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Award

Qualtrics Employee Engagement Tools

HM Revenue & Customs

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-076660

Procurement identifier (OCID): ocds-h6vhtk-05e7d7 ([view related notices](#))

Published 24 November 2025, 5:36pm

Scope

Description

Qualtrics will provide a suite of employee engagement tools to HMRC.

The Contract duration will be one year, with an optional one year extension.

The value of the contract is £1,121,622 for the initial term, and a further £1,177,703.10 for the extension year.

Contract 1. Qualtrics Employee Engagement and Experience Tools

Supplier

- Qualtrics

Contract value

- £1,916,104.25 excluding VAT
- £2,299,325.10 including VAT

Above the relevant threshold

Earliest date the contract will be signed

4 December 2025

Contract dates (estimated)

- 17 December 2025 to 16 December 2026
- Possible extension to 16 December 2027
- 2 years

Description of possible extension:

An optional 1 year extension if required, dependent upon business needs.

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom
-

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

A direct award as a short term bridging contract whereby it is impractical and uneconomical for a replacement supplier to provide the services to the HMRC estate. A more strategic contract has been competitively procured for the end of this short term arrangement.

Supplier

Qualtrics

- Public Procurement Organisation Number: PCJD-7824-MQRZ

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Dublin

D02 TA43

Ireland

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Contract 1. Qualtrics Employee Engagement and Experience Tools

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

Website: <http://www.hmrc.gov.uk>

Region: UKI32 - Westminster

Organisation type: Public authority - central government