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Awarded contract

Input and Output Communications

H M Revenue & Customs

F03: Contract award notice

Notice reference: 2023/S 000-029097

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Section I: Contracting authority

I.1) Name and addresses

H M Revenue & Customs

100 PARLIAMENT STREET

LONDON

SW1A2BQ

Contact

Bhavina Patel

Email

bhavina.patel1@hmrc.gov.uk

Country

United Kingdom

NUTS code

UKI32 - Westminster

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.gov.uk

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Tax

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Input and Output Communications

Reference number

CW89508

II.1.2) Main CPV code

- 79810000 - Printing services

II.1.3) Type of contract

Services

II.1.4) Short description

HMRC was looking to appoint a supplier to deliver, under a single contract, a trusted service for continuity of current communication services as well as to support our vision for innovative solutions to assist with our digital transformation.

Through this opportunity, HMRC was looking for a supplier(s) who have capabilities to enable the effective and efficient management, and deliver of both inbound and outbound communications, designed to support HMRC and its customers with the collection

Show less description

of tax and administering of benefits and support of customs operations.

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: £140,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 22000000 - Printed matter and related products
- 64212100 - Short Message Service (SMS) services
- 64212300 - Multimedia Message Service (MMS) services
- 79999100 - Scanning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

HMRC has a bold ambition to increase and encourage the use of digital channels to communicate with customers in similar ways to leading private sector companies.

This is likely to lead to a forecasted reduction in print/outbound mail volumes and increase

the use of other digital channels.

This is likely to fall within the lifetime of this new contract. From this, the following benefits are anticipated:

- Improved customer experience through more convenient, faster means of transacting with HMRC
- Improved colleague experience through improved technology, improved ways of working and re-focus onto high value work
- Opportunities to drive increased compliance and close the tax gap
- Increased efficiency and value for money

HMRC are looking to incorporate its current Input and Output communications contracts into a single contract in order to improve efficiency and realise substantial savings.

The initial service lines to be delivered under the contract shall include:

- The provision of current inbound and outbound communication services - this includes provision of printed post, SMS, outbound Email, and scanned mail .
- The provision of support, advice, and innovation to create and jointly deliver efficiencies in the current service and in how to move towards digital channels in the space of input and output communication.

This contract will be enabled for Government Banking to use.

The maximum contract value will be £140million over the contract period of five (5) years plus a possible two (2) years extension.

II.2.5) Award criteria

Quality criterion - Name: Technical Merit / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-010389](#)

Section V. Award of contract

Contract No

SR980381936

Title

SR980381936

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 August 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Restore Digital Limited

Bilston

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

04624743

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £140,000,000

Total value of the contract/lot: £140,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

HMRC Commercial Directorate

HMRC Commercial Directorate

Salford

M3 5BS

Country

United Kingdom