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Planning

Trader Support Service

H M Revenue & Customs

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-029564

Procurement identifier (OCID): ocds-h6vhtk-049b31

Published 16 September 2024, 3:01pm

Section I: Contracting authority

I.1) Name and addresses

H M Revenue & Customs

100 PARLIAMENT STREET

LONDON

SW1A2BQ

Contact

Catherine Moore

Email

catherine.moore3@hmrc.gov.uk

Country

United Kingdom

Region code

UKI32 - Westminster

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.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

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Trader Support Service

II.1.2) Main CPV code

- 72250000 - System and support services

II.1.3) Type of contract

Services

II.1.4) Short description

HMRC intends for the Trader Support Service (TSS) to:

- provide a free end-to-end support package to manage the processes required to move goods between Great Britain and Northern Ireland on behalf of traders registered with the service;
- educate businesses on the regime for moving goods between Great Britain and Northern Ireland, including changes introduced by the Windsor Framework, and the steps they need to take to comply with it; and
- be available to all sizes of businesses moving goods between Great Britain and Northern Ireland.

The service is expected to include, but not be limited to, a digital portal to facilitate the movement of goods between Great Britain and Northern Ireland, self-serve guidance and specialist support for meeting customs obligations.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 80510000 - Specialist training services

- 98110000 - Services furnished by business, professional and specialist organisations

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This PIN is to notify the market of our intention to compete and appoint a new provider for the TSS service from 2026, and for suppliers to register their interest to attend market engagement sessions on the future of the TSS. The purpose of these sessions is to inform the future delivery model and commercial strategy of the TSS, to test market capability and to identify opportunities for efficiencies and innovation for the future service.

We intend for these sessions to take place during October so would advise interested suppliers to register their interest to take part by the 30th September 2024.

You will be required to register for a HMRC SAP Ariba account to take part in HMRC's engagement sessions. To register for a HMRC SAP Ariba account please follow the link below in full. Please note that to access HMRC's version of SAP Ariba for the first time you must enter via the below link regardless of whether you have an existing account for the wider SAP Ariba procurement network.

<http://hmrc.sourcing-eu.ariba.com/ad/selfRegistration>

If you require further assistance while attempting to register for an account on HMRC's instance of SAP Ariba please email sapariba.hmrcsupport@hmrc.gsi.gov.uk. This team can also advise if there is an existing HMRC SAP Ariba account already created for your organisation. As policy, we do not allow for the same supplier to hold multiple accounts.

Once you have obtained your account ID (AN) number, please email Cat Moore at catherine.moore3@hmrc.gov.uk and Gareth Edwards at Gareth.edwards3@hmrc.gov.uk with the ANID number and the main email address linked to your account to register your interest.

Interested suppliers should note that they will be required to sign an NDA prior to being invited to take part in the market engagement sessions.

II.3) Estimated date of publication of contract notice

10 February 2025

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