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Contract

Qualtrics Employee Engagement Tools

HM Revenue & Customs

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

Notice identifier: 2025/S 000-080736

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

Published 8 December 2025, 3:49pm

Scope

Reference

SR2760509186

Description

The provision of Employee Experience and Engagement Tools, across a one year initial term, at a value of £1,916,104.25 excluding VAT and £2,299,325.10 including VAT. The above figures include the initial term of one year, plus the one year optional extension.

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

Date signed

5 December 2025

Contract dates

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

Description of possible extension:

Optional 1 year extension.

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Justification for not setting key performance indicators

Contract value under £5 million. Contract performance assessment not required due to straight-forward licence delivery model.

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

Short-term duration direct award as a bridging contract. Impractical to transition to a new supplier for such a short duration.

Supplier

Qualtrics

- Public Procurement Organisation Number: PCJD-7824-MQRZ

Costello House, 1 Clarendon Row

Dublin

D02 TA43

Ireland

Email: pmckenna@qualtrics.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. 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

Region: UKI32 - Westminster

Organisation type: Public authority - central government