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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

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

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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

HMRC

100 Parliament Street

London

SW1A2BQ

Country

United Kingdom

