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Tender

## Pre-recorded Video Interviewing Platform

HM Revenue & Customs

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-068645

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

Published 27 October 2025, 3:25pm

## Scope

## Description

HMRC is seeking to engage a supplier who can provide a digital platform to support Pre-recorded Video Interviewing, used as part of HMRC's recruitment processes for large scale recruitment campaigns. 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. The solution should support access for up to 200 HMRC recruiters and as many as 500 interview panellists involved in interview assessing.

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)**

- 2 February 2026 to 1 February 2029
- Possible extension to 1 February 2031
- 5 years

Description of possible extension:

This contract includes optional extensions for two separate periods of 12 months each. The breakdown of the potential extensions is:

Initial Term: 3 years

Optional Extensions: +12 months +12 months

### **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

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

31 October 2025, 2:00pm

### **Submission address and any special instructions**

Supplier's who wish to participate must follow the steps below in order to access the Pre-recorded Video Interviewing Platform event in the Authority's instance of SAP Ariba,

where supplier's will be able to view the tender documentation and respond to the Authority. Those suppliers who have already provided their details to express an interest in this opportunity through the Planned Procurement Notice do not need to re-register their interest. Those who have participated in the market engagement activity but not explicitly re-registered their interest do need to re-provide their Ariba details.

Registering on Ariba:

#### STEP 1

To register for an Ariba account please follow the link below in full. Please note that to access the Authority's instance of Ariba for the first time you must enter via the below link regardless of whether you have an existing account for the wider Ariba procurement network.

<http://hmrc.sourcing-eu.ariba.com/ad/selfRegistration>

Please Note: For those Suppliers who are already registered, please skip STEP 1 and go straight to STEP 4.

#### STEP 2

If your organisation does not have an existing account on the wider Ariba supplier network, fill out all mandatory fields on the form including 'Company Information' and 'User Account Information' and select 'Register' (marked in red). If your organisation already has an existing account on the wider Ariba supplier network. Select 'Login' (marked in blue) to enter your credentials and submit your organisation for Authority approval.

#### STEP 3

This step assumes that a supplier is new to the wider Ariba supplier network and is setting up an account for the first time. If you have followed the process for an organisation with an account on the wider Ariba supplier network, please skip to Step 4. After submitting your details on the landing page, you will be redirected to a second page asking you to confirm your email address. The system will send an auto-generated email to the email address you registered the account with. To move to the next step of the process please follow the 'Click here to activate your Ariba account' link in the email.

#### STEP 4

Following the email link in STEP 3 redirects you to the Authority's instance of Ariba where you will be asked to provide further profile information as part of our Supplier Profile Questionnaire. You must complete and submit this information in order to participate in procurement 'events'. Following the verification link will also submit your profile for

approval. Your account will only be fully activated once approval from the Ariba Systems Team has been received.

#### STEP 5

Completing and submitting your company profile will send your account for approval. Once your account has been verified and approved by this team you will receive an email as below. In the event of your account not being approved a member of the team will contact you stating why this is the case. The most common reason usually being that your organisation has an existing account on the Authority's instance of Ariba.

#### STEP 6

The registration process is now complete. Following the link to <http://proposals.seller.ariba.com> will allow you to log into your account as below. Entering your login details on this page will take you directly through to your Ariba Commerce Cloud dashboard. It is on this page that events which you have been granted access to will appear.

#### STEP 7

In order to gain access to an e-Sourcing 'event' that you have seen advertised in Find a Tender Service or on Contracts Finder you must have successfully registered for an account. If you have an account on the wider Ariba supplier network this will not be sufficient to access the Authority's procurement 'events' and you will need to follow the process detailed earlier in this pack - 'How to Register'. When you have successfully registered and been approved on the Authority's instance of Ariba you will be sent an automatically generated system ID via an email like the below. This number will begin 'AN...' and is required in order for the Authority's Commercial Officers to be able to add you to e-Sourcing procurement events.

#### STEP 8

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](mailto:ada.dudaite@hmrc.gov.uk):

- Information quoting the title of the 'event' that you would like to access
- Your ANID
- Your name
- Your organisation's name

- Your contact details

The Commercial Officer will then be able to grant you access to the 'event' including full tender documentation and supporting documents.

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

16 January 2026

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### **Award criteria**

Name	Type	Weighting
Price	Price	40%
Quality	Quality	35%
Demonstration	Quality	15%
Social Value	Quality	10%

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### **Other information**

#### **Conflicts assessment prepared/revised**

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

The Authority will procure the Pre-recorded Video Interviewing Platform as a Competitive Flexible Procedure (CFP) as set out in the Procurement Act 2023.

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

Details of the Competitive Flexible process for the procurement is set out below:

Stage one is open to all parties who express an interest following tender notice and have confirmed they have registered on HMRC's instance of SAP Ariba by the deadline of Friday, 31 October 2025 14:00 PM. Please see Registering on Ariba section below for instructions.

Following the Expression of Interest deadline, those registered for the event on Ariba will be Invited to Submit their Tender. Bidders will be assessed on a range of key award criteria including, but not limited to, functional and non-functional requirements, social value and price.

The three bidders with the highest total scores following first stage will be invited to the second stage of the competitive flexible procedure, a Demonstration session to enable the Authority to test and verify that the requirements and proposed solution can be delivered. Further detail as to how product demonstrations will be scored and evaluated - will be communicated as part of the published documentation.

Full details of any required quality threshold will be issued with the Stage One Invitation to

Tender (ITT) documents, which will set out clear and unambiguous evaluation methodology including pass/fail and scored criteria, minimum score requirements and so on.

The supplier with the overall highest score following both stages will be awarded the contract, subject to agreement upon contract terms, the completion of internal governance and any further due diligence which is deemed necessary.

The Authority reserves the right to refine the Award Criteria of the CFP in accordance with Section 24 of the Act.

The Authority also reserves the right to modify the CFP in accordance with Section 31 of the Act.

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## **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](mailto:hmrcsupportsapariba@hmrc.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government