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Not applicable

Voluntary and Community Mental Health Support

HM Revenue & Customs

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-037243

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

Published 19 December 2023, 10:58am

Section I: Contracting authority/entity

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

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-037236](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II.1.1.

Place of text to be modified

Title

Instead of

Text

Voluntary and Community Mental Health Support

Read

Text

HM Revenue & Customs

Section number

II.1.1

Place of text to be modified

Reference number

Read

Text

SR1605994601

Section number

II.1.4.

Place of text to be modified

Short description

Instead of

Text

365 days a year service

Read

Text

365/6 days a year service

Section number

II.1.5

Place of text to be modified

Estimated total value

Instead of

Text

Value excluding VAT: £200,000

Read

Text

Value excluding VAT: £300,000

Section number

III.1.1

Place of text to be modified

Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

Instead of

Text

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

Read

Text

- A Tenderer's ability to deliver a dedicated referral phone line for HMRC customers 24/7, 365/6 days a year.