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Contract

ALM Platform- Atlassian SaaS Migration

HM Revenue & Customs

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-065886

Procurement identifier (OCID): ocds-h6vhtk-058e4a ([view related notices](#))

Published 16 October 2025, 12:19pm

Scope

Reference

SR2497099450

Description

HMRC require a project management tool for tracking issues, bugs and tasks in software development and a collaborative workspace where teams can create, share and manage documentation and knowledge. These tools need to be able to integrate to allow teams to plan projects, track progress and maintain organised accessible information. The solutions need to be integrated to allow for transition between project tracking and documentation as well as being highly customisable to support complex workflows across software, business and IT teams. The system also needs to be compatible with a range of plugins that HMRC already utilise and requires robust permission controls to maintain the security of HMRC systems. HMRC are planning to consolidate multiple siloed software instances across CDIO, ECS, DPS, EIS, B&T/CDS and HMRC Digital into SaaS based platforms. This is focusing on the need to procure the following licenses for the Atlassian Jira/Confluence software. License requirement: Atlassian Enterprise Cloud, 9000 Users for Jira, Confluence Bundled with Rovo for 9000 Users Atlassian Guard Premium 9000

users, Jira Service Management Enterprise 300 Agents, Jira Product Discovery Premium 1000 Users.

Contract 1. ALM Platform- Atlassian SaaS Migration

Supplier

- Atlassian Pty. Ltd.

Contract value

- £5,297,791 excluding VAT
- £6,357,349.20 including VAT

Above the relevant threshold

Date signed

2 October 2025

Contract dates

- 2 October 2025 to 1 October 2028
- 3 years

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Social Value	Percentage of operations run on renewable electricity.	12 months
Service Availability	Uptime percentage of the services over a monthly period.	12 months
Incident Response Time	Percentage of initial response times that meet the service level agreements.	12 months

Signed contract documents

[REDACTED HMRC-Atlassian_Order_Form.pdf](#)

HMRC-Atlassian redacted contract.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Single supplier - technical reasons

Atlassian Jira/Confluence is a key piece of software for the organisation as it is used for both tracking tasks and managing agile projects as well as enabling teams to collaborate and document work on said projects in a shared organised space. Moving to an alternative solution would cause significant disruption and risk to the authority. This would create disproportionate technical and resource challenges that would impact business operations and not demonstrate commercial value or provide the most economically advantageous outcome

Supplier

Atlassian Pty. Ltd.

- Public Procurement Organisation Number: PCMN-3518-DWCZ

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Australia

Email: legalfilings@atlassian.com

Website: <https://www.atlassian.com/>

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. ALM Platform- Atlassian SaaS Migration

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