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Contract

## **Provision of IT Hardware and Software Support Renewal**

HM Revenue & Customs

F03: Contract award notice

Notice identifier: 2025/S 000-052914

Procurement identifier (OCID): ocds-h6vhtk-059195

Published 1 September 2025, 4:07pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

HM Revenue & Customs

100 Parliament Street

London

SW1A2BQ

#### **Contact**

Mandy Beames

#### **Email**

[mandy.beames@hmrc.gov.uk](mailto:mandy.beames@hmrc.gov.uk)

#### **Telephone**

+44 3000501015

#### **Country**

United Kingdom

**Region code**

UKI32 - Westminster

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

**I.4) Type of the contracting authority**

National or federal Agency/Office

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Provision of IT Hardware and Software Support Renewal

Reference number

SR2555933563

**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**

Renewal contract for a performance monitoring and troubleshooting tool. This includes hardware licences support.

#### **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: £984,247.63

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

HMRC Locations across the estate

#### **II.2.4) Description of the procurement**

A performance monitoring and troubleshooting tool on a two-year contract. This includes hardware licences support.

#### **II.2.5) Award criteria**

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 90%

#### **II.2.11) Information about options**

Options: Yes

Description of options

1 permissible 12 month extension

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This was a call-off procedure via a CCS Framework and therefore the award of contract without prior publication in the Official Journal of the European Union is lawful.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

25 July 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 3

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

#### **V.2.3) Name and address of the contractor**

British Telecommunications Limited

50 Leman Street

London

E1 8HQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

100008

The contractor is an SME

No

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

Total value of the contract/lot: £984,247.63

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

HMRC

100 Parliament Street

London

SW1A2BQ

Country

United Kingdom

