with agents to explore their experiences, attitudes and behaviours relating to HMRC digital services and tax software platforms; followed by an optional quantitative survey to quantify the insights generated from the exploratory phase in order to apply them to the wider agent population

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

Quality criterion - Name: Technical Specification / Weighting: 80

Price - Weighting: 20

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

Options: Yes

Description of options

6 months optional extensions period.

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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 procurement has followed the procedures within the framework agreement under a Dynamic Purchasing System process.

#### **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**

29 September 2021

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

Number of tenders received: 2

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

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

Kantar UK Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £120,000

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## **Section VI. Complementary information**

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

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

Crown Commercial Service

London

Country

United Kingdom