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Planning

Input and Output Communication Services

H M Revenue and Customs

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-028454

Procurement identifier (OCID): ocids-h6vhtk-02f695

Published 15 November 2021, 12:34pm

Section I: Contracting authority

I.1) Name and addresses

H M Revenue and Customs

Ralli Quays, 3 Stanley Street

Salford

M60 9LA

Contact

Jessica Goodwin

Email

jessica.goodwin1@hmrc.gov.uk

Telephone

+44 7391732055

Country

United Kingdom

NUTS code

UKD - North West (England)

Internet address(es)

Main address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

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 Tax Collection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Input and Output Communication Services

Reference number

SR442088773

II.1.2) Main CPV code

- 22000000 - Printed matter and related products

II.1.3) Type of contract

Supplies

II.1.4) Short description

HMRC is considering future options for technology-based capabilities to enable the effective and efficient management, and control of both inbound and outbound communications, designed to support HMRC customers with the collection of tax and payment of benefits.

HMRC is seeking input from the market as how it can best maintain the current high standards of communication linked to a specific set of services, their current capabilities and how best emerging technologies could improve and transform upon the level of customer service offered.

The purpose of this Prior Information Notice is to alert interested parties and invite potential suppliers to participate in pre market engagement activity during the period 15th November to 10th December.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 22900000 - Miscellaneous printed matter
- 32412000 - Communications network
- 32417000 - Multimedia networks
- 64212100 - Short Message Service (SMS) services
- 79999100 - Scanning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

HMRC are seeking a supplier(s) to deliver a trusted service for continuity of current services as well as support our vision for innovative solutions to assist with our digital transformation. There is a particular interest in the options for:

- a) presenting outputs in different formats that could be delivered through Customer facing digital tax accounts to support customers in line with HMRC's digital ambitions
- b) maximising the value obtained by converting paper input into digital formats

II.2.14) 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 Jessica.goodwin1@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 Jessica.goodwin1@hmrc.gov.uk with the following information:

The contract title shown in Section II.1.1)

Your organisation's HMRC SAP Ariba account ID

II.3) Estimated date of publication of contract notice

18 February 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

The pre market engagement will consist of a written submission in response to a brief provided by HMRC through the Ariba RFI event. This will be followed up by virtual 1-2-1 presentations to clarify and expand. The written submission will be required by 12:00 on 26th November and the presentations are expected to take place from 1st December 2022. Further information will be provided as part of the RFI event in Ariba.