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Tender

Voluntary and Community Mental Health Support

HM Revenue & Customs

F02: Contract notice

Notice identifier: 2023/S 000-037236

Procurement identifier (OCID): ocds-h6vhtk-0426bb

Published 19 December 2023, 10:32am

Section I: Contracting authority

I.1) Name and addresses

HM Revenue & Customs

Trinity Bridge House

Salford

M5 2BH

Contact

Fintan Bradley

Email

fintan.bradley@hmrc.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.gov.uk

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

www.hmrc.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://proposals.seller.ariba.com>

I.4) Type of the contracting authority

Other type

Non Ministerial Dept

I.5) Main activity

Other activity

Direct and Indirect Taxes

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Voluntary and Community Mental Health Support

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

His Majesty's Revenue and Customs (HMRC) invites tenders from voluntary and community sector (VCS) organisations with existing, proven experience, in supporting people dealing with mental health problems.

You will need to:

- a) provide a specialist mental health support referral phone line for HMRC customers who are feeling overwhelmed or anxious about their tax affairs, financial hardship or HMRC debt
- b) work with HMRC to identify opportunities to build capability across the organisation, enabling HMRC colleagues to recognise, support and correctly signpost customers to the service
- c) offer further signposting for HMRC customers and a referral route to HMRC's specialist team, for those customers who need further tax or debt support

Specific Requirements:

- 24 hours a day, 365 days a year service, through a dedicated phone number
- capacity to handle circa 1,500 referrals from across the UK, for the duration of the 24 month contract
- a communications and marketing plan to promote the service

- data reporting capacity to evidence the effectiveness of the service
- provision of insight to inform and shape HMRC's future model, in supporting customers with mental health problems and those feeling overwhelmed and anxious about their tax affairs or financial hardship
- a review of current HMRC adviser ability, to then identify and offer solutions to improve capability and awareness.

Suppliers will be required to evidence the appropriate professional accreditations and vetting procedures, structured training for both staff and volunteers at all levels of their organisation.

HMRC will work with the successful organisation to have specialist mental health support in place from 14 March 2024 and for the duration of the contract, to build capability and understanding around support needed for HMRC customers.

It is a mandatory requirement that all tenderers participating in this tender must be a VCS organisation.

The funding available for all contract awarded under this tender, is £100,000 (Vat Excl) per year.

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85312300 - Guidance and counselling services
- 85312310 - Guidance services
- 85312320 - Counselling services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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Specific Requirements:

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- a communications and marketing plan to promote the service
- data reporting capacity to evidence the effectiveness of the service
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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The agreement will have the option of being extended by a maximum of 12 months.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The agreement will have the option of being extended by a maximum of 12 months.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

- A Tenderer's ability to deliver a dedicated referral phone line for HMRC customers 24/7, 365 days a year.
- A Tenderer being a Voluntary and Community Sector organisation.

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Reference to the relevant law, regulation or administrative provision

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract.

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: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

10 January 2024

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31 January 2024

IV.2.7) Conditions for opening of tenders

Date

11 January 2024

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This requirement will be met by an eSourcing RfP using HMRC SAP Ariba. Please ensure you are registered with the HMRC SAP Ariba to gain access to the RfP documentation which will contain full details.

If you are not already registered, the registration link is:

<https://s1-eu.ariba.com/Sourcing/Main/aw?awh=r&awssk=bp.2VKcuJb3OixMn&realm=hmrc&dard=1>

As part of the registration process you will receive a system generated email asking you to

activate your SAP Ariba supplier account by verifying your email address.

Once you have completed the activation process you will receive a further email by return confirming the 'registration process is now complete' and providing you with 'your organisation's account ID' number. If an email response from HMRC is not received within one working day of your request, please re-contact

sapariba.hmrcreport@hmrc.gsi.gov.uk (after first checking your spam in-box) confirming when your registration request was first made.

Once you have obtained 'your organization's account ID' number, please email fintan.bradley@hmrc.gov.uk and copy in e.procurement@hmrc.gov.uk and with your account ID number, you will then receive an e-mail confirming access. Further information about HMRC's procurement tool SAP Ariba, Suppliers Guide and general information is available on the HMRC website: www.hmrc.gov.uk/about/supplying.htm. If you have already registered on SAP Ariba then you may also need to re-register on HMRC's SAP Ariba in order to be added to the event.

VI.4) Procedures for review

VI.4.1) Review body

HMRC

Salford

United Kingdom

M3 5BS

Country

United Kingdom