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Planning

Pre-recorded Video Interviewing Platform

HM Revenue & Customs

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062934

Procurement identifier (OCID): ocids-h6vhtk-05a9b2 ([view related notices](#))

Published 7 October 2025, 3:11pm

Scope

Reference

SR2742009542

Description

HMRC is seeking to engage a supplier who can provide a digital platform to support remote video interviewing as part of HMRC's recruitment processes. The platform should enable the creation, distribution, and assessment of pre-recorded interview questions, allowing candidates to record their interview answers independently and securely.

The solution must be user-friendly, accessible and capable of supporting various user roles. It should offer functionality for managing interview templates, issuing invitations, tracking candidate progress, and generating reports.

Security, accessibility, and data protection are key priorities, and the platform must align with HMRC's operational standards and legal obligations. The service should be resilient, scalable, and adaptable to meet the needs of multiple recruitment campaigns.

Total value (estimated)

- £450,000 excluding VAT
- £540,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 March 2026 to 28 February 2029
- 3 years

Main procurement category

Services

CPV classifications

- 30211300 - Computer platforms
- 48100000 - Industry specific software package
- 48218000 - License management software package
- 48515000 - Video conferencing software package
- 72000000 - IT services: consulting, software development, Internet and support
- 79600000 - Recruitment services

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

3 November 2025

Submission type

Requests to participate

Deadline for requests to participate

28 November 2025, 11:59pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

9 February 2026

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

HMRC will be procuring the Pre-recorded Video Interview Platform opportunity through the Competitive Flexible Procedure as set out in the Procurement Act 2023.

This procurement will be conducted by way of an eSourcing event using HMRC's SAP Ariba eSourcing Portal. Please ensure you are registered with the eSourcing Portal to gain access to the procurement documentation when it is released which will contain full details of the requirement.

If you are not already registered, the registration link is: <http://hmrc.sourcing-eu.ariba.com/ad/selfRegistration>

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.hmrcsupport@hmrc.gov.uk (after first checking your spam in-box) notifying non-receipt and confirming when your registration request was first made.

Once registered and to formally express an interest in this opportunity and receive the tender documentation through HMRC's e-tender portal SAP Ariba suppliers must provide the following to Ada Dudaite via ada.dudaite@hmrc.gov.uk:

Contract title and Reference

- Your organisation's HMRC SAP Ariba account ID
- Your organisation name
- Your name

- Your email address
- Your telephone number.

Further information about HMRC's procurement tool SAP Ariba, a Suppliers Guide and general information about supplying to HMRC is available on the HMRC website:
www.hmrc.gov.uk/about/supplying.htm

The estimated total contract value over the full contract term (3 years) is £450,000 (Excl. VAT). This figure is an estimate and may not reflect actual spend, which will be predicated on programme delivery.

Detail of the Competitive Flexible process (CFP) for the procurement is set out below:

This procurement will consist of two stages. The first stage is an Invitation to Submit Initial Tender (ITSIT), where bidders will be assessed against a range of key award criteria, including-but not limited to-functional and non-functional requirements, social value, and price. The intention is to shortlist the highest scoring bidders to proceed to the second stage, which will involve product demonstrations.

The winning bidder will be the Authorities preferred bidder, and will be awarded the contract, subject to agreement upon contract terms and the completion of any further due diligence which is deemed necessary.

Contracting authority

HM Revenue & Customs

- Public Procurement Organisation Number: PVMW-8599-JZNJ

100 Parliament Street

London

SW1A 2BQ

United Kingdom

Email: hmrcsupportsapariba@hmrc.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government