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Planning

Redundancy Payments Service Calculations and Service Development Project

The Insolvency Service

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-041586

Procurement identifier (OCID): ocids-h6vhtk-04cd10

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Section I: Contracting authority

I.1) Name and addresses

The Insolvency Service

1 Westfield Avenue

LONDON

E201HZ

Contact

Javed Kebede

Email

Javed.Kebede@insolvency.gov.uk

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://in-tendhost.co.uk/insolvencyservice.aspx/Home>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Redundancy Payments Service Calculations and Service Development Project

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

This digital project aims to ensure the Insolvency Service (INSS) complies with HMRC's guidance on the correct application of tax and National Insurance (NI) in the Redundancy Payments Service (RPS) through a digital solution. It will also identify broader system improvements to enhance compliance, efficiency, and customer experience. Key objectives include addressing data gaps by making changes to the RPS online application and IP Upload Service, customising the case management system (CMS) to handle new data. The current finance system (Business World) does not fully meet the needs of RPS, and the Calculation Engine will need a review, so all combinations of payments are calculated correctly. A solution is also needed to allow the calculation of NI at point of payment, rather than point of calculation. Other changes to the finance system are needed to improve the accuracy of reporting, submission of Real Time Information to HMRC and accommodate any other improvements needed to facilitate seamless integration.

II.1.5) Estimated total value

Value excluding VAT: £18,700,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

(a) Key objectives include addressing data gaps by making changes to the RPS Digital online application and IP Upload Service, customising the case management system (CMS) to handle new data. The current finance system (Business World) does not fully meet the needs of RPS, and the Calculation Engine will need a review, so all combination of payments are calculated correctly. A solution is also needed to allow the calculation of NI at point of payment, rather than point of calculation. Other changes to the finance system are needed to improve the accuracy of reporting, submission of Real Time Information to HMRC and accommodate any other improvements needed to facilitate seamless integration.

(b) RPS Calculations and Service Development Project falls under the Change and Technology Services (CTS) directorate. CTS brings together all the agency's digital and change capabilities in one place. The vision of CTS is to deliver seamless, responsive, and flexible services, enabling an exceptional customer and user experience. The directorate's objective is to provide cost-effective solutions that benefit both the agency's people and customers. It owns and directs the change and technology landscape, creating the capability and capacity needed to run, grow, and transform the agency.

(c) The work is being done to ensure that the Insolvency Service (Authority) complies with HMRC's advice regarding tax and National Insurance (NI) to components paid by the Redundancy Payments Service (RPS). All relevant HMRC tax and National Insurance (NI) guidance has been thoroughly reviewed and documented. The legislation and guidance have been carefully assessed in conjunction with the Department for Business and Trade's Legal Team and HMRC, to ensure compliance with the latest regulations and to determine the precise requirements.

(d) This process is also expected to highlight the need for broader improvements to the service to accommodate the required changes. It will also provide an opportunity to identify other areas where significant enhancements to the RPS systems can be made to address other known problems, improve efficiency and user experience.

II.3) Estimated date of publication of contract notice

3 March 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